



Florida Courts E-Filing Authority Board

Service Desk Report January 2017



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

January 2017 Statistics

Policies and Procedures Page 5

	November 2016	December 2016	January 2017
Incidents Received	2,302	2,136	3,301
Incidents Closed	2,295	2,122	3,289
Incidents Open at End of Month	23	30	29
Average Acknowledgement Time per Incident	.03 Days 19 Minutes	.03 Days 17 Minutes	.05 Days 25 Minutes
Average Resolution Time per Incident	.09 Days 48 Minutes	.09 Days 48 Minutes	.14 Days 1 Hr 13 Minutes
# of Filings	1,138,754	1,112,009	1,216,780
# of Documents	1,665,997	1,635,463	1,787,852



Judge Incidents

January 2017 Statistics

Policies and Procedures Page 5

	November 2016	December 2016	January 2017
Incidents Received	14	8	59
Incidents Closed	14	8	59
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.00 Days 2 Minutes	.02 Days 10 Minutes	.01 Days 6 Minutes
Average Resolution Time per Incident	.01 Days 4 Minutes	.03 Days 14 Minutes	.03 Days 14 Minutes
# of Filings	55,942	52,603	63,514
# of Documents	59,853	56,071	67,219



Pro Se Incidents January 2017 Statistics Policies and Procedures Page 5

	November 2016	December 2016	January 2017
Incidents Received	399	403	588
Incidents Closed	396	402	588
Incidents Open at End of Month	4	2	1
Average Acknowledgement Time per Incident	.03 Days 14 Minutes	.04 Days 20 Minutes	.05 Days 28 Minutes
Average Resolution Time per Incident	.08 Days 41 Minutes	.10 Days 53 Minutes	.14 Days 1 Hr 17 Minutes
# of Filings	6,227	6,238	7,419
# of Documents	10,822	11,240	13,218



Attorney Incidents

January 2017 Statistics

Policies and Procedures Page 5

	November 2016	December 2016	January 2017
Incidents Received	1,889	1,725	2,654
Incidents Closed	1,885	1,712	2,642
Incidents Open at End of Month	19	28	27
Average Acknowledgement Time per Incident	.04 Days 20 Minutes	.03 Days 16 Minutes	.05 Days 25 Minutes
Average Resolution Time per Incident	.09 Days 50 Minutes	.09 Days 47 Minutes	.13 Days 1Hr 9 Minutes
# of Filings	1,020,903	997,361	1,083,285
# of Documents	1,530,008	1,502,212	1,632,796



Technical/System Support Incidents

January 2017 Statistics

Policies and Procedures Page 5

	November 2016	December 2016	January 2017
Incidents Received	389	329	536
Incidents Closed	382	324	529
Incidents Open at End of Month	20	21	19
Average Acknowledgement Time per Incident	.04 Days 22 Minutes	.05 Days 25 Minutes	.03 Days 17 Minutes
Average Resolution Time per Incident	.49 Days 4 Hours 22 Minutes	.42 Days 3 Hours 45 Minutes	.51 Days 4 Hours 36 Minutes
# of Filings	6,337	6,238	6,761
# of Documents	7,551	7,462	8,069



Top 10 Types of Incidents For:

- **Attorneys**

Batch Filing

Login Issues

Password Reset

Referred To County

Case Question

My Case Screen

Pending Queue Reason

E-Service Issue

Outage

Pending Registration

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

Account Set-Up

Create New Filing

Fraudulent Email

Referred To County

Case Number Assistance

De-Activate Account

Login Issues

Case Question

Filing Status Check

Password Reset

- **Judges**

Account Set-up

Pending Registration

Update Profile



E-Portal Service Desk Initiatives

- Pending Filing Clean-Up:

Start Date	Count	End Date	Count
November 1, 2015	78,000	January 2017	1,817



At-A-Glance Statistics

The following slides breakdown E-Portal Service Desk Calls, Filings, and Documents by year and month for Customer Service and Technical. If you have any questions, contact:

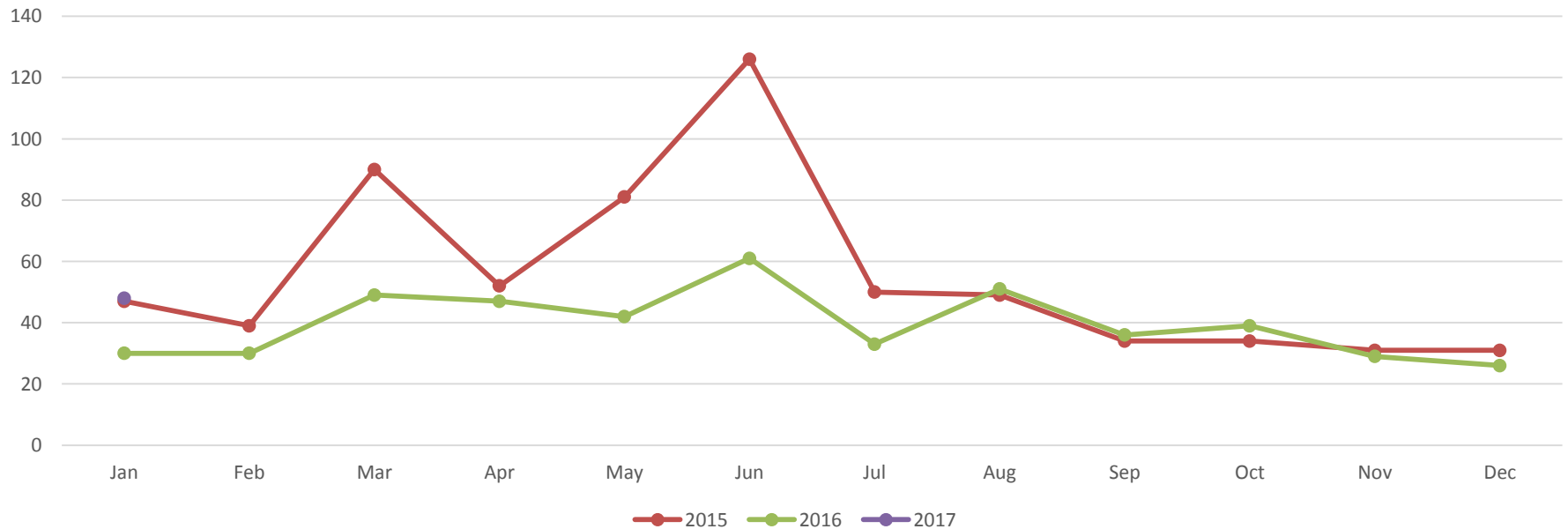
Gia Howell at Howell@flclerks.com



County Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	47	39	90	52	81	126	50	49	34	34	31	31
2016	30	30	49	47	42	61	33	51	36	39	29	26
2017	48											

