



FLORIDA COURTS
E-FILING AUTHORITY

Service Desk Report

March 2022

E-Portal Service Desk Summary

March 2022

Month	January	February	March
Total Tickets	4,278	4,279	4,970

Customer Type	Count	Volume %	Acknowledged	Resolved
Judge	↑ 19	↑ 72%	↑ 56 Mins.	↓ 1 Hrs. 3 Mins.
Self-Rep	↑ 1,469	↑ 28%	↑ 18 Mins.	↓ 5 Mins.
Attorney	↑ 2,921	↑ 9%	↑ 1 Hr. 10 Mins.	↑ 23 Mins.
Total (Legal)	↑ 4,409	↑ 15%	↑ 26 Mins.	↑ 32 Mins.
Clerk/Staff	↑ 561	↑ 26%	↑ 7 Mins.	↓ 41 Mins.

Month	January	February	March
DIY Tickets	0	57	34

Customer Service Incidents

March 2022

Status	January 2022	February 2022	March 2022
Incidents Received	3,912	3,835	4,409
Incidents Resolved	3,786	3,706	4,279
Carry Over	126	129	130
# of Submissions	1,768,906	1,694,461	1,998,276
# of Documents	2,565,546	2,461,087	2,906,683

Average Acknowledge & Resolve Times

Acknowledge Time	.33 Days 3 Hrs. 0 Mins.	.40 Days 3 Hrs. 36 Mins.	.45 Days 4 Hrs. 2 Mins.
Resolution Time	.56 Days 5 Hrs. 2 Mins.	.59 Days 5 Hrs. 16 Mins.	.61 Days 5 Hrs. 32 Mins.

Stakeholders: Case Managers, Court Reporters, Court Monitors, Creditors, Domestic Violence Case Initiators, Guardian ad Litem, Law Enforcement, Local Agents, Media, Mediators, Mental Health Professionals, Probation Office Staff, Process Servers, and State Agents.

Judge Incidents March 2022

Status	January 2022	February 2022	March 2022
Incidents Received	27	11	19
Incidents Worked	27	11	17
Carry Over	0	0	2
# of Submissions	230,032	206,251	249,210
# of Documents	240,575	216,134	261,312

Average Acknowledge & Resolve Times

Acknowledge Time	.16 Days 1 Hrs. 26 Mins.	.23 Days 2 Hrs. 5 Mins.	.34 Days 3 Hrs. 1 Mins.
Resolution Time	.25 Days 2 Hrs. Mins.	.57 Days 5 Hrs. 10 Mins.	.46 Days 4 Hrs. 7 Mins.

Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers.

Self-Rep Litigant Incidents

March 2022

Status	January 2022	February 2022	March 2022
Incidents Received	1,267	1,142	1,469
Incidents Worked	1,239	1,108	1,427
Carry Over	28	34	42
# of Submissions	15,328	15,412	17,659
# of Documents	32,589	32,199	37,945

Average Acknowledge & Resolve Times

Acknowledge Time	.41 Days 3 Hrs. 32 Mins.	.47 Days 4 Hrs. 13 Mins.	.50 Days 4 Hrs. 31 Mins.
Resolution Time	.70 Days 6 Hrs. 20 Mins.	.69 Days 6 Hrs. 14 Mins.	.68 Days 6 Hrs. 9 Mins.

Stakeholders: Self-Represented Litigants.

Attorney Incidents March 2022

Status	January 2022	February 2022	March 2022
Incidents Received	2,618	2,682	2,921
Incidents Worked	2,520	2,587	2,835
Carry Over	98	95	86
# of Submissions	1,360,522	1,311,792	1,536,071
# of Documents	2,106,044	2,028,279	2,385,303

Average Acknowledge & Resolve Times

Acknowledge Time	.30 Days 2 Hrs. 41 Mins.	.37 Days 3 Hrs. 21 Mins.	.42 Days 4 Hrs. 31 Mins.
Resolution Time	.49 Days 6 Hrs. 26 Mins.	.54 Days 4 Hrs. 51 Mins.	.58 Days 5 Hrs. 14 Mins.

Stakeholders: Attorneys and their representatives.

