



# Florida Courts E-Filing Authority Board

## Service Desk Report December 2014



# 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 Calls December 2014 Statistics Policies and Procedures Page 5

	October 2014	November 2014	December 2014
Incidents Received	4,436	3,508	2,982
Incidents Closed	4,408	3,596	2,965
Incidents Open at End of Month	149	19	32
Email	2,909 (66 %)	2,505 (71%)	2,003 (67%)
Phone	1,527 (34 %)	1,003 (29%)	979 (33%)
Average Acknowledgement Time per Incident	.20 Days	.12 Days	.19 Days
Average Resolution Time per Incident	.48 Days	.37 Days	.44 Days



# Judge Calls

## December 2014 Statistics

### Policies and Procedures Page 5

	October 2014	November 2014	December 2014
Incidents Received	0	0	0
Incidents Closed	0	0	0
Incidents Open at End of Month	0	0	0
Email	0 (0 %)	0 (0 %)	0 (0 %)
Phone	0 (0 %)	0 (0 %)	0 (0 %)
Average Acknowledgement Time per Incident	.0 Days	.0 Days	.0 Days
Average Resolution Time per Incident	.0 Days	.0 Days	.0 Days



# Pro Se Calls

## December 2014 Statistics

### Policies and Procedures Page 5

	October 2014	November 2014	December 2014
Incidents Received	199	172	149
Incidents Closed	198	168	148
Incidents Open at End of Month	4	6	2
Email	143 (72 %)	127 (74 %)	91 (61%)
Phone	56 (28 %)	45 (26 %)	58 (39%)
Average Acknowledgement Time per Incident	.22 Days	.18 Days	.22 Days
Average Resolution Time per Incident	.63 Days	.50 Days	.58 Days



# Attorney Calls

## December 2014 Statistics

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	October 2014	November 2014	December 2014
Incidents Received	4,237	3,336	2,833
Incidents Closed	4,210	3,427	2,817
Incidents Open at End of Month	135	39	30
Email	2,766 (72 %)	2,378 (71 %)	1,912 (67%)
Phone	1,471 (35 %)	958 (29 %)	921 (39%)
Average Acknowledgement Time per Incident	.17 Days	.12 Days	.18 Days
Average Resolution Time per Incident	.45 Days	.36 Days	.43 Days



# Technical/System Support Calls December 2014 Statistics Policies and Procedures Page 5

	October 2014	November 2014	December 2014
Incidents Received	698	435	488
Incidents Closed	708	452	472
Incidents Open at End of Month	90	118	92
Email	622 (89 %)	394 (91 %)	441 (90%)
Phone	76 (11 %)	41 (9 %)	47 (10%)
Average Acknowledgement Time per Incident	.30 Days	.19 Days	19. Days
Average Resolution Time per Incident	1.22 Days	.89 Days	.90 Days



## Averages for 2014 (January through December)

	Customer Service Support	Technical/System Support
Incidents Received	3,490	719
Incidents Closed	3,482	722
Email	2,404	660
Phone	1,086	59
Acknowledge Time per Incident	.31 Days	.26 Days
Resolution Time per Incident	.62 Days	1.14 Days