County Accounts

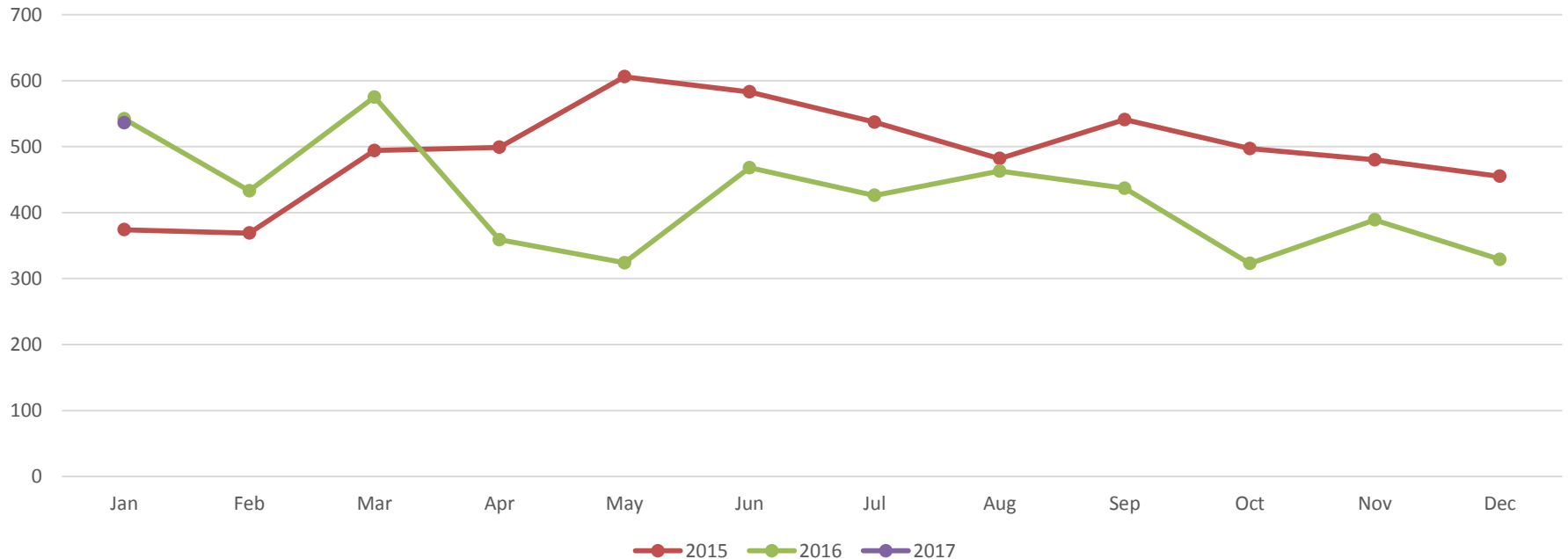




County Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	374	369	494	499	606	583	537	482	541	497	480	455
2016	542	433	575	359	324	468	426	463	437	323	389	329
2017	536											

County Calls

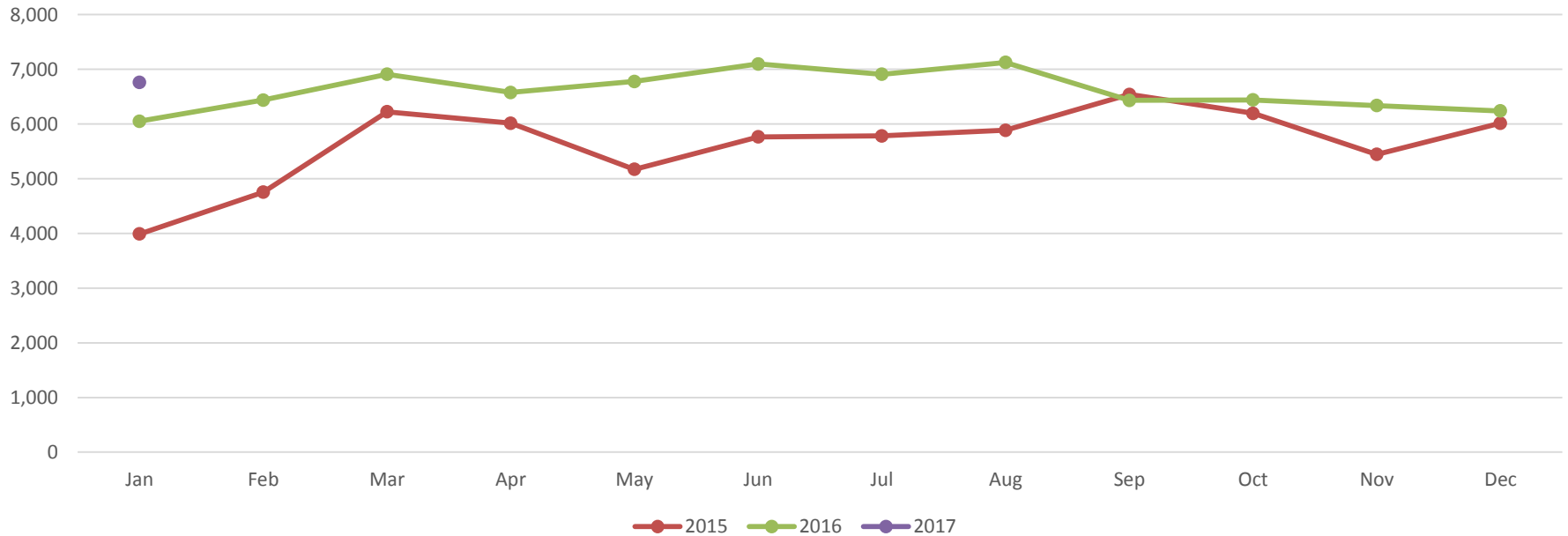




County Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3,990	4,753	6,223	6,015	5,172	5,764	5,783	5,884	6,540	6,195	5,443	6,015
2016	6,050	6,436	6,909	6,575	6,777	7,097	6,909	7,124	6,432	6,440	6,337	6,238
2017	6,761											

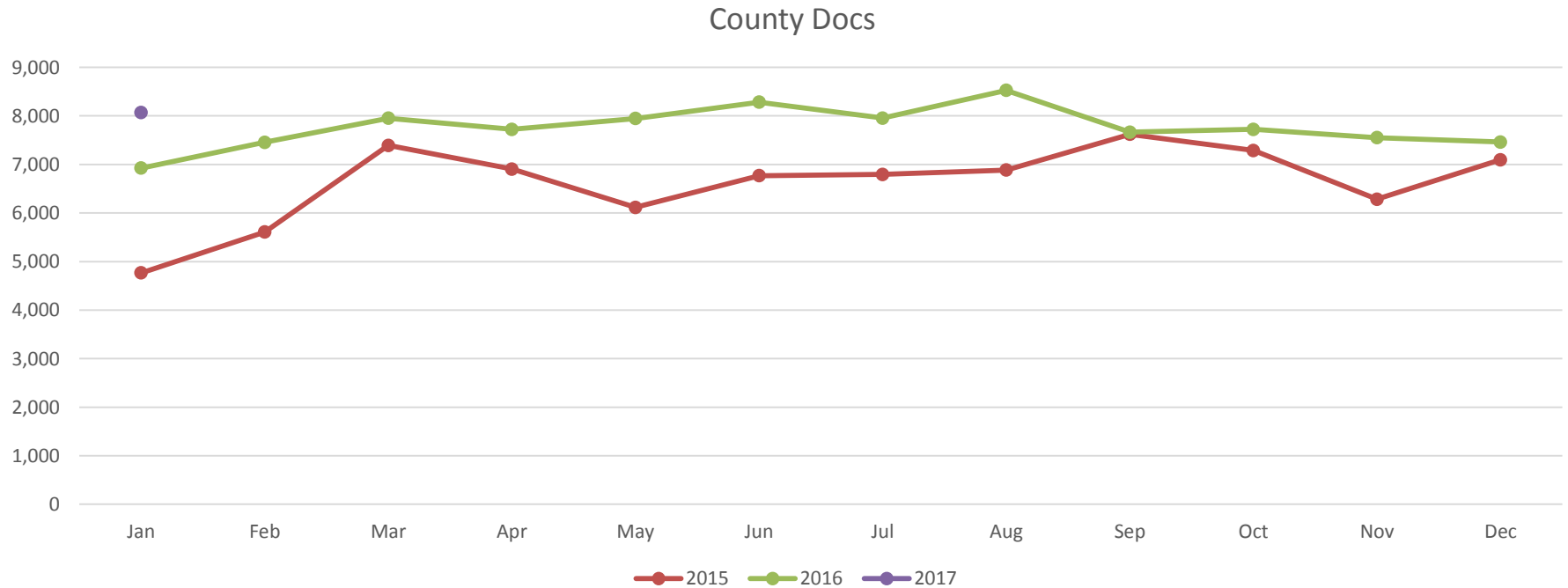
County Filings

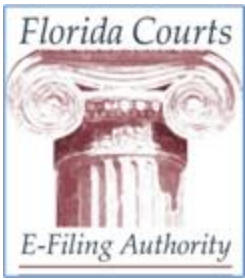




County Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	4,768	5,608	7,391	6,906	6,115	6,769	6,795	6,885	7,622	7,289	6,283	7,096
2016	6,926	7,457	7,952	7,724	7,945	8,283	7,955	8,525	7,666	7,723	7,551	7,462
2017	8,069											