Technical Incidents

March 2022

Status	January 2022	February 2022	March 2022
Incidents Received	366	444	561
Incidents Worked	354	427	545
Carry Over	12	17	16
# of Submissions	15,628	14,985	17,703
# of Documents	18,676	17,937	21,144

Average Acknowledge & Resolve Times

Acknowledge Time	.03 Days 16 Mins.	.06 Days 16 Mins.	.04 Days 23 Mins.
Resolution Time	.33 Days 2 Hrs. 59 Mins.	.43 Days 3 Hrs. 53 Mins.	.36 Days 3 Hrs. 12 Mins.

Stakeholders: Clerks of Court and their staff.

Top Incident Types & Percentage of Call Volume

Self-Represented Litigants					
Access	27%	Correction Queue	4%	E-Service	1%
Information	29%	Payment Assistance	2%	Training	24%

Attorneys					
Access	25%	Correction Queue	5%	E-Service	7%
Information	24%	Payment Assistance	7%	Pending Registration	11%

Judiciary					
Access	21%	Information	21%	Pending Registration	10%

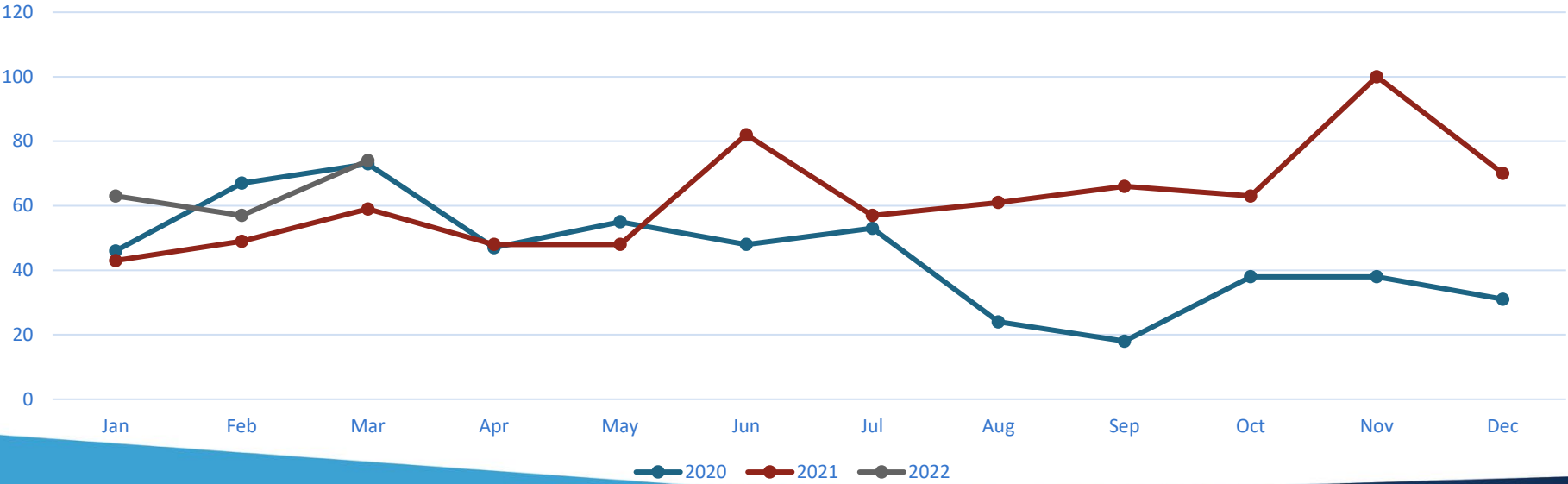
At a Glance Statistics

The following slides breakdown Filer Accounts, E-Portal Service Desk Calls, Submissions, and Documents by month and year; by customer type. If you have any questions, please contact Gia Howell, at (850) 577-4578 or Howell@flclerks.com

County Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	46	67	73	47	55	48	53	24	18	38	38	31
2021	43	49	59	48	48	82	57	61	66	63	100	70
2022	63	57	74									

