



Florida Courts E-Filing Authority Board

Service Desk Report

May 2015



E-Portal Service Desk

Types of Incidents

- **Customer Service Incidents (Section 2)**

- Attorneys Process Servers Mental Health Professionals
- Pro Se Mediators Law Enforcement
- Judges Court Reporters

- Typical calls include: password resets, E-Service Issues, case number not found

- **Technical and System Support Incidents (Section 3)**

- Clerks Other Stakeholders
- Typical calls include: system configuration, code table issues, and resending filings



Customer Service Incidents

May 2015 Statistics

Policies and Procedures Page 5

	March 2015	April 2015	May 2015
Incidents Received	3,271	3,215	3,421
Incidents Closed	3,293	3,141	3,266
Incidents Open at End of Month	89	129	167
Average Acknowledgement Time per Incident	.10 Days 55 Minutes	.22 Days 1 Hour 58 Minutes	.25 Days 2 Hours 18 Minutes
Average Resolution Time per Incident	.32 Days 2 Hours 55 Minutes	.55 Days 4 Hours 55 Minutes	.67 Days 5 Hours 59 Minutes
# of Filings	1,206,828	1,190,303	1,115,774
# of Documents	1,849,008	1,822,944	1,696,656

**** Does not include # of filings or # of documents for: Mediators, Process Servers, Court Reports, Mental Health Professionals or Law Enforcement.***



Judge Incidents

April 2015 Statistics

Policies and Procedures Page 5

	March 2015	April 2015	May 2015
Incidents Received	3	1	0
Incidents Closed	3	1	0
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.13 Days 1 Hour 8 Minutes	.01 Days 8 Minutes	.0 Days 0 Minutes
Average Resolution Time per Incident	.29 Days 2 Hours 38 Minutes	.01 Days 8 Minutes	.0 Days 0 Minutes
# of Filings	6,981	9,450	11,372
# of Documents	7,900	10,698	12,852



Pro Se Incidents May 2015 Statistics Policies and Procedures Page 5

	March 2015	April 2015	May 2015
Incidents Received	205	191	258
Incidents Closed	203	187	246
Incidents Open at End of Month	0	10	12
Average Acknowledgement Time per Incident	.10 Days 52 Minutes	.19 Days 1 Hour 43 Minutes	.30 Days 2 Hours 40 Minutes
Average Resolution Time per Incident	.38 Days 3 Hours 24 Minutes	.54 Days 4 Hours 54 Minutes	.68 Days 6 Hours 8 Minutes
# of Filings	4,181	4,167	4,018
# of Documents	6,338	6,386	6,191



Attorney Incidents May 2015 Statistics Policies and Procedures Page 5

	March 2015	April 2015	May 2015
Incidents Received	3,063	3,023	3,163
Incidents Closed	3,087	2,952	3,020
Incidents Open at End of Month	112	123	122
Average Acknowledgement Time per Incident	.10 Days 56 Minutes	.22 Days 1 Hours 59 Minutes	.25 Days 2 Hours 14 Minutes
Average Resolution Time per Incident	.32 Days 2 Hours 53 Minutes	.55 Days 4 Hours 56 Minutes	.66 Days 5 Hours 57 Minutes
# of Filings	1,172,947	1,151,198	1,075,980
# of Documents	1,800,306	1,769,108	1,643,296



Technical/System Support Incidents

May 2015 Statistics

Policies and Procedures Page 5

	March 2015	April 2015	May 2015
Incidents Received	494	499	606
Incidents Closed	497	495	578
Incidents Open at End of Month	90	98	99
Average Acknowledgement Time per Incident	.21 Days 1 Hour 56 Minutes	.18 Days 1 Hour 39 Minutes	.15 Days 1 Hour 22 Minutes
Average Resolution Time per Incident	.93 Days 8 Hours 20 Minutes	1.01 Days 9 Hours 5 Minutes	.56 Days 5 Hours 2 Minutes
# of Filings	6,223	6,015	5,172
# of Documents	7,391	6,906	6,115



Top 10 Types of Incidents For:

- **Attorneys**

Account Set-Up

CCIS Issue

Login Issues

Referred To County

Case Question

E-Service Issue

Password Reset

Case Number Not Found

Filing Status Check

Pending Queue Problem

- **Self-Represented Litigant/Pro Se**

Account Set-Up

CCIS Issue

Login Issues

Referred To County

Case Number Not Found

E-Service Issue

Password Reset

Case Question

General Question

Pending Queue Problem

- **Judges**