



Florida Courts E-Filing Authority Board

Service Desk Report April 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

April 2017 Statistics

Policies and Procedures Page 5

	February 2017	March 2017	April 2017
Incidents Received	2,662	2,886	3,278
Incidents Closed	2,627	2,870	3,254
Incidents Open at End of Month	37	32	41
Average Acknowledgement Time per Incident	.03 Days 17 Minutes	.04 Days 20 Minutes	.03 Days 15 Minutes
Average Resolution Time per Incident	.10 Days 51 Minutes	.11 Days 59 Minutes	.09 Days 47 Minutes
# of Filings	1,200,505	1,391,103	1,189,562
# of Documents	1,757,366	2,051,735	1,753,046



Judge Incidents

April 2017 Statistics

Policies and Procedures Page 5

	February 2017	March 2017	April 2017
Incidents Received	14	16	6
Incidents Closed	14	16	6
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.01 Days 4 Minutes	.01 Days 4 Minutes	.01 Days 4 Minutes
Average Resolution Time per Incident	.05 Days 26 Minutes	.03 Days 16 Minutes	.03 Days 15 Minutes
# of Filings	66,084	79,403	71,118
# of Documents	70,275	85,358	76,352



Pro Se Incidents April 2017 Statistics Policies and Procedures Page 5

	February 2017	March 2017	April 2017
Incidents Received	504	522	605
Incidents Closed	502	520	597
Incidents Open at End of Month	2	3	9
Average Acknowledgement Time per Incident	.03 Days 19 Minutes	.03 Days 18 Minutes	.03 Days 14 Minutes
Average Resolution Time per Incident	.10 Days 52 Minutes	.10 Days 53 Minutes	.09 Days 48 Minutes
# of Filings	7,183	8,248	7,177
# of Documents	12,575	14,140	12,017



Attorney Incidents April 2017 Statistics Policies and Procedures Page 5

	February 2017	March 2017	April 2017
Incidents Received	2,144	2,348	2,667
Incidents Closed	2,125	2,334	2,651
Incidents Open at End of Month	34	29	32
Average Acknowledgement Time per Incident	.02 Days 8 Minutes	.03 Days 17 Minutes	.03 Days 15 Minutes
Average Resolution Time per Incident	.08 Days 42 Minutes	.10 Days 53 Minutes	.09 Days 46 Minutes
# of Filings	1,068,192	1,233,923	1,048,147
# of Documents	1,603,031	1,869,100	1,589,549



Technical/System Support Incidents

April 2017 Statistics

Policies and Procedures Page 5

	February 2017	March 2017	April 2017
Incidents Received	383	433	576
Incidents Closed	378	429	568
Incidents Open at End of Month	22	22	18
Average Acknowledgement Time per Incident	.04 Days 22 Minutes	.03 Days 19 Minutes	.04 Days 20 Minutes
Average Resolution Time per Incident	.36 Days 3 Hours 13 Minutes	.35 Days 3 Hours 10 Minutes	.39 Days 3 Hours 28 Minutes
# of Filings	6,781	7,745	7,149
# of Documents	7,870	8,944	8,258



Top 10 Types of Incidents For:

- **Attorneys**

- Case Number Not Found
- E-Service Issue
- Password Rest
- Referred To County

- Case Question
- Login Issues
- Payment Assistance

- Case Validation Error
- Outage
- Pending Registration

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

- Account Set-Up
- Create New Filing
- General Question
- Referred To County

- Case Number Assist
- De-Activate Account
- Login Issues

- Case Question
- E-Service Issues
- Password Reset

- **Judges**

- Pending Registration



E-Portal Service Desk Initiatives

- Pending Filing Clean-Up:

Start Date	Count	End Date	Count
November 1, 2015	78,000	March 31, 2017	1,749

- E-Portal Service Desk doing onsite visits
 - Dixie County- February
 - Escambia County- May



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:

