



Florida Courts E-Filing Authority Board

Service Desk Report October 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 Domestic Violence Case Initiators

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

- Clerks Other Stakeholders



Customer Service Incidents

October 2016 Statistics

Policies and Procedures Page 5

	August 2016	September 2016	October 2016
Incidents Received	2,773	2,452	2,385
Incidents Closed	2,756	2,447	2,362
Incidents Open at End of Month	34	22	41
Average Acknowledgement Time per Incident	.05 Days 25 Minutes	.04 Days 22 Minutes	.03 Days 18 Minutes
Average Resolution Time per Incident	.10 Days 54 Minutes	.10 Days 54 Minutes	.10 Days 52 Minutes
# of Filings	1,299,489	1,206,034	1,138,789
# of Documents	1,922,737	1,774,912	1,616,200



Judge Incidents

October 2016 Statistics

Policies and Procedures Page 5

	August 2016	September 2016	October 2016
Incidents Received	5	7	60
Incidents Closed	5	7	60
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.01 Days 4 Minutes	.04 Days 21 Minutes	.01 Days 4 Minutes
Average Resolution Time per Incident	.16 Days 1 Hour 27Minutes	.07 Days 35 Minutes	.03 Days 16 Minutes
# of Filings	53,640	53,133	51,170
# of Documents	57,357	56,598	54,607



Pro Se Incidents

October 2016 Statistics

Policies and Procedures Page 5

	August 2016	September 2016	October 2016
Incidents Received	517	423	393
Incidents Closed	511	421	387
Incidents Open at End of Month	8	4	8
Average Acknowledgement Time per Incident	.05 Days 27 Minutes	.06 Days 27 Minutes	.03 Days 17 Minutes
Average Resolution Time per Incident	.11 Days 58 Minutes	.13 Days 1 Hour 3 Minutes	.10 Days 54 Minutes
# of Filings	6,368	5,994	6,356
# of Documents	11,479	10,867	11,219



Attorney Incidents

October 2016 Statistics

Policies and Procedures Page 5

	August 2016	September 2016	October 2016
Incidents Received	2,251	2,022	1,932
Incidents Closed	2,240	2,019	1,915
Incidents Open at End of Month	26	18	33
Average Acknowledgement Time per Incident	.05 Days 24 Minutes	.04 Days 20 Minutes	.03 Days 18 Minutes
Average Resolution Time per Incident	.10 Days 53 Minutes	.10 Days 52 Minutes	.09 Days 50 Minutes
# of Filings	1,176,750	1,088,793	1,021,632
# of Documents	1,781,116	1,639,454	1,534,350



Technical/System Support Incidents

October 2016 Statistics

Policies and Procedures Page 5

	August 2016	September 2016	October 2016
Incidents Received	463	437	323
Incidents Closed	453	432	322
Incidents Open at End of Month	13	18	22
Average Acknowledgement Time per Incident	.03 Days 17 Minutes	.04 Days 21 Minutes	.03 Days 15 Minutes
Average Resolution Time per Incident	.41 Days 3 Hours 44 Minutes	.44 Days 3 Hours 58 Minutes	.31 Days 2 Hours 45 Minutes
# of Filings	7,124	6,432	6,440
# of Documents	8,525	7,666	7,723



Top 10 Types of Incidents For:

- **Attorneys**

Account Set-up

Case Validation Error

Login Issues

Referred To County

Case Number Assistance

E-Service Issue

Password Reset

Case Question

Filing Status Check

Pending Registration

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

Account Set-Up

Case Question

General Question

Referred To County

Case Look-up

Create New Filing

Login Issues

Case Number Assistance

Email Issues

Password Reset

- **Judges**

Password Reset

Profile Edit



E-Portal Service Desk Initiatives

- Pending Filing Clean-Up:

Start Date	Count	End Date	Count
Nov. 1, 2015	78,000	October 31, 2016	1,530

- Testing Release 2016.02