



Florida Courts E-Filing Authority Board

Service Desk Report April 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

April 2015 Statistics

Policies and Procedures Page 5

	February 2015	March 2015	April 2015
Incidents Received	3,021	3,271	3,215
Incidents Closed	3,044	3,293	3,141
Incidents Open at End of Month	78	89	129
Average Acknowledgement Time per Incident	.14 Days 1 Hour 14 Minutes	.10 Days 55 Minutes	.22 Days 1 Hour 58 Minutes
Average Resolution Time per Incident	.40 Days 3 Hours 35 Minutes	.32 Days 2 Hours 55 Minutes	.55 Days 4 Hours 55 Minutes
# of Filings	1,095,311*	1,206,828	1,190,303
# of Documents	1,669,848*	1,849,008	1,822,944

*** 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

	February 2015	March 2015	April 2015
Incidents Received	3	3	1
Incidents Closed	3	3	1
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.01 Days 5 Minutes	.13 Days 1 Hour 8 Minutes	.01 Days 8 Minutes
Average Resolution Time per Incident	.01 Days 5 Minutes	.29 Days 2 Hours 38 Minutes	.01 Days 8 Minutes
# of Filings	4,414	6,981	9,450
# of Documents	5,232	7,900	10,698



Pro Se Incidents April 2015 Statistics Policies and Procedures Page 5

	February 2015	March 2015	April 2015
Incidents Received	165	205	191
Incidents Closed	172	203	187
Incidents Open at End of Month	1	0	10
Average Acknowledgement Time per Incident	.18 Days 1 Hour 36 Minutes	.10 Days 52 Minutes	.19 Days 1 Hour 43 Minutes
Average Resolution Time per Incident	.61 Days 5 Hours 27 Minutes	.38 Days 3 Hours 24 Minutes	.54 Days 4 Hours 54 Minutes
# of Filings	3,630	4,181	4,167
# of Documents	5,831	6,338	6,386



Attorney Incidents April 2015 Statistics Policies and Procedures Page 5

	February 2015	March 2015	April 2015
Incidents Received	2,853	3,063	3,023
Incidents Closed	2,869	3,087	2,952
Incidents Open at End of Month	76	112	123
Average Acknowledgement Time per Incident	.14 Days 1 Hour 13 Minutes	.10 Days 56 Minutes	.22 Days 1 Hour 59 Minutes
Average Resolution Time per Incident	.39 Days 3 Hours 29 Minutes	.32 Days 2 Hours 53 Minutes	.55 Days 4 Hours 56 Minutes
# of Filings	975,224	1,172,947	1,151,198
# of Documents	1,624,606	1,800,306	1,769,108



Technical/System Support Incidents

April 2015 Statistics

Policies and Procedures Page 5

	February 2015	March 2015	April 2015
Incidents Received	369	494	499
Incidents Closed	367	497	495
Incidents Open at End of Month	97	90	98
Average Acknowledgement Time per Incident	.15 Days 1 Hour 20 Minutes	.21 Days 1 Hour 56 Minutes	.18 Days 1 Hour 39 Minutes
Average Resolution Time per Incident	.80 Days 7 Hours 12 Minutes	.93 Days 8 Hours 20 Minutes	1.01 Days 1 Day 0 Hours 5 Minutes
# of Filings	4,753	6,223	6,015
# of Documents	5,608	7,391	6,906



Top 10 Types of Incidents For:

- **Attorneys**

Account Set-Up

E-Service Issue

Password Reset

Upload Issue

Case Question

Login Issues

Referred To County

Case Number Not Found

Party Tab Issue

Service Error

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

Account Set-Up

Filing Status Check

Login Issues

Referred To County

Case Question

General Question

Password Reset

E-Service Issue

Judicial Review

Pending Queue Problem

- **Judges**

Account Set-up