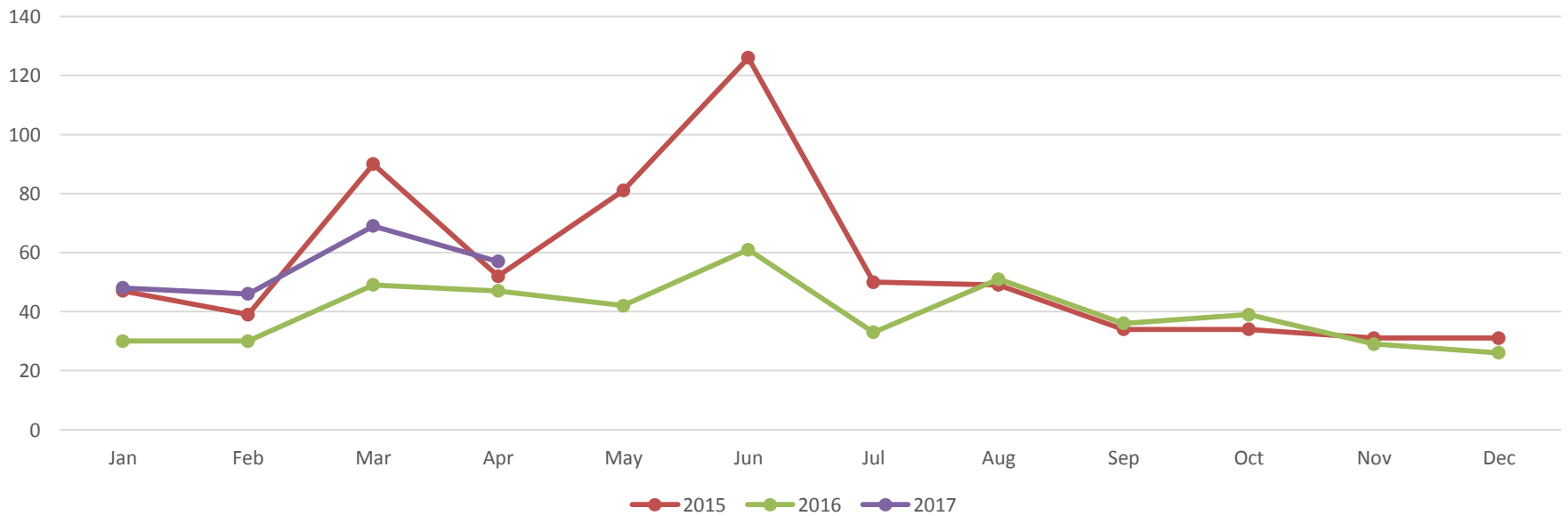
Gia Howell at Howell@flclerks.com



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	46	69	57								

County Accounts

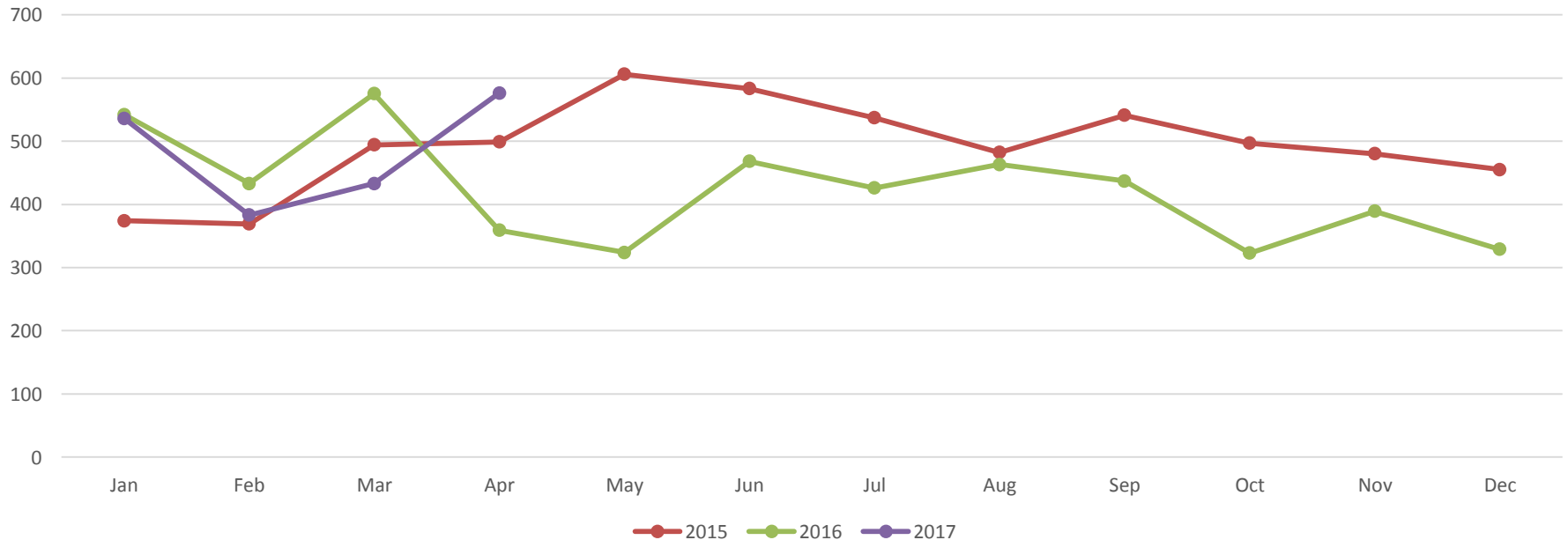




County Call Comparison

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	383	433	576								

County Calls

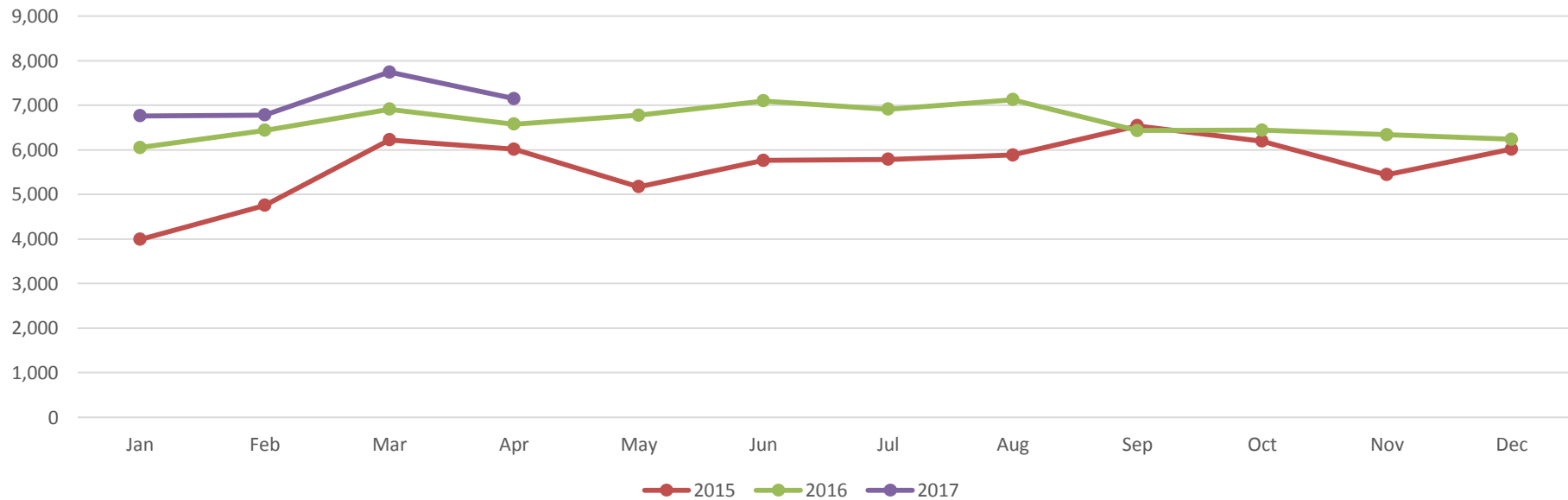




County Filing Comparison

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	6,781	7,745	7,149								