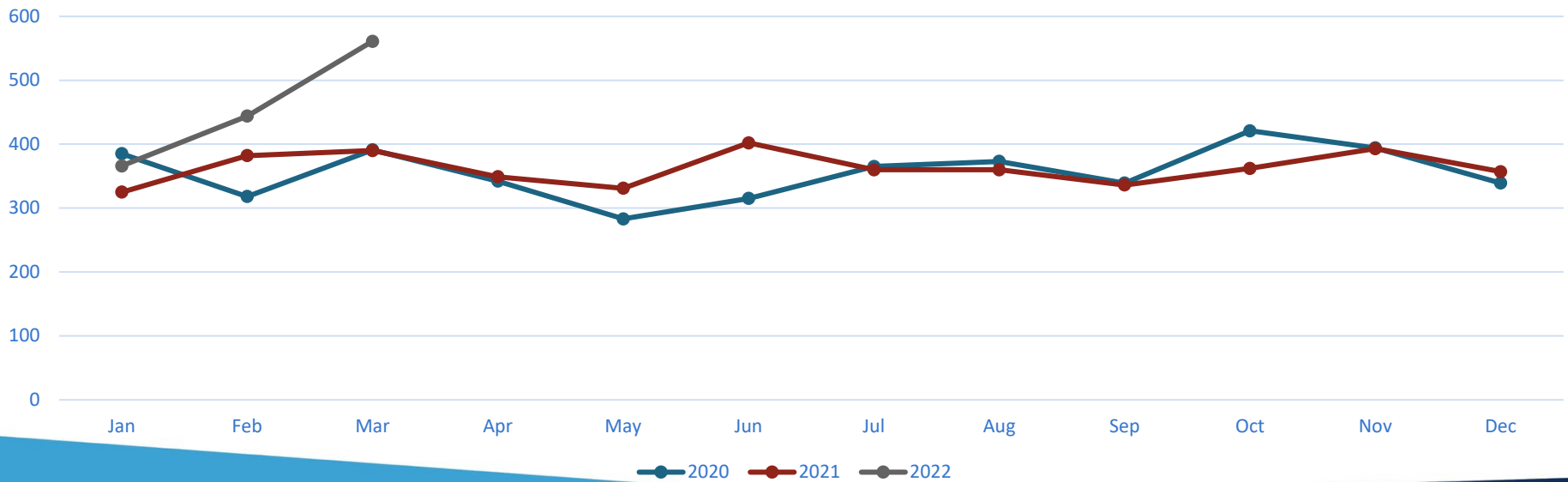
County Accounts



County Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	385	318	391	342	283	315	365	373	339	421	394	339
2021	325	372	390	349	331	402	360	360	336	362	393	357
2022	366	444	561									