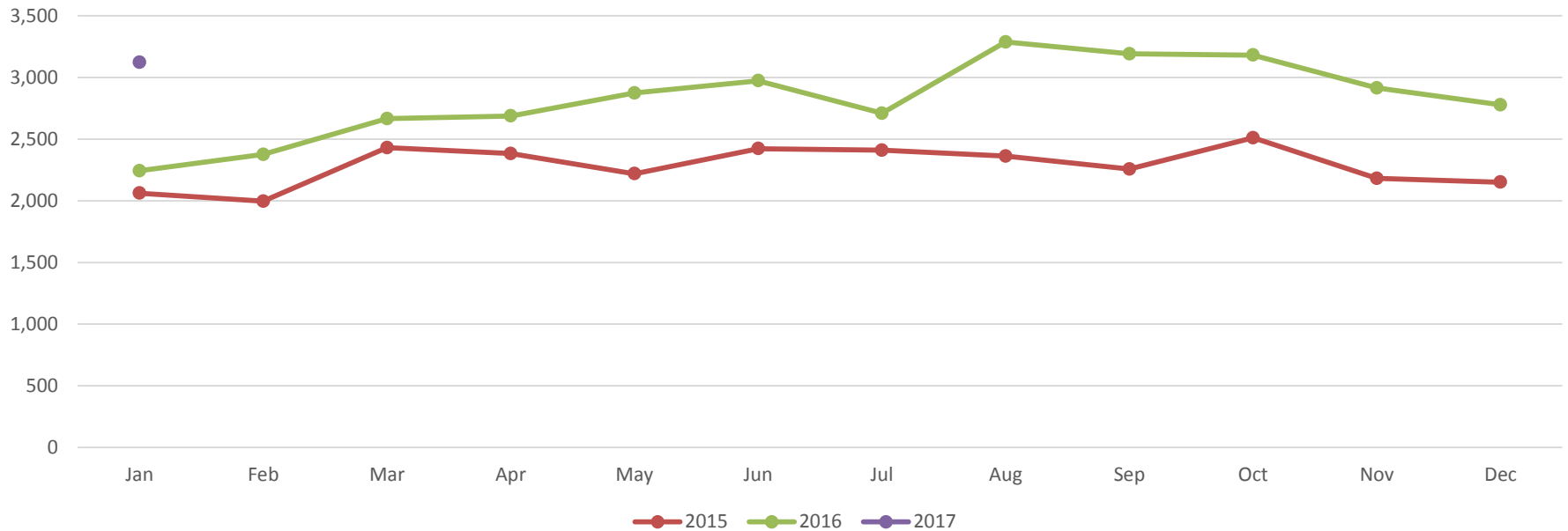




Customer Service Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	2,062	1,997	2,430	2,383	2,219	2,423	2,410	2,362	2,257	2,510	2,181	2,151
2016	2,243	2,376	2,666	2,687	2,874	2,973	2,709	3,287	3,191	3,181	2,915	2,778
2017	3,122											

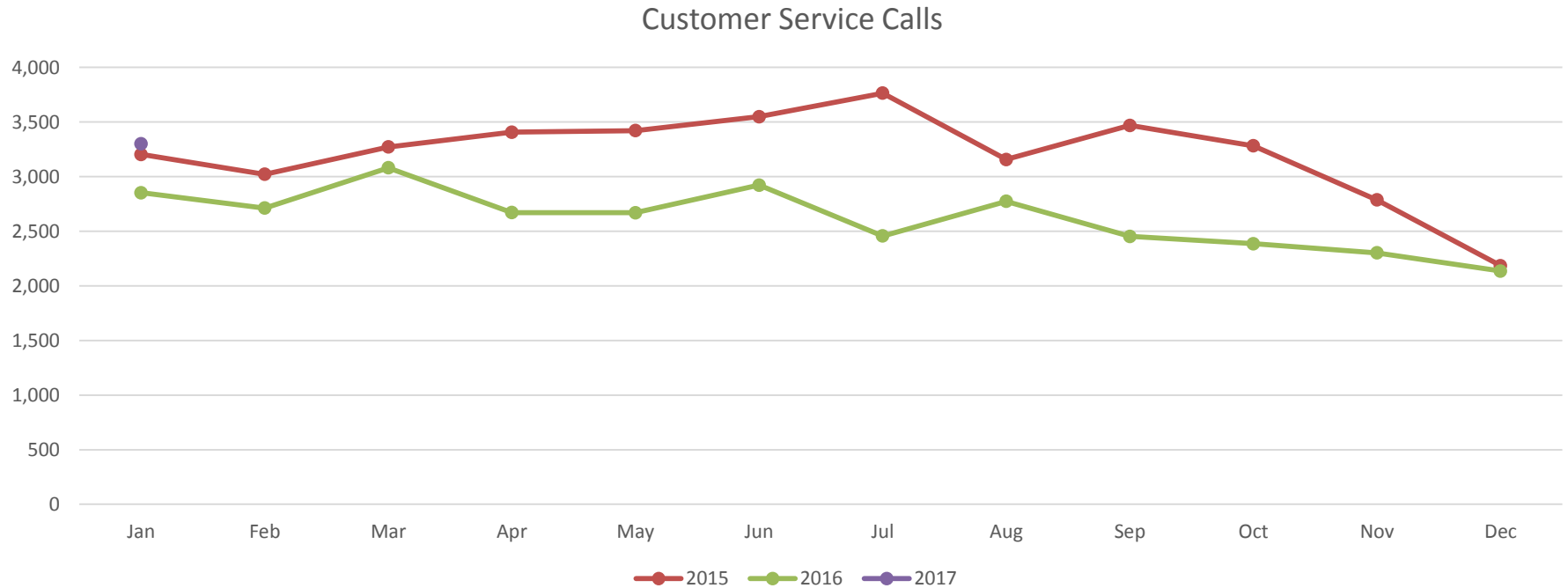
Customer Service Accounts





Customer Service Call Comparison

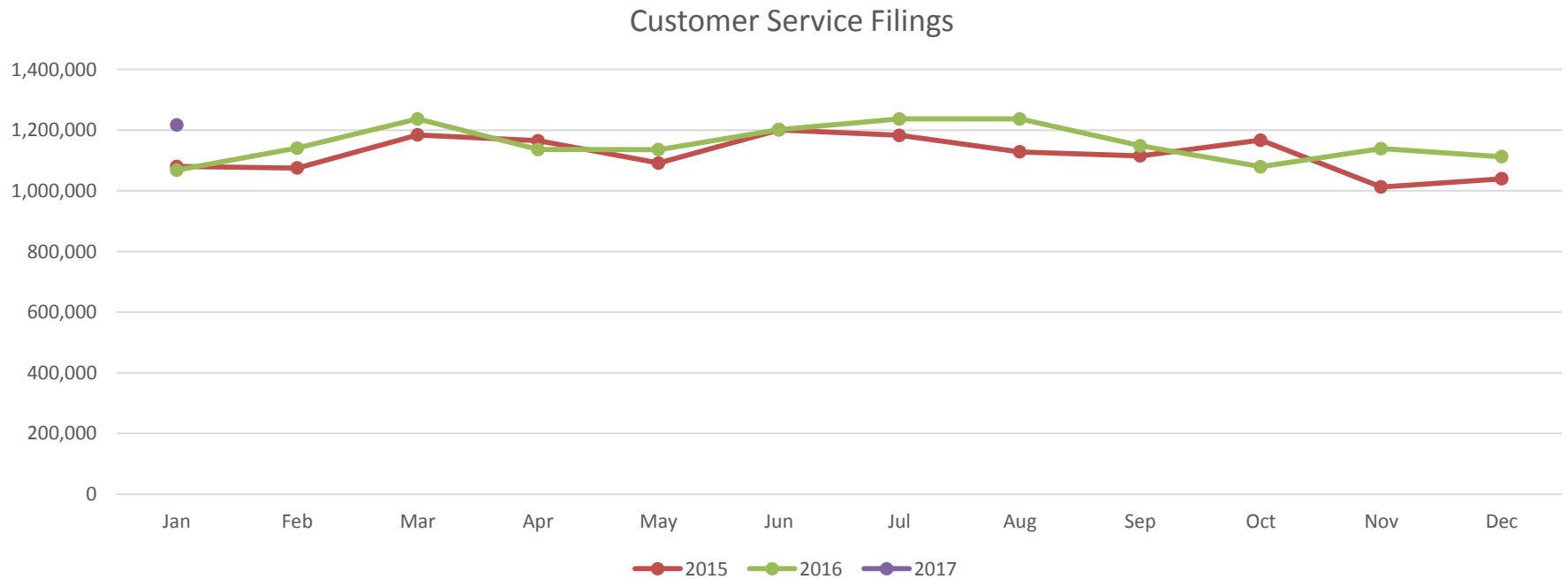
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3,203	3,021	3,271	3,407	3,421	3,549	3,764	3,156	3,469	3,282	2,786	2,184
2016	2,852	2,712	3,081	2,671	2,669	2,922	2,456	2,773	2,452	2,385	2,302	2,136
2017	3,301											