County Filings

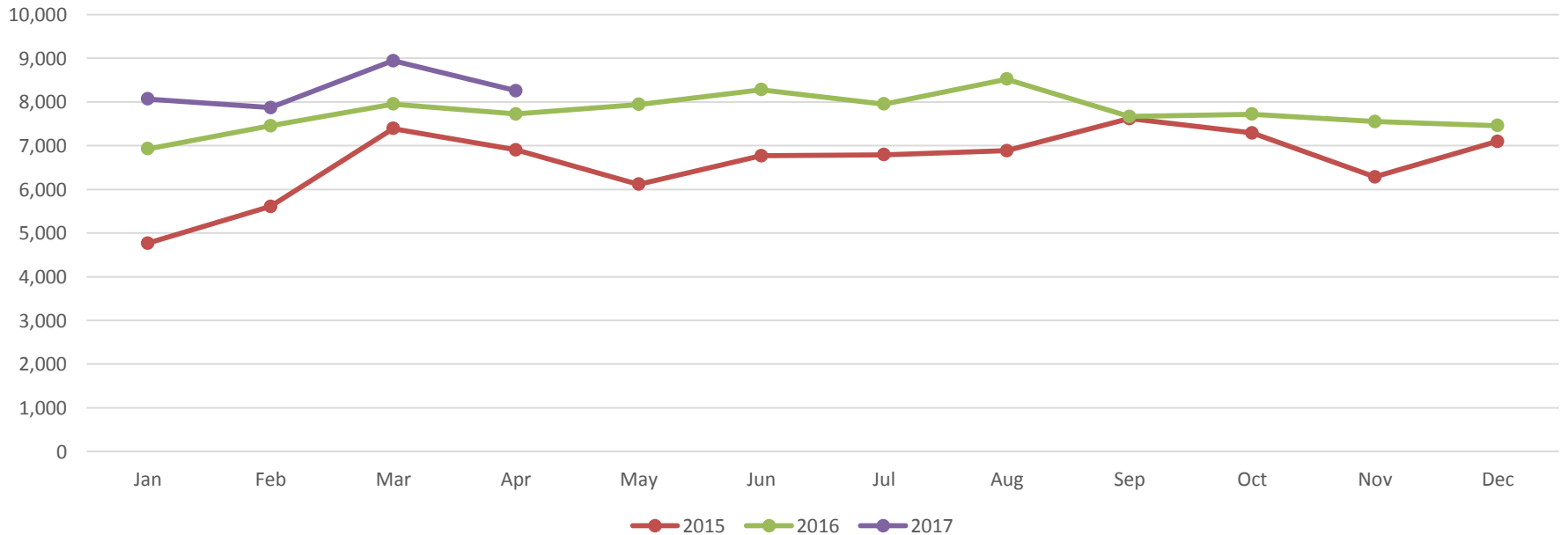




County Doc Comparison

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	7,780	8,944	8,258								

County Docs

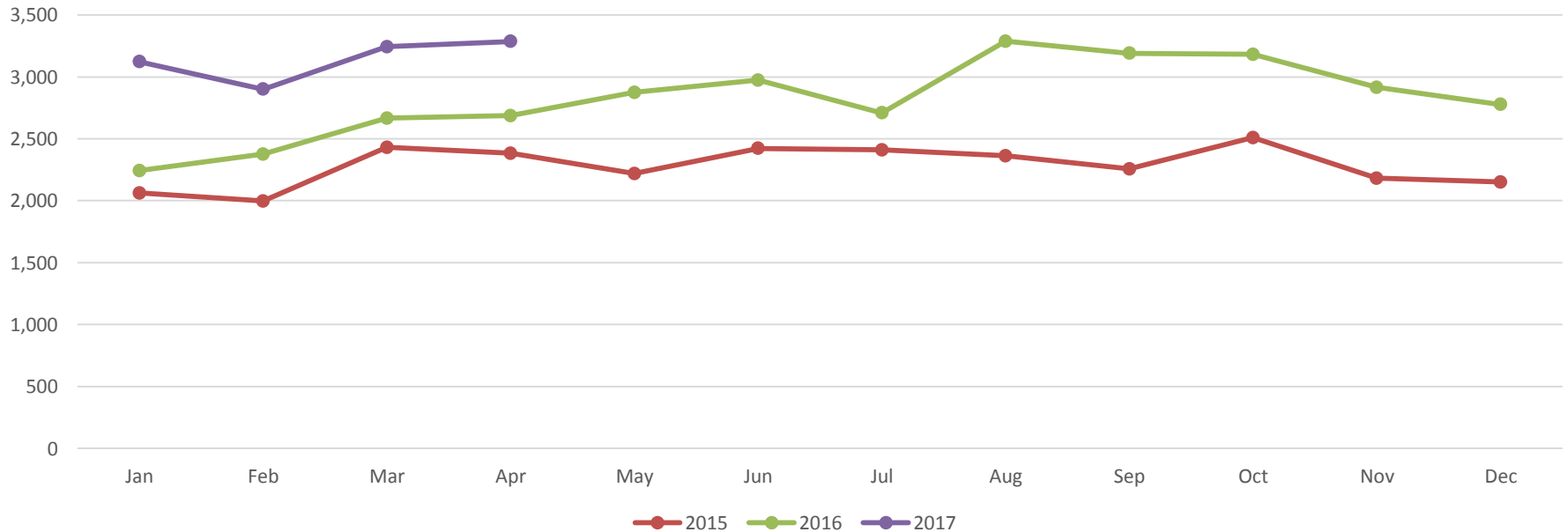




Customer Service Account Comparison

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	2,900	3,244	3,286								

Customer Service Accounts

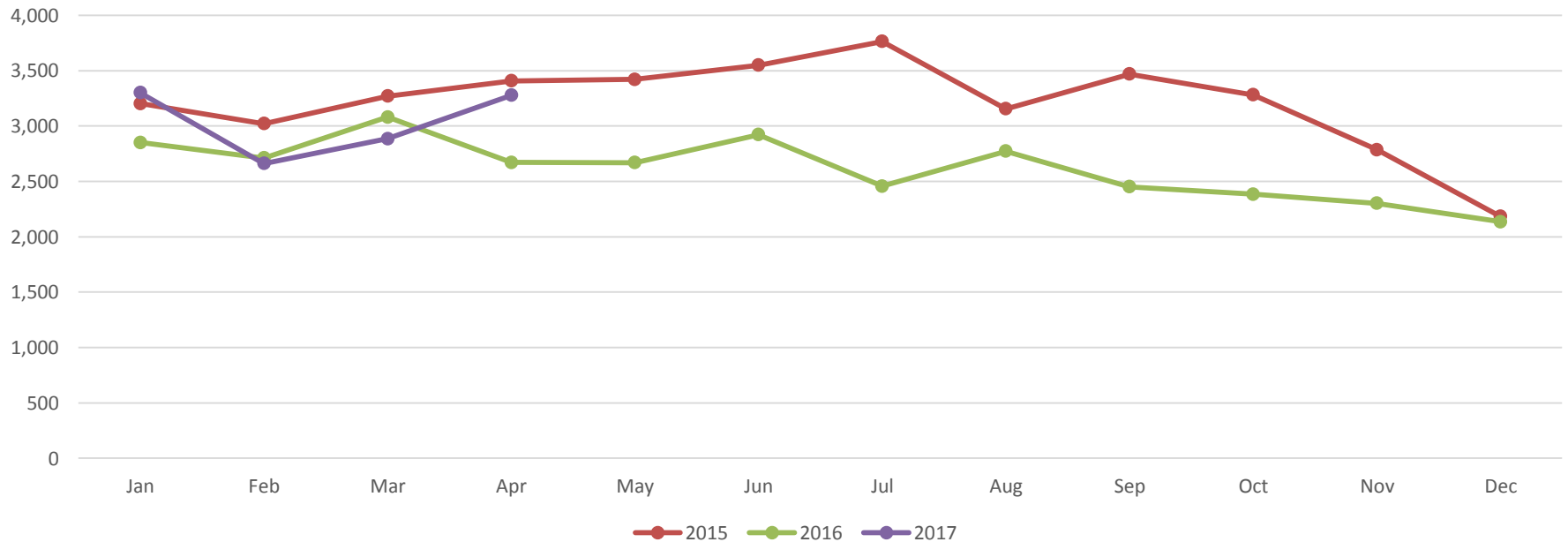