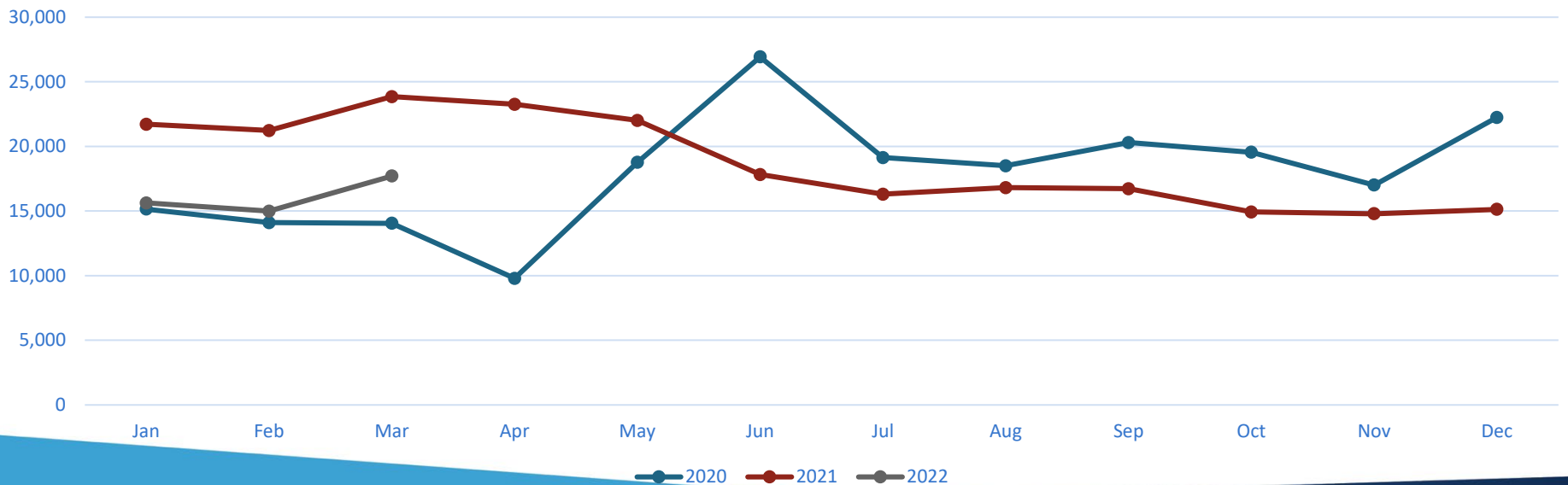
County Tickets



County Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	15,144	14,098	14,047	9,786	18,762	26,922	19,132	18,497	20,301	19,542	17,007	22,238
2021	21,709	21,227	23,854	23,262	22,005	17,821	16,304	16,805	16,720	14,929	14,792	15,129
2022	15,628	14,985	17,703									

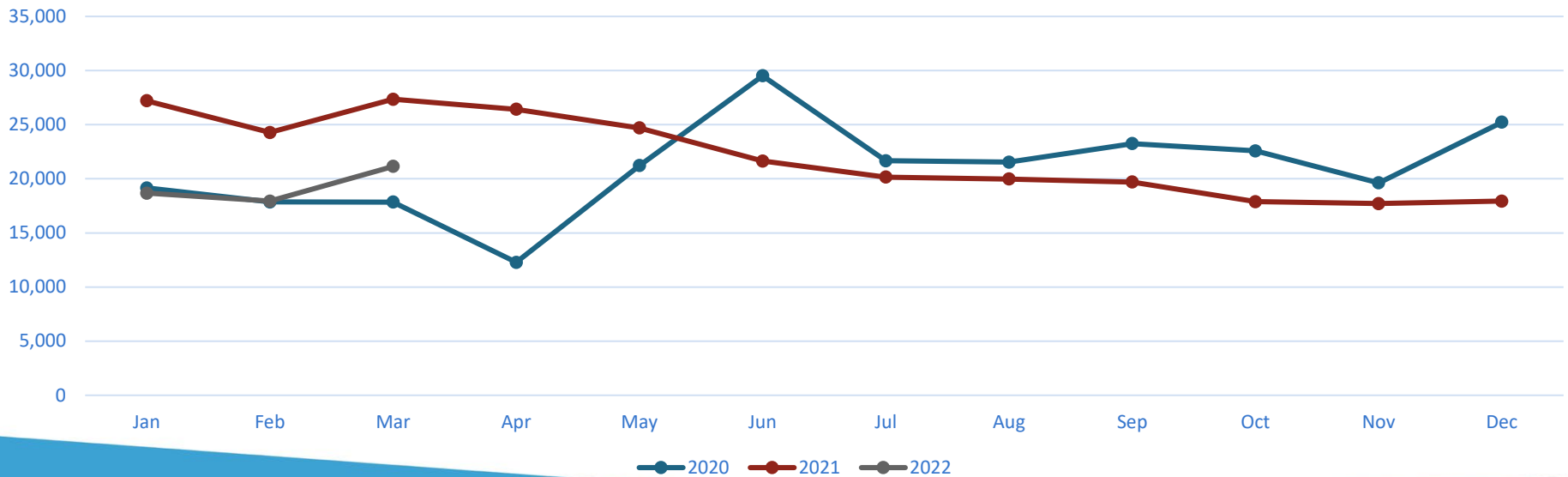
County Submissions



County Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	19,150	17,864	17,850	12,283	21,227	29,508	21,667	21,536	23,244	22,576	19,626	25,231
2021	27,208	24,277	27,341	26,423	24,698	21,642	20,160	19,978	19,693	17,885	17,713	17,943
2022	18,676	17,937	21,144									