Customer Service Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	1,080,109	1,074,817	1,184,109	1,164,815	1,091,394	1,200,965	1,182,545	1,128,309	1,115,091	1,166,700	1,012,485	1,039,584
2016	1,067,747	1,140,458	1,236,627	1,136,218	1,135,684	1,201,808	1,236,631	1,236,758	1,147,920	1,079,158	1,138,754	1,112,009
2017	1,216,780											

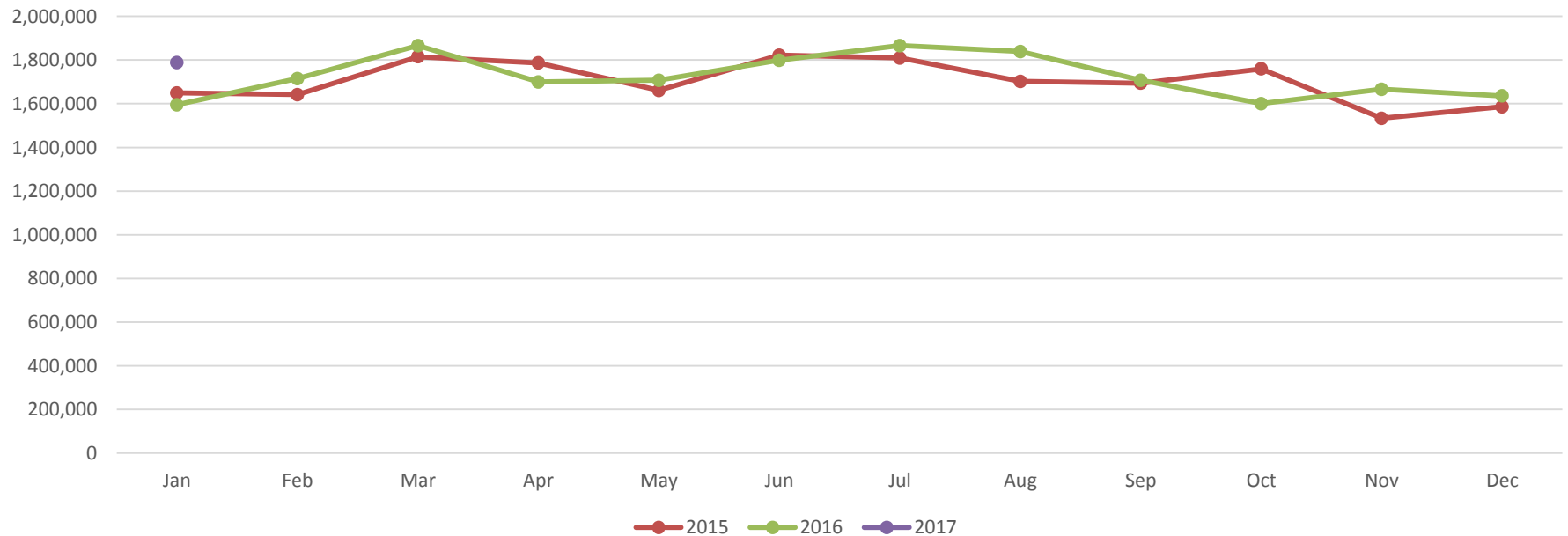




Customer Service Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	1,649,347	1,641,519	1,814,544	1,786,124	1,660,997	1,821,824	1,809,267	1,701,816	1,693,795	1,759,495	1,532,854	1,586,227
2016	1,594,688	1,714,780	1,865,776	1,699,662	1,707,096	1,798,999	1,865,858	1,838,473	1,706,919	1,600,176	1,665,997	1,635,463
2017	1,787,852											

Customer Service Docs

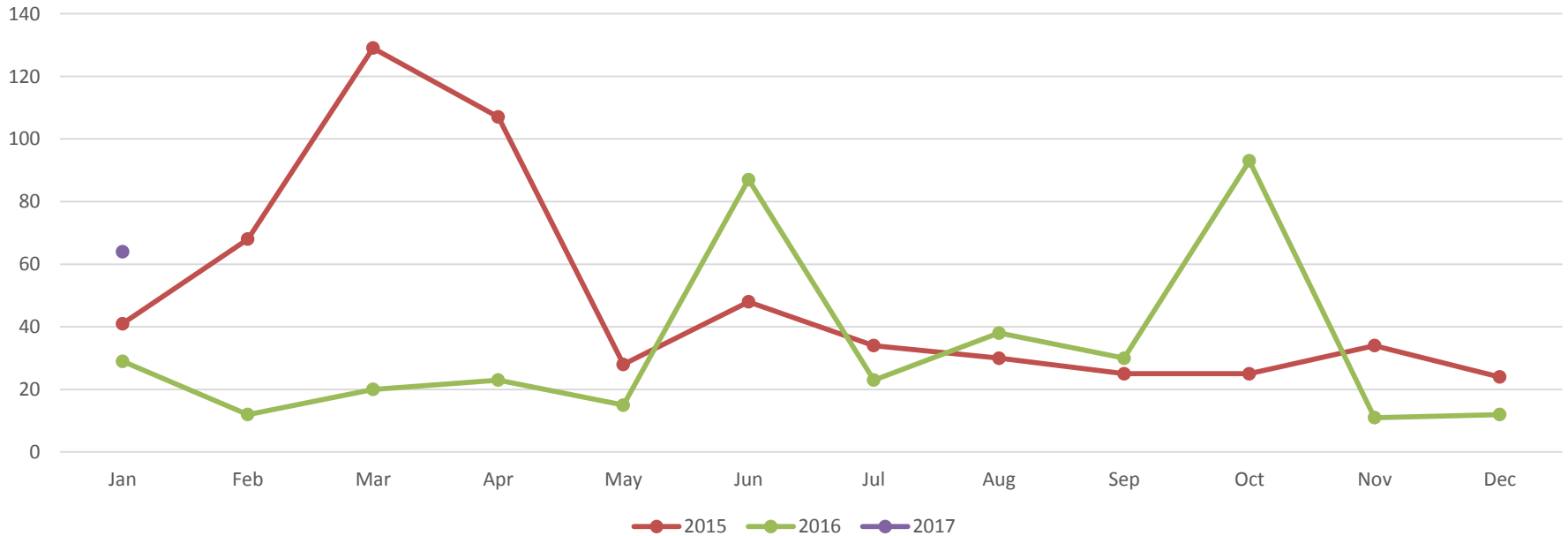




Judge Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	41	68	129	107	28	48	34	30	25	25	34	24
2016	29	12	20	23	15	87	23	38	30	93	11	12
2017	64											