Customer Service Call Comparison

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	2,662	2,886	3,278								

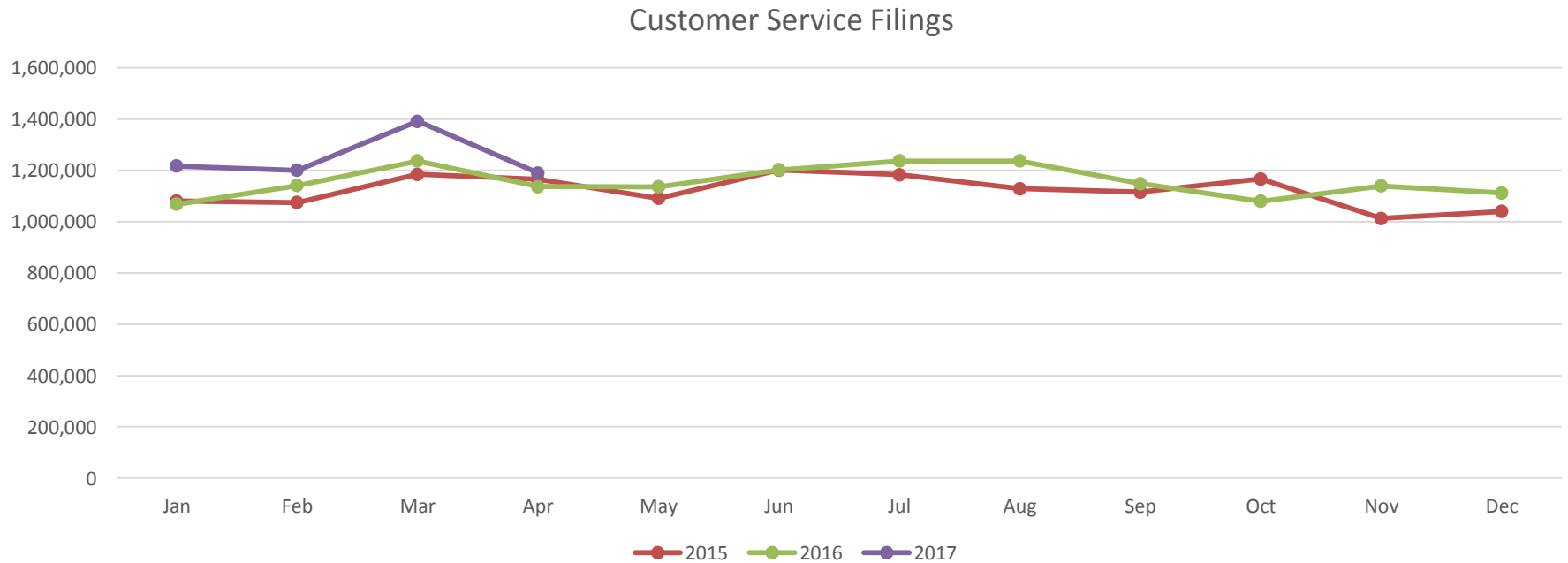
Customer Service Calls





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	1,200,505	1,391,103	1,189,562								

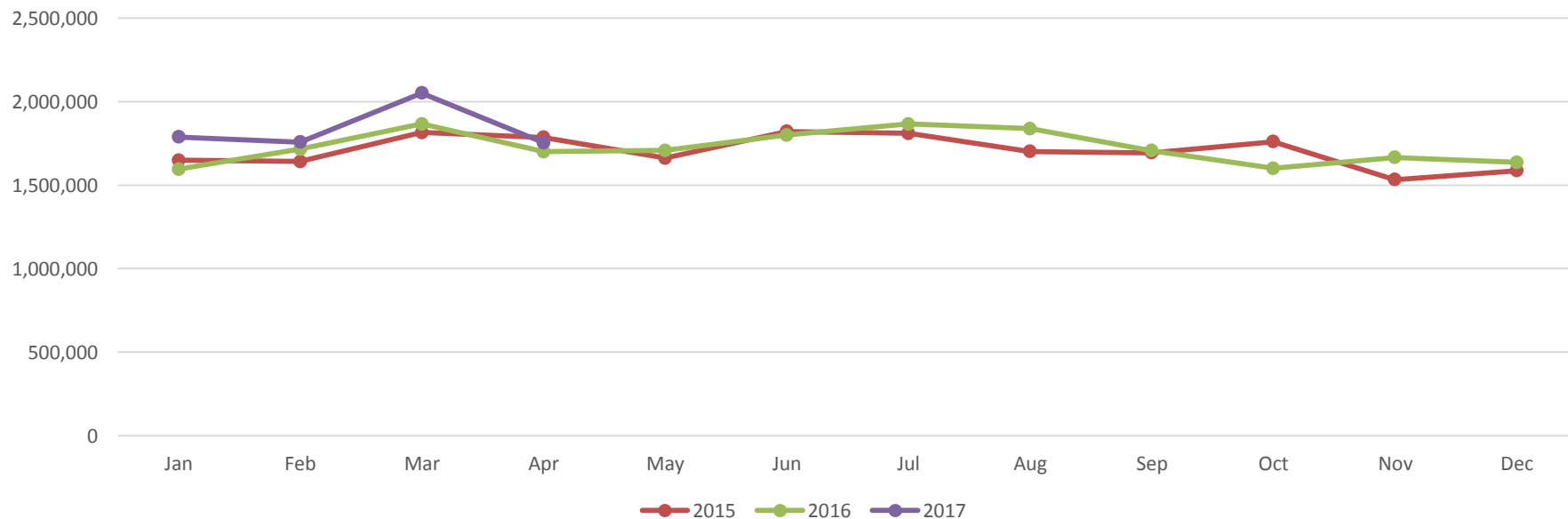




Customer Service Doc Comparison

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	1,757,366	2,051,735	1,753,046								