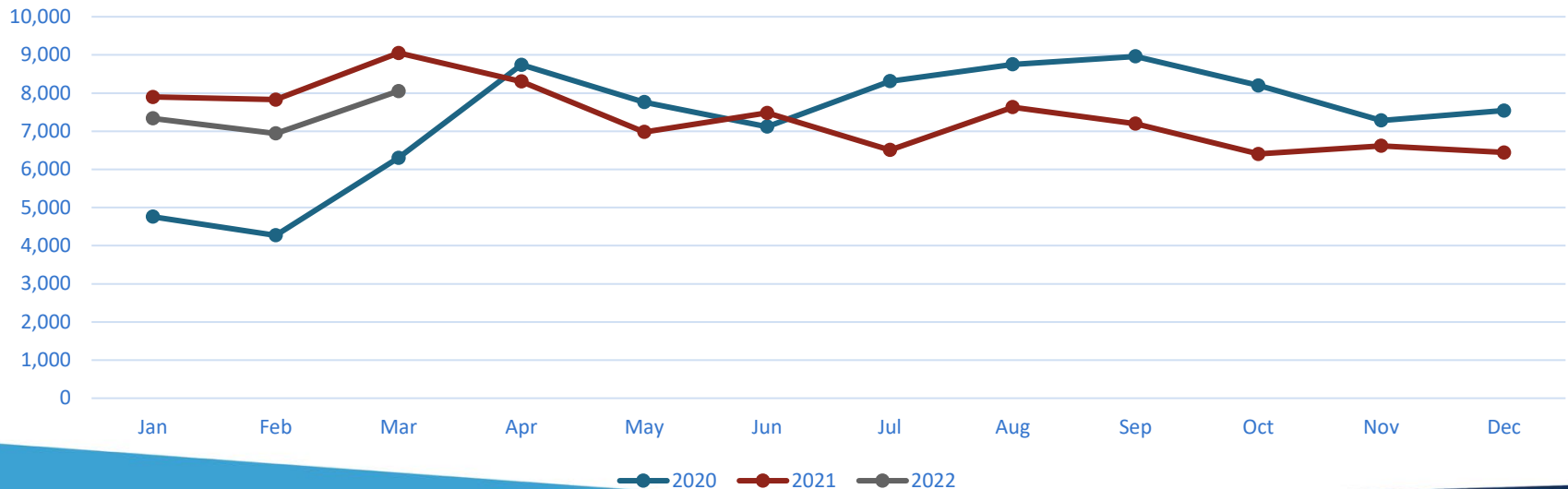
County Documents



Customer Service Account Comparison

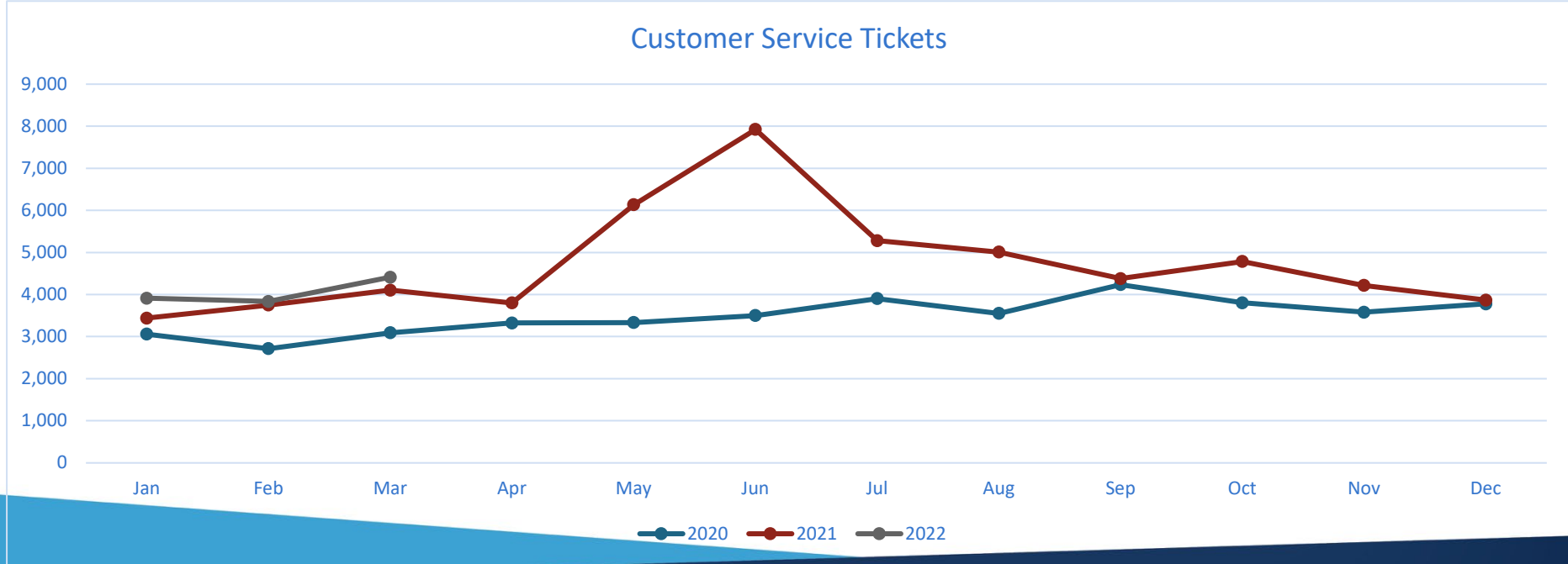
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	4,760	4,270	6,305	8,741	7,761	7,121	8,313	8,752	8,963	8,199	7,284	7,542
2021	7,896	7,828	9,050	8,305	6,979	7,479	6,510	7,630	7,199	6,405	6,616	6,441
2022	7,336	6,941	8,054									