Judge Accounts

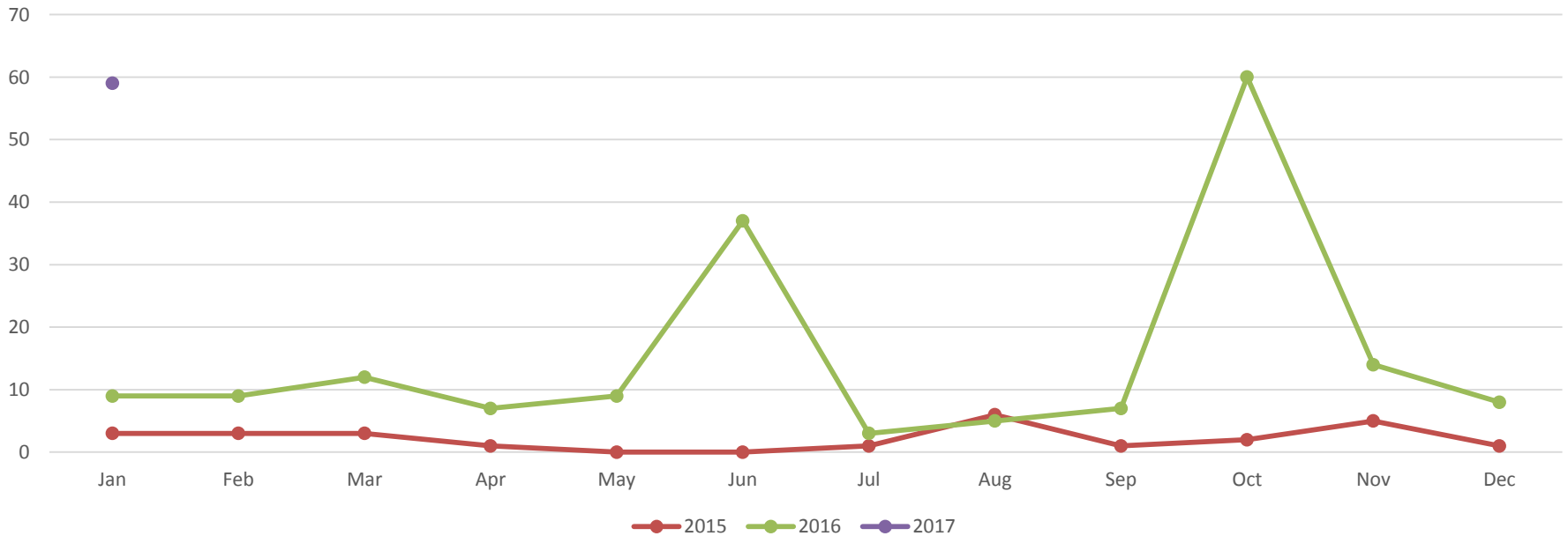




Judge Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3	3	3	1	0	0	1	6	1	2	5	1
2016	9	9	12	7	9	37	3	5	7	60	14	8
2017	59											

Judge Calls

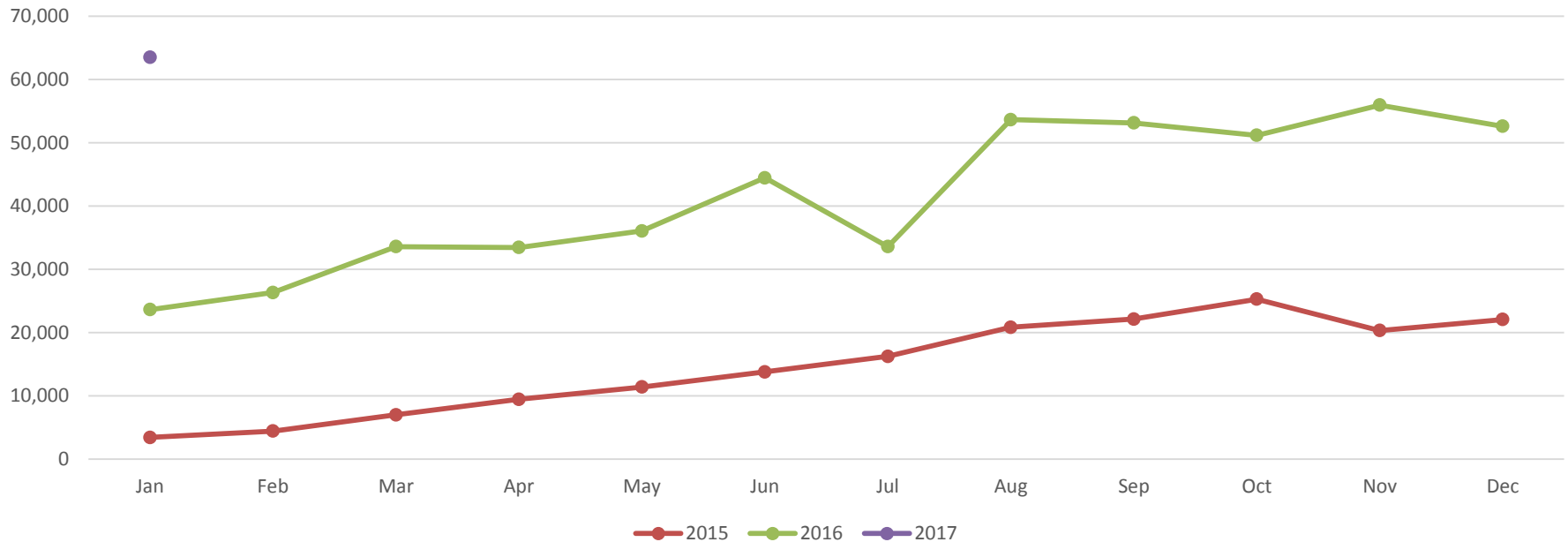




Judge Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3,427	4,414	6,981	9,450	11,397	13,786	16,224	20,829	22,123	25,266	20,313	22,068
2016	23,632	26,312	33,590	33,443	36,062	44,448	33,590	53,640	53,133	51,170	55,942	52,603
2017	63,514											

Judge Filings

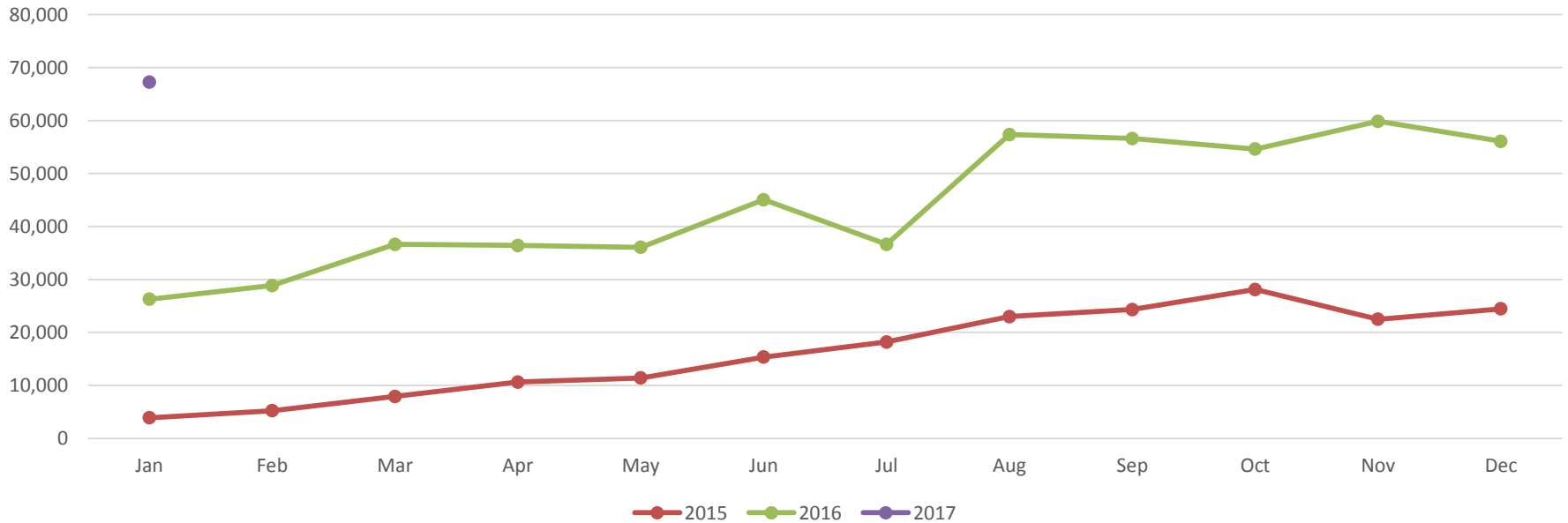




Judge Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3,902	5,232	7,900	10,630	11,397	15,342	18,193	23,000	24,308	28,106	22,471	24,446
2016	26,256	28,859	36,639	36,417	36,062	45,032	36,639	57,357	56,598	54,607	59,853	56,071
2017	67,219											

