



Florida Courts E-Filing Authority Board

Service Desk Report July 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

July 2016 Statistics

Policies and Procedures Page 5

	May 2016	June 2016	July 2016
Incidents Received	2,669	2,885	2,456
Incidents Closed	2,641	2,890	2,432
Incidents Open at End of Month	38	24	18
Average Acknowledgement Time per Incident	.09 Days 46 Minutes	.04 Days 20 Minutes	.03 Days 15 Minutes
Average Resolution Time per Incident	.20 Days 1 Hour 48 Minutes	.11 Days 1 Hour 1 Minute	.07 Days 40 Minutes
# of Filings	1,187,207	1,259,385	1,287,599
# of Documents	1,770,557	1,868,910	1,926,162



Judge Incidents July 2016 Statistics Policies and Procedures Page 5

	May 2016	June 2016	July 2016
Incidents Received	9	37	3
Incidents Closed	9	37	3
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.03 Days 17 Minutes	.02 Days 9 Minutes	.01 Days 4 Minutes
Average Resolution Time per Incident	.05 Days 25 Minutes	.03 Days 14 Minutes	.01 Days 5 Minutes
# of Filings	36,062	44,448	33,590
# of Documents	39,309	48,158	36,639



Pro Se Incidents July 2016 Statistics Policies and Procedures Page 5

	May 2016	June 2016	July 2016
Incidents Received	459	481	435
Incidents Closed	454	481	430
Incidents Open at End of Month	7	2	7
Average Acknowledgement Time per Incident	.10 Days 52 Minutes	.04 Days 24Minutes	.03 Days 18 Minutes
Average Resolution Time per Incident	.20 Days 1 Hour 50 Minutes	.13 Days 1 Hour 8 Minutes	.08 Days 41 Minutes
# of Filings	5,798	6,556	5,808
# of Documents	10,135	11,980	10,695



Attorney Incidents July 2016 Statistics Policies and Procedures Page 5

	May 2016	June 2016	July 2016
Incidents Received	2,201	2,404	2,018
Incidents Closed	2,178	2,381	1,999
Incidents Open at End of Month	35	35	33
Average Acknowledgement Time per Incident	.08 Days 45 Minutes	.04 Days 19 Minutes	.03 Days 14 Minutes
Average Resolution Time per Incident	.20 Days 1 Hour 48 Minutes	.11 Days 1 Hour 1 Minute	.07 Days 39 Minutes
# of Filings	1,093,824	1,150,804	1,197,233
# of Documents	1,660,899	1,741,987	1,818,524



Technical/System Support Incidents

July 2016 Statistics

Policies and Procedures Page 5

	May 2016	June 2016	July 2016
Incidents Received	324	468	426
Incidents Closed	317	464	416
Incidents Open at End of Month	8	4	18
Average Acknowledgement Time per Incident	.04 Days 22 Minutes	.03 Days 17 Minutes	.02 Days 12 Minutes
Average Resolution Time per Incident	.27 Days 2 Hours 24 Minutes	.31 Days 2 Hours 45 Minutes	.34 Days 3 Hours 3 Minutes
# of Filings	6,777	7,097	6,909
# of Documents	7,945	8,283	7,955



Top 10 Types of Incidents For:

- **Attorneys**

Case Question
Filing Status Check
Payment Question
Referred To County

Document Tab
Login Issues
Pending Queue

E-Service Issue
Password Reset
Pending Registration

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

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

Case Look-Up
Document Tab
Login Issues

Case Question
E-Service Issue
Password Reset

- **Judges**

Pending Registration



E-Portal Service Desk Initiatives

- **Pending Filing Clean-Up:**

Start Date	Count	End Date	Count
Nov. 1, 2015	78,000	July 29, 2016	1,973

- **Bad Email Address Clean-Up:**

This will be an ongoing project. In the month of July we corrected nearly 5,600 bad email addresses on the Portal. These email addresses contain invalid characters, spaces or are no longer valid addresses for the filers.