



# Florida Courts E-Filing Authority Board

## Service Desk Report

May 2016



# 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
- Creditors
- Media
- Local Agent
- State Agent
- Case Managers

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

- Clerks Other Stakeholders



# Customer Service Incidents

## May 2016 Statistics

### Policies and Procedures Page 5

	<b>March 2016</b>	<b>April 2016</b>	<b>May 2016</b>
Incidents Received	3,081	2,671	2,669
Incidents Closed	3,069	2,651	2,641
Incidents Open at End of Month	23	30	38
Average Acknowledgement Time per Incident	.06 Days 32 Minutes	.06 Days 34 Minutes	.09 Days 46 Minutes
Average Resolution Time per Incident	.20 Days 1 Hour 49 Minutes	.16 Days 1 Hour 27 Minutes	.20 Days 1 Hour 48 Minutes
# of Filings	1,287,595	1,192,074	1,187,207
# of Documents	1,926,079	1,763,801	1,770,557



# Judge Incidents May 2016 Statistics Policies and Procedures Page 5

	<b>March 2016</b>	<b>April 2016</b>	<b>May 2016</b>
Incidents Received	12	7	9
Incidents Closed	12	7	9
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.04Days 20 Minutes	.03 Days 18 Minutes	.03 Days 17 Minutes
Average Resolution Time per Incident	.09 Days 50 Minutes	.05 Days 27 Minutes	.05 Days 25 Minutes
# of Filings	33,590	33,443	36,062
# of Documents	36,639	36,417	39,309



# Pro Se Incidents May 2016 Statistics Policies and Procedures Page 5

	<b>March 2016</b>	<b>April 2016</b>	<b>May 2016</b>
Incidents Received	499	409	459
Incidents Closed	493	405	454
Incidents Open at End of Month	9	7	7
Average Acknowledgement Time per Incident	.07 Days 37 Minutes	.07 Days 38 Minutes	.10 Days 52 Minutes
Average Resolution Time per Incident	.21 Days 1 Hour 55 Minutes	.16 Days 1 Hour 29 Minutes	.20 Days 1 Hour 50 Minutes
# of Filings	5,819	5,722	5,798
# of Documents	10,706	10,772	10,135



# Attorney Incidents May 2016 Statistics Policies and Procedures Page 5

	<b>March 2016</b>	<b>April 2016</b>	<b>May 2016</b>
Incidents Received	2,570	2,255	2,201
Incidents Closed	2,564	2,239	2,178
Incidents Open at End of Month	18	27	35
Average Acknowledgement Time per Incident	.06 Days 30 Minutes	.06 Days 33 Minutes	.08 Days 45 Minutes
Average Resolution Time per Incident	.20 Days 1 Hour 47 Minutes	.16 Days 1 Hour 27 Minutes	.20 Days 1 Hour 48 Minutes
# of Filings	1,197,218	1,097,053	1,093,824
# of Documents	1,818,431	1,652,473	1,660,899



# Technical/System Support Incidents

## May 2016 Statistics

### Policies and Procedures Page 5

	<b>March 2016</b>	<b>April 2016</b>	<b>May 2016</b>
Incidents Received	575	359	324
Incidents Closed	563	354	317
Incidents Open at End of Month	8	4	8
Average Acknowledgement Time per Incident	.03 Days 18 Minutes	.03 Days 14 Minutes	.04 Days 22 Minutes
Average Resolution Time per Incident	.53 Days 4 Hours 45 Minutes	.26 Days 2 Hours 22 Minutes	.27 Days 2 Hours 24 Minutes
# of Filings	6,909	6,576	6,777
# of Documents	7,952	7,724	7,945



# Top 10 Types of Incidents For:

- **Attorneys**

Account Set-up  
E-Service Issue  
Password Reset  
Referred To County

Case Question  
Filing Status Check  
Payment Question

Create New Filing  
Login Issues  
Pending Registration

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

Account Set-Up  
De-Activate Account  
General Question  
Referred To County

Case Question  
Document Tab  
Login Issues

Create New Filing  
E-Service Issue  
Password Reset

- **Judges**

Account Set-up

Password Reset

Pending Registration





# E-Portal Service Desk Initiatives

- Pending Filing Clean-Up:

Start Date	Count	End Date	Count
Nov. 1, 2015	78,000	May 31, 2016	6,133