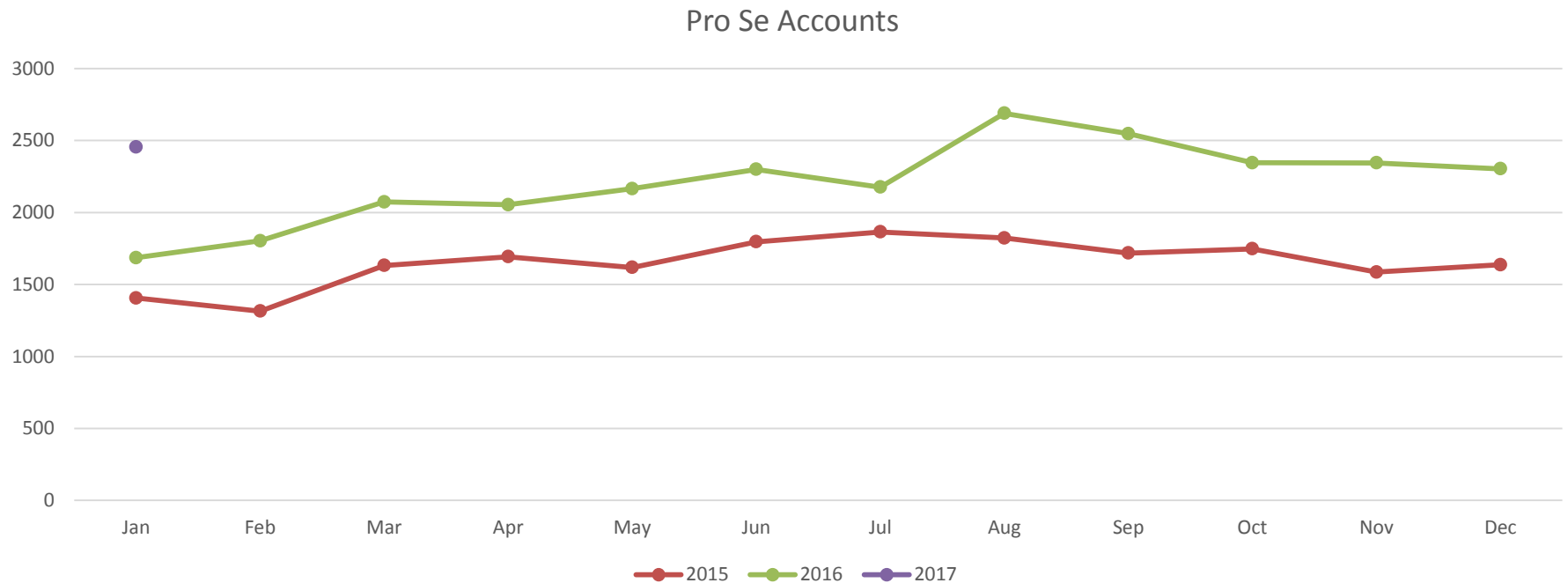
Judge Docs





Pro Se Account Comparison

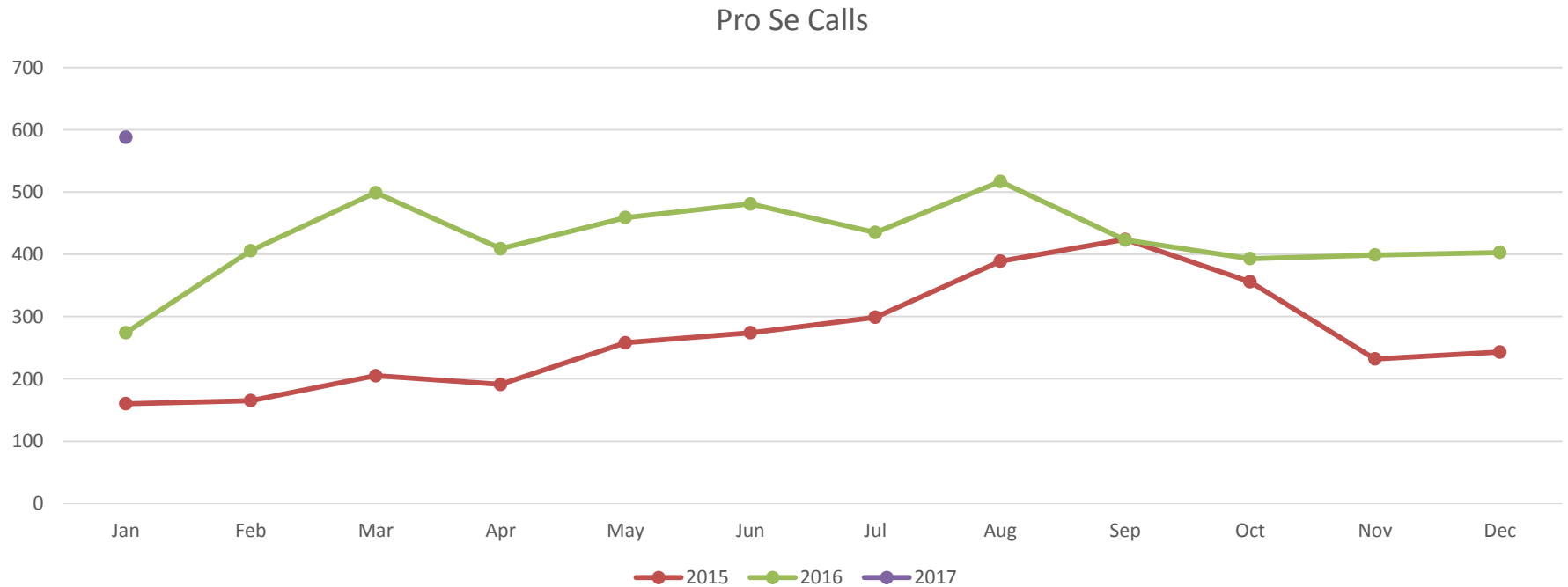
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	1,406	1,1315	1,632	1,693	1,618	1,796	1,865	1,823	1,718	1,748	1,586	1,637
2016	1,686	1,803	2,074	2,054	2,166	2,300	2,176	2,689	2,547	2,346	2,345	2,304
2017	2,454											





