



Florida Courts E-Filing Authority Board

Service Desk Report

April 2014



E-Portal Service Desk

Types of Incidents

- **Customer Service Incidents (Section 2)**
 - These are calls from Filers and the General Public. Calls are currently submitted via phone voice message or email. Calls may be submitted 24/7.
 - Initial Acknowledge Standard is 5 Business Days.
- **Technical and System Support Incidents (Section 3)**
 - These are typically calls from Clerks and other Stakeholders and could involve any aspect of system configuration and support. Calls are currently submitted via phone voice message or email. Calls may be submitted 24/7.
 - Initial Acknowledge Standard is 5 Business Days.



Customer Service Calls April Statistics Policies and Procedures Page 5

	February 2014	March 2014	April 2014
Incidents Received	2,691	3,771	3,957
Incidents Closed	2,621	3,712	4,040
Incidents Open at End of Month	91	75	69
Average Acknowledgement Time per Incident	.12 Days	.22 Days	.28 Days
Average Resolution Time per Incident	.45 Days	.45 Days	.66 Days



Technical/System Support Calls April Statistics Policies and Procedures Page 5

	February 2014	March 2014	April 2014
Incidents Received	904	1,051	836
Incidents Closed	933	1,038	867
Incidents Open at End of Month	195	163	173
Average Acknowledgement Time per Incident	.14 Days	.24 Days	.16 Days
Average Resolution Time per Incident	.74 Days	1.01 Days	.79 Days



Call Initiation - Email vs. Phone

April 2014

- **Customer Service (3,957 Incidents Received)**
 - Email 2,889 (73.01%)
 - Phone 1,068 (26.99 %)
- **Technical/System Support (836 Incidents Received)**
 - Email 773 (92.46 %)
 - Phone 63 (7.54 %)