Customer Service Accounts



Customer Service Ticket Comparison

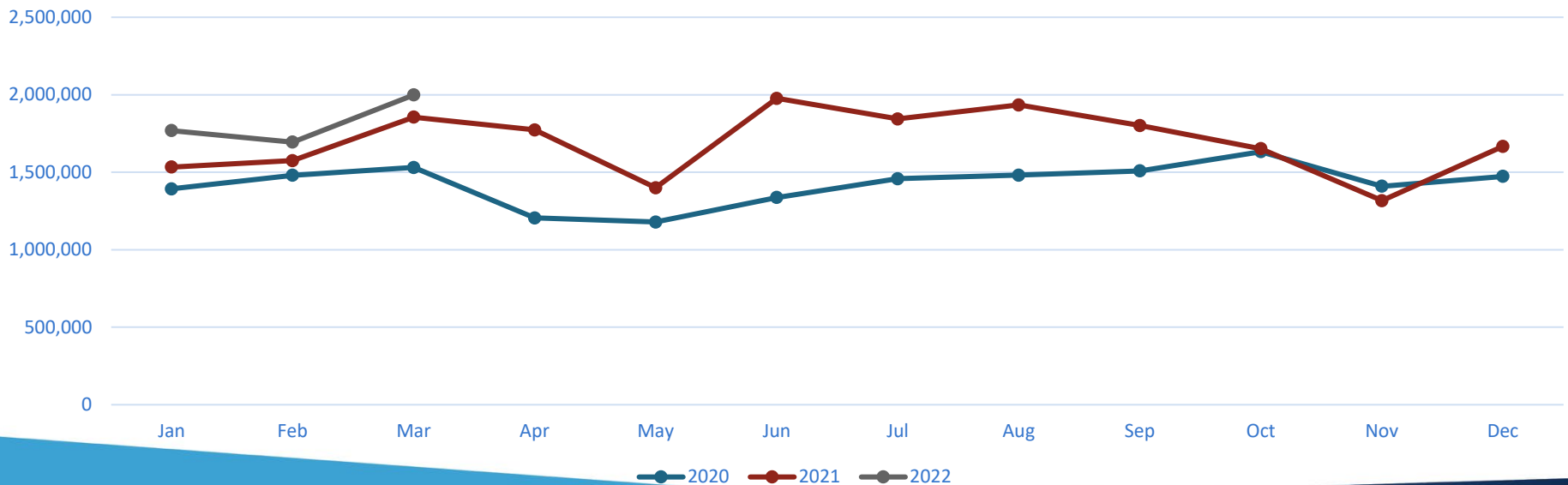
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	3,058	2,713	3,091	3,323	3,334	3,500	3,902	3,551	4,236	3,804	3,579	3,779
2021	3,440	3,748	4,105	3,799	6,132	7,924	5,279	5,008	4,377	4,783	4,217	3,868
2022	3,912	3,835	4,409									