Pro Se Call Comparison

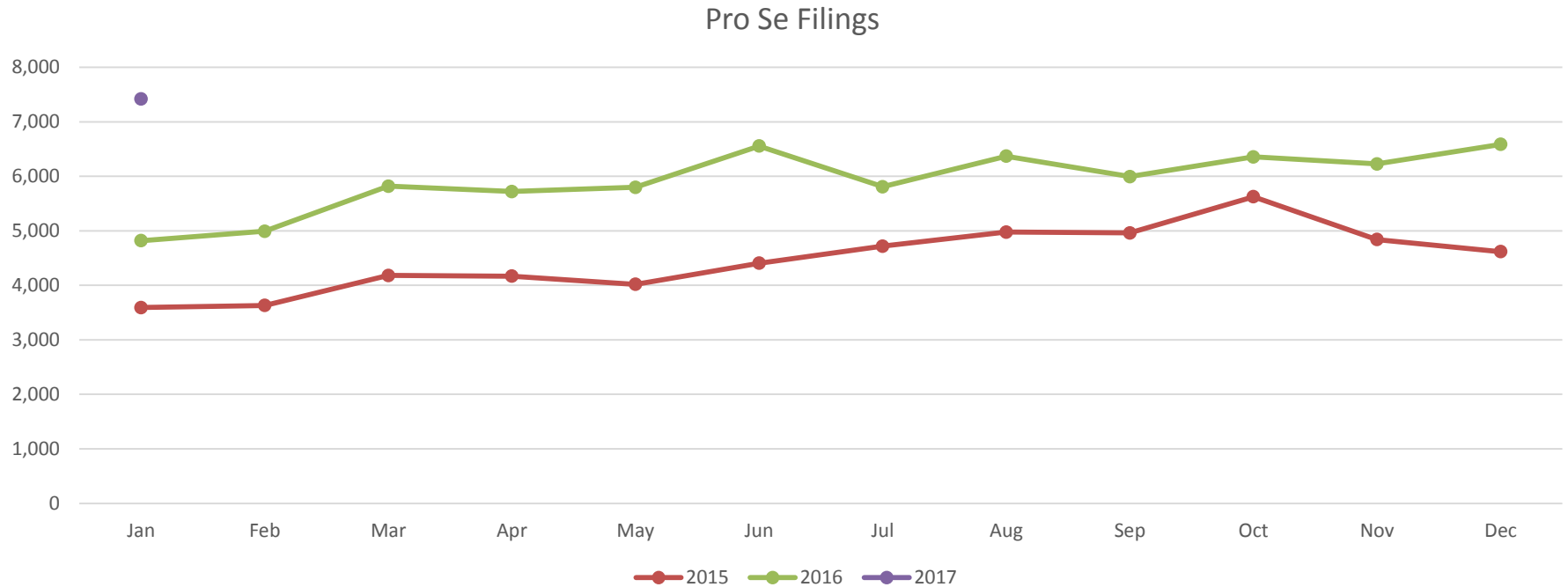
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	160	165	205	191	258	274	299	389	424	356	232	243
2016	274	406	499	409	459	481	435	517	423	393	399	403
2017	588											





Pro Se Filing Comparison

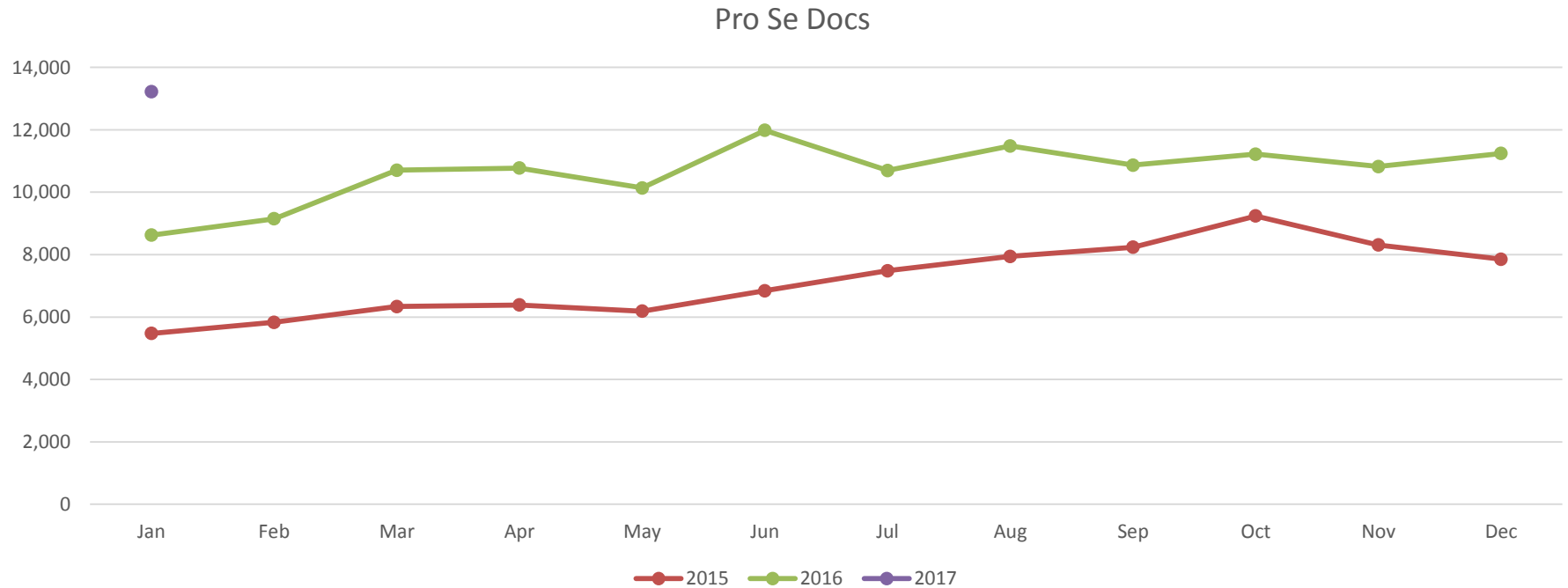
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3,592	3,630	4,181	4,167	4,018	4,407	4,718	4,977	4,960	5,626	4,839	4,617
2016	4,820	4,991	5,819	5,722	5,798	6,556	5,808	6,368	5,994	6,356	6,227	6,585
2017	7,419											





Pro Se Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	5,473	5,831	6,338	6,386	6,188	6,841	7,483	7,943	8,236	9,239	8,307	7,855
2016	8,625	9,146	10,706	10,772	10,135	11,980	10,695	11,479	10,867	11,219	10,822	11,240
2017	13,218											

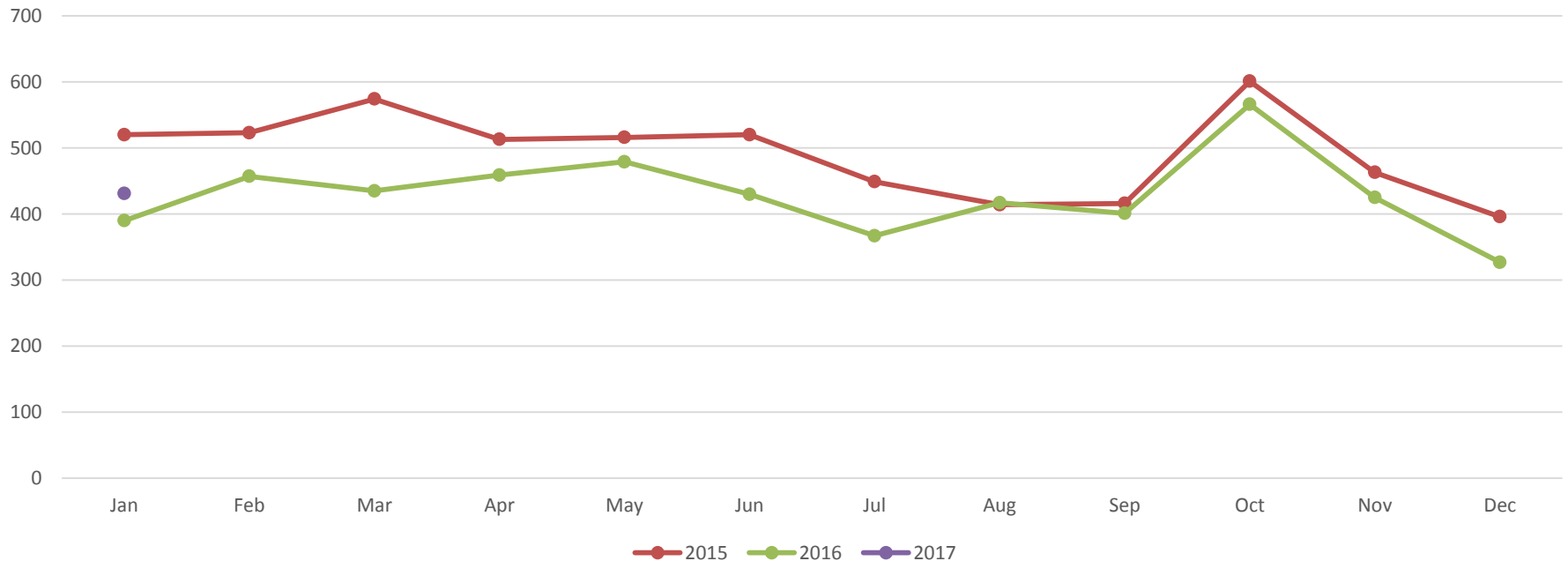




Attorney Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	520	523	574	513	516	520	449	414	416	601	463	396
2016	390	457	435	459	479	430	367	417	401	556	425	327
2017	431											