Customer Service Docs

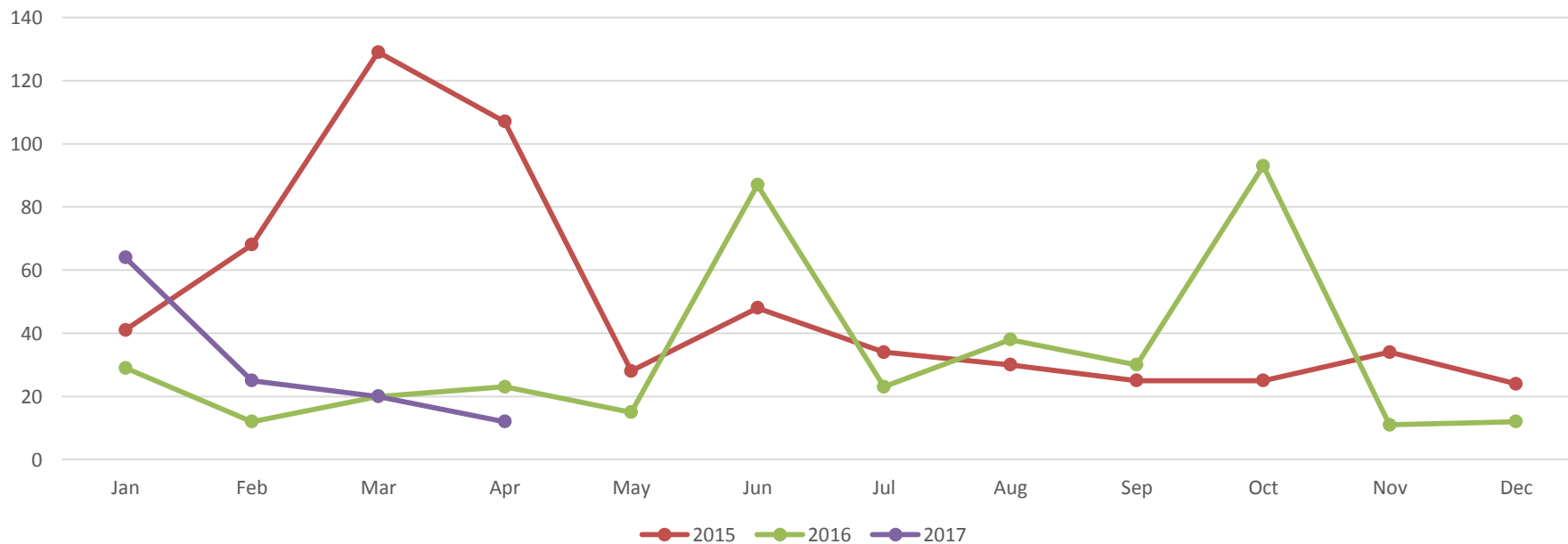




Judge Account Comparison

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	25	20	12								

Judge Accounts

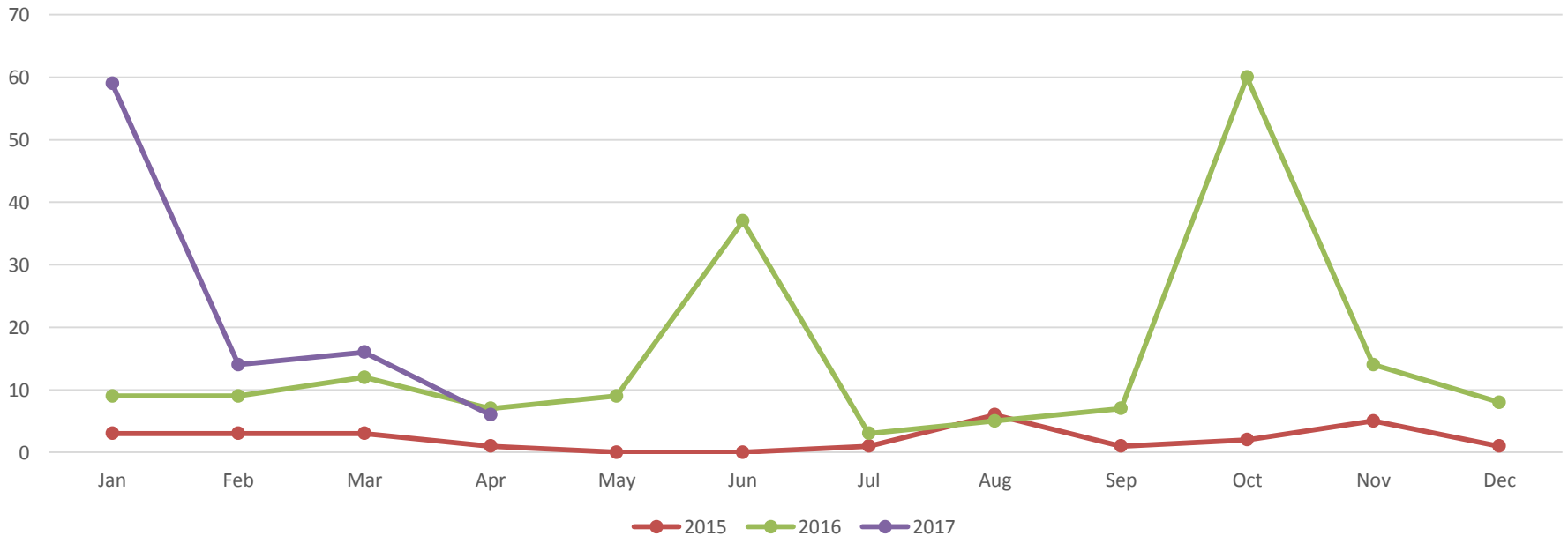




Judge Call Comparison

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	14	16	6								

Judge Calls

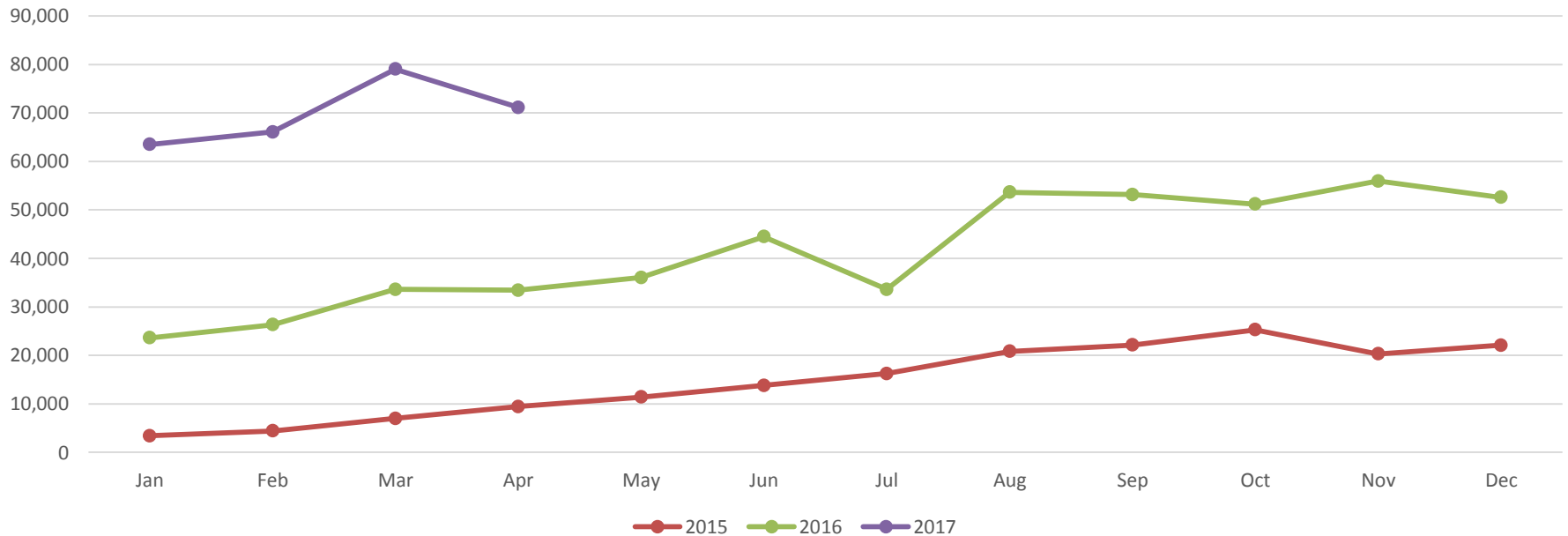




Judge Filing Comparison