Attorney Accounts

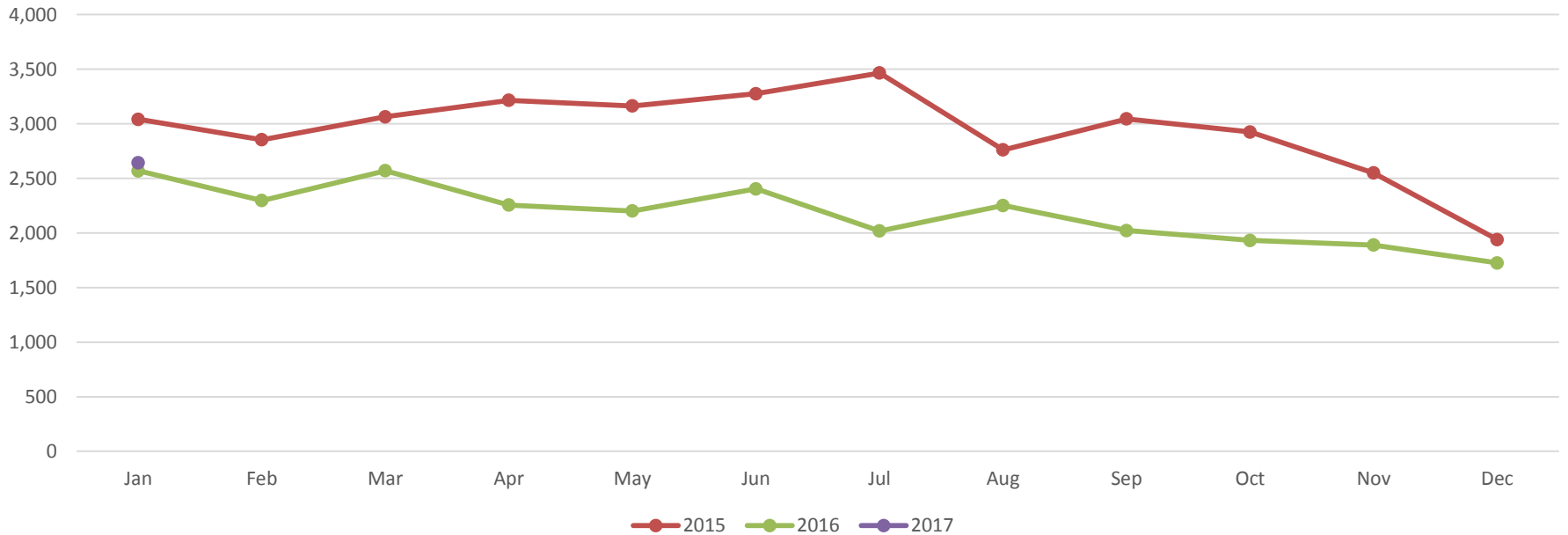




Attorney Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3,040	2,853	3,063	3,215	3,163	3,275	3,464	2,761	3,044	2,924	2,549	1,940
2016	2,569	2,297	2,570	2,255	2,201	2,404	2,018	2,251	2,022	1,932	1,889	1,725
2017	2,642											

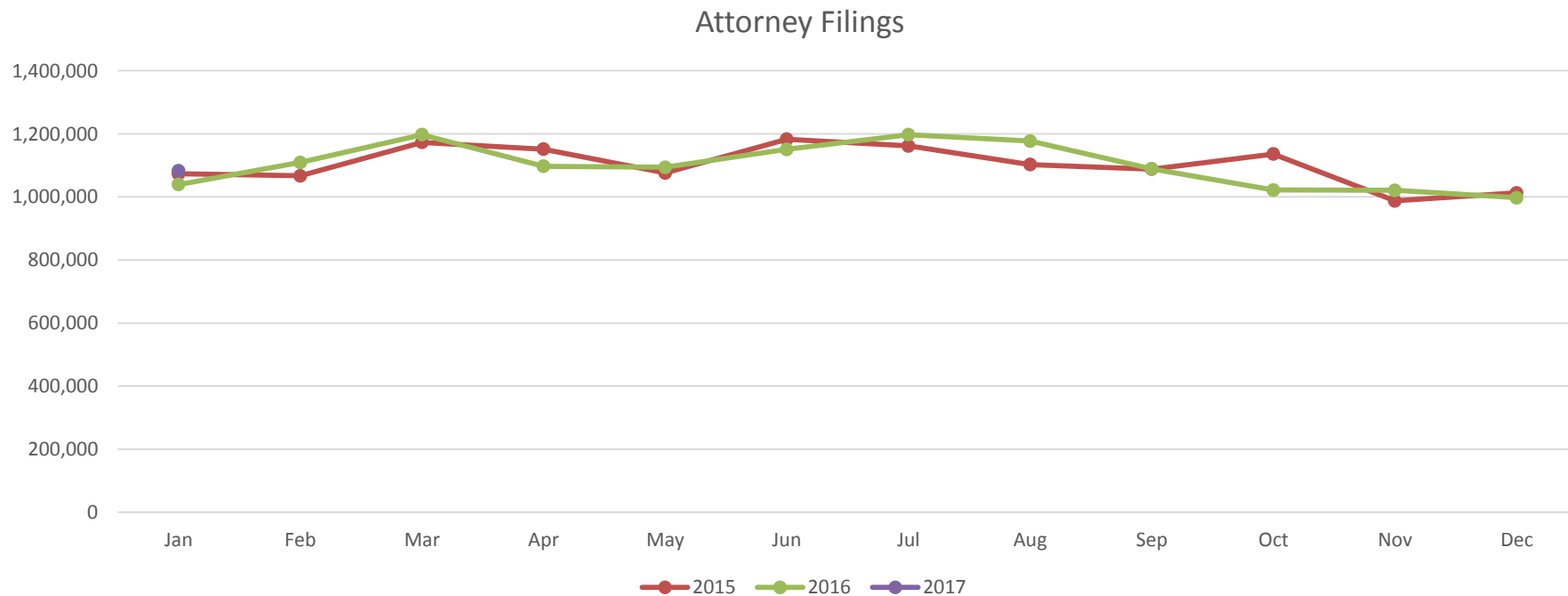
Attorney Calls





Attorney Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	1,073,090	1,066,773	1,172,947	1,151,198	1,075,979	1,182,772	1,161,603	1,102,503	1,088,008	1,135,808	987,333	1,012,899
2016	1,039,295	1,109,155	1,197,218	1,097,053	1,093,824	1,150,804	1,197,233	1,176,750	1,088,793	1,021,632	1,020,903	997,361
2017	1,083,285											





Attorney Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	1,639,972	1,630,456	1,800,306	1,769,108	1,643,412	1,799,641	1,783,591	1,678,816	1,661,251	1,722,150	1,502,076	1,553,926
2016	1,559,807	1,676,775	1,818,431	1,652,473	1,660,899	1,741,987	1,818,524	1,781,116	1,639,454	1,534,350	1,503,008	1,502,212
2017	1,632,796											