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	66,084	79,403	71,118								

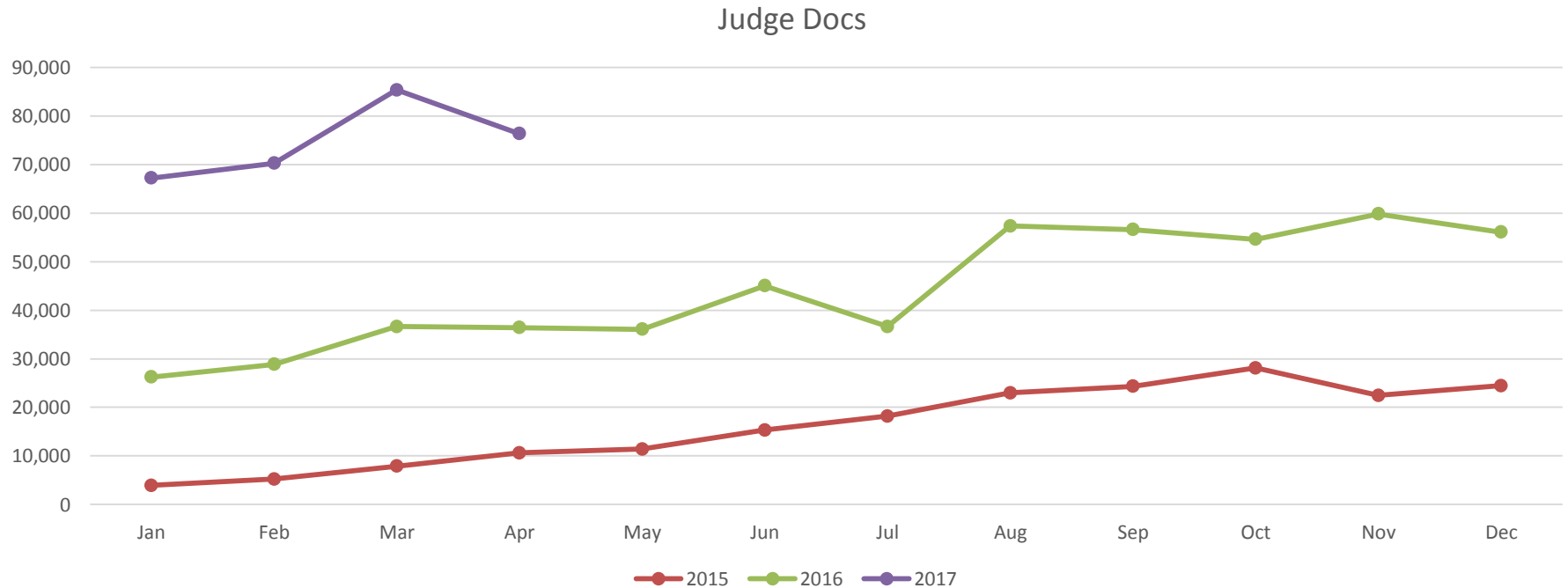
Judge Filings





Judge Doc Comparison

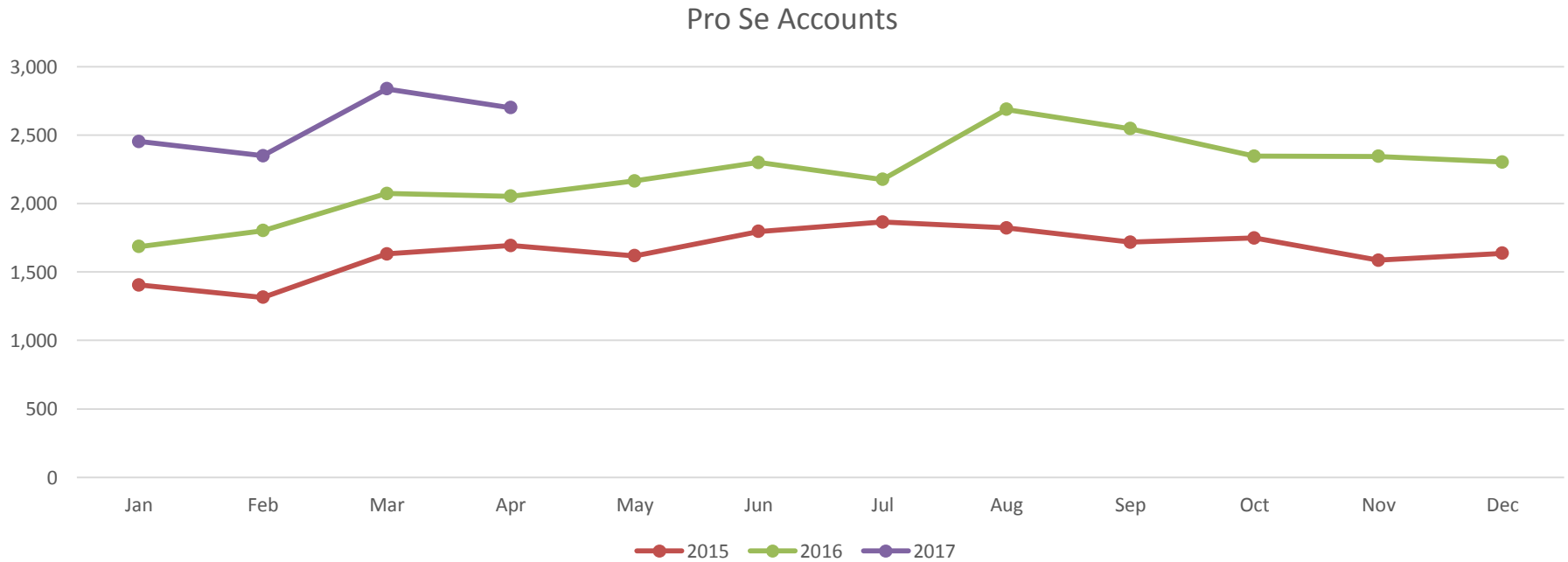
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3,902	5,232	7,900	10,630	11,397	15,342	18,193	23,000	24,308	28,106	22,471	24,446
2016	26,256	28,859	36,639	36,417	36,062	45,032	36,639	57,357	56,598	54,607	59,853	56,071
2017	67,219	70,275	85,358	76,352								





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	2,350	2,839	2,701								

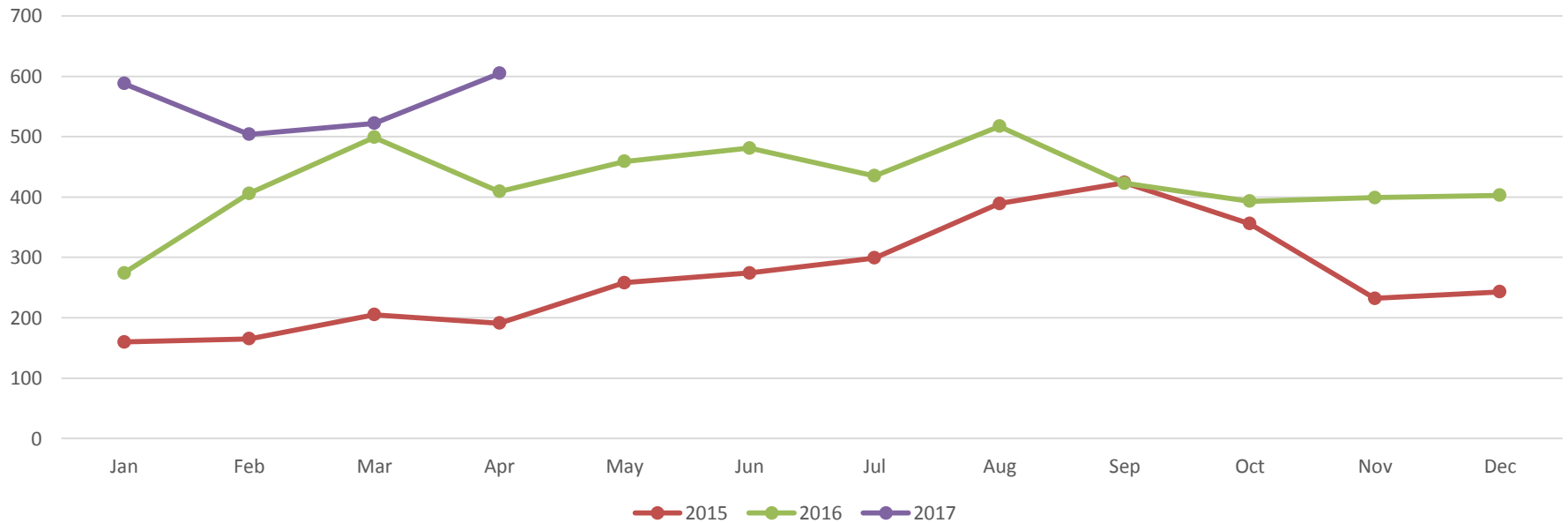




Pro Se Call Comparison

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	504	522	605								

Pro Se Calls

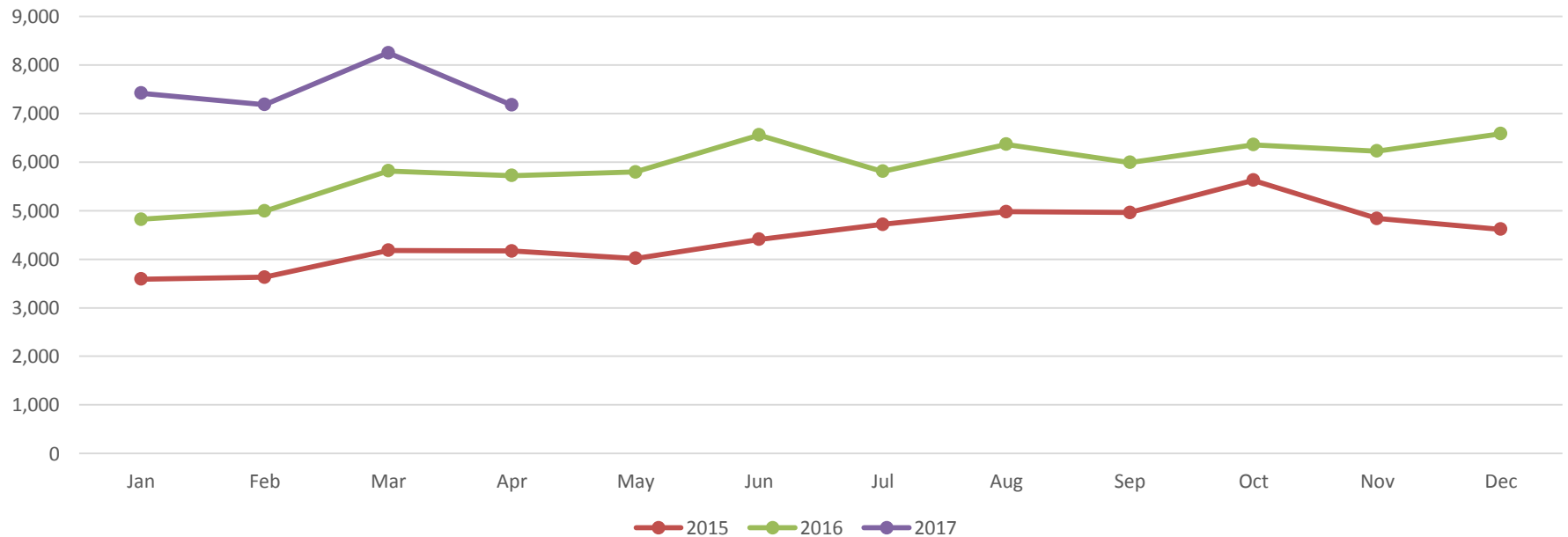




Pro Se Filing Comparison

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	7,183	8,248	7,177								

Pro Se Filings

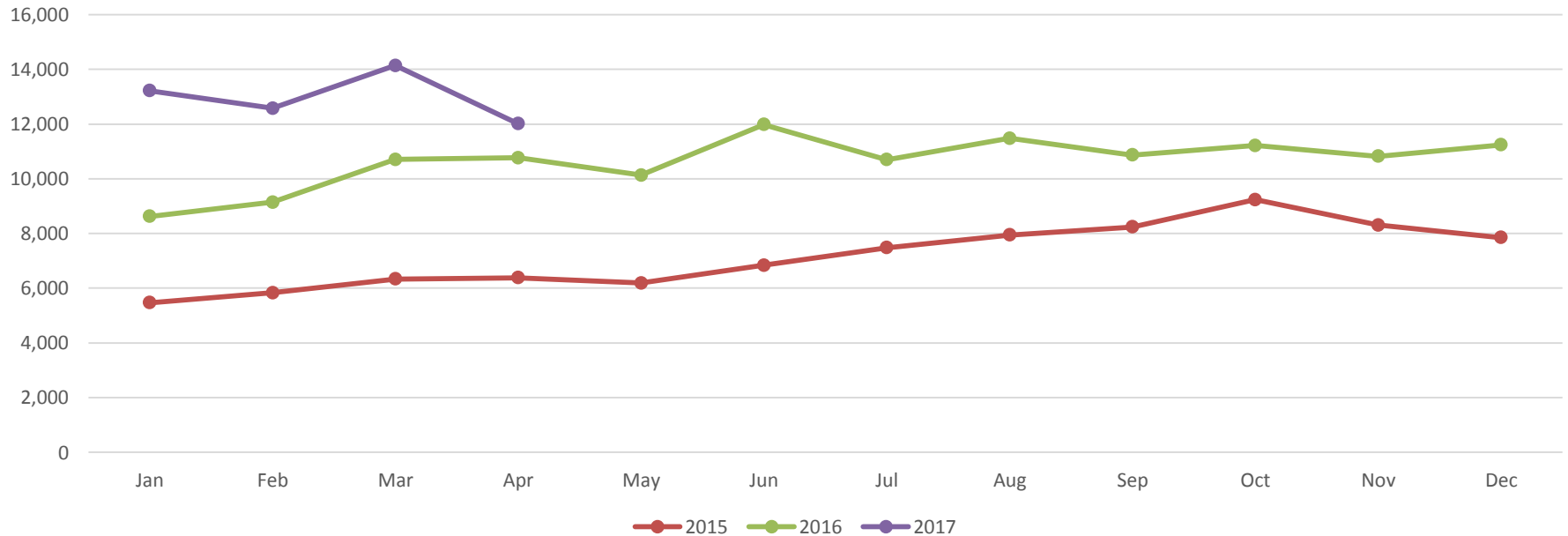




Pro Se Doc Comparison

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	12,575	14,140	12,017								

Pro Se Docs

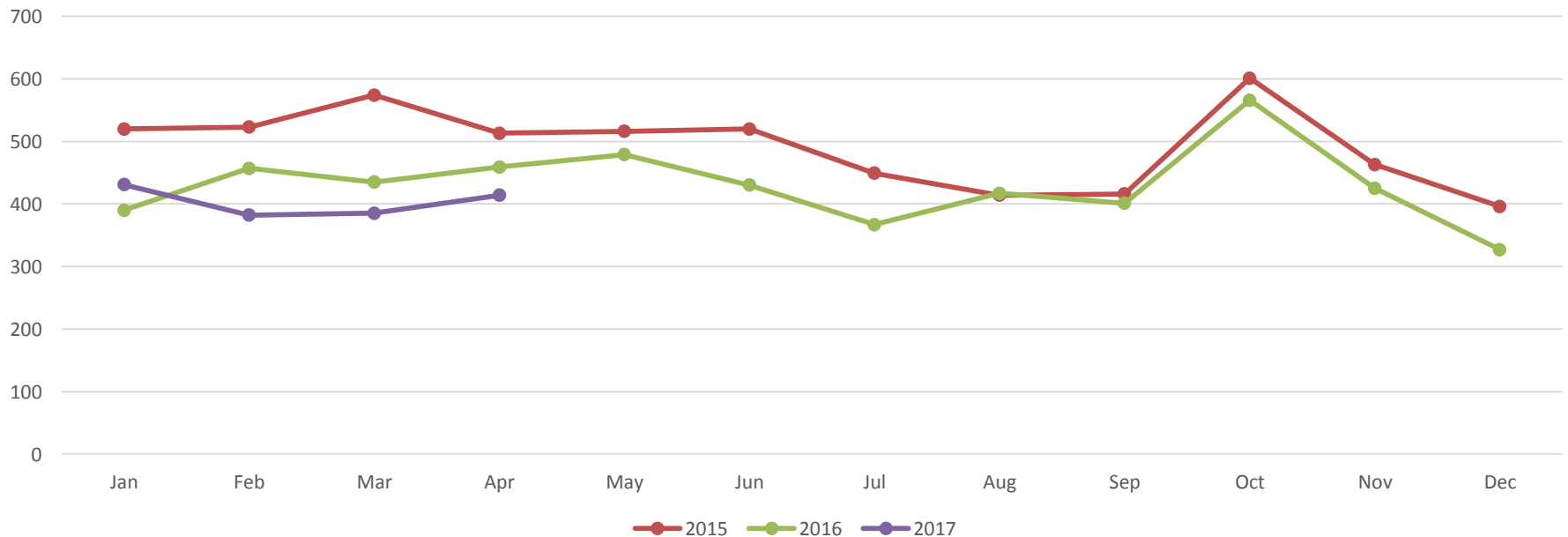




Attorney Account Comparison

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	382	385	414								

Attorney Accounts

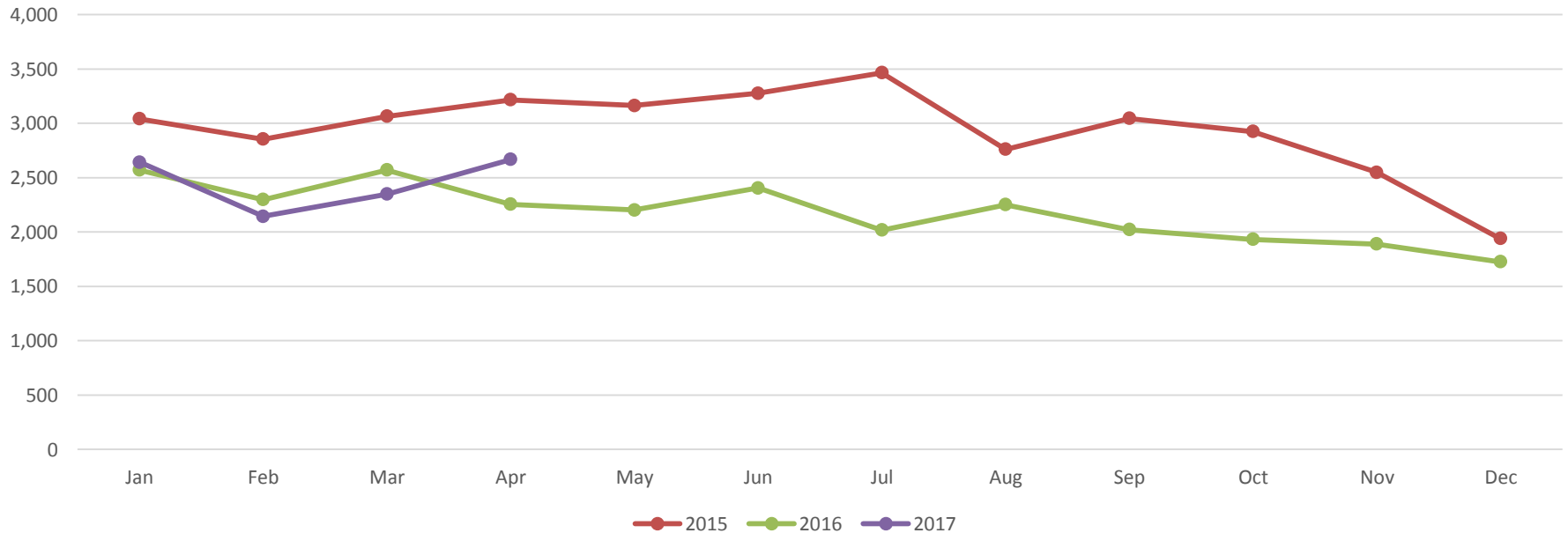




Attorney Call Comparison

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	2,144	2,348	2,667								

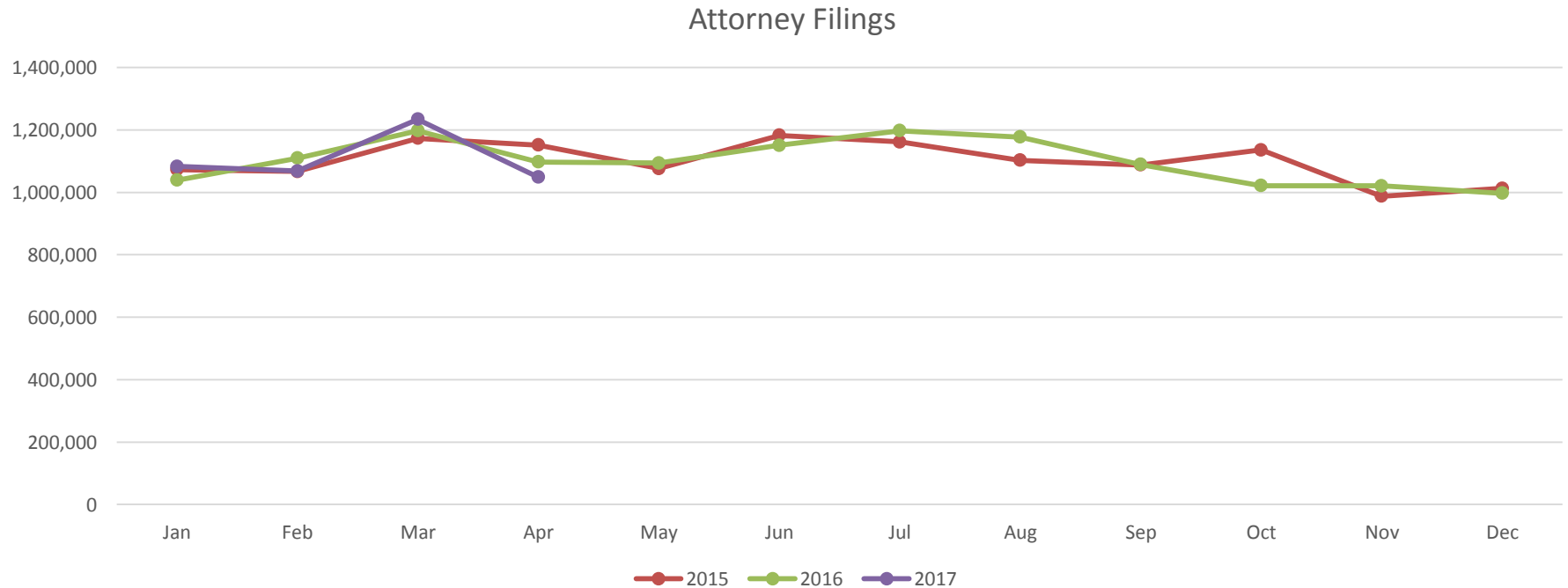
Attorney Calls





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	1,068,192	1,233,923	1,048,147								





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	1,603,031	1,869,100	1,589,549								