Customer Service Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	1,392,767	1,480,709	1,530,530	1,205,126	1,178,584	1,337,359	1,457,941	1,481,578	1,508,410	1,632,208	1,409,467	1,473,469
2021	1,533,541	1,574,985	1,855,386	1,773,174	1,400,025	1,976,149	1,843,728	1,933,728	1,801,621	1,652,349	1,742,317	1,667,016
2022	1,768,906	1,694,461	1,998,276									

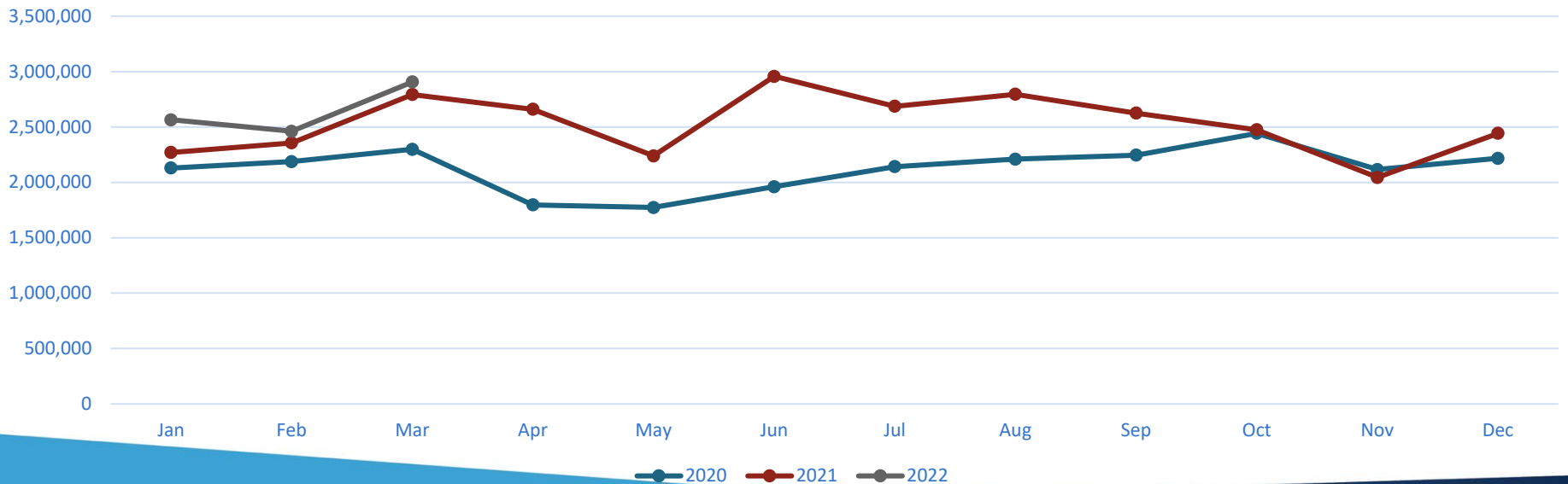
Customer Service Submissions



Customer Service Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	2,130,092	2,188,107	2,299,401	1,796,384	1,773,400	1,961,458	2,141,663	2,210,222	2,245,939	2,443,345	2,116,559	2,217,610
2021	2,270,482	2,357,449	2,793,962	2,660,827	2,239,380	2,958,056	2,687,363	2,796,558	2,626,134	2,474,693	2,537,273	2,443,139
2022	2,565,546	2,461,087	2,906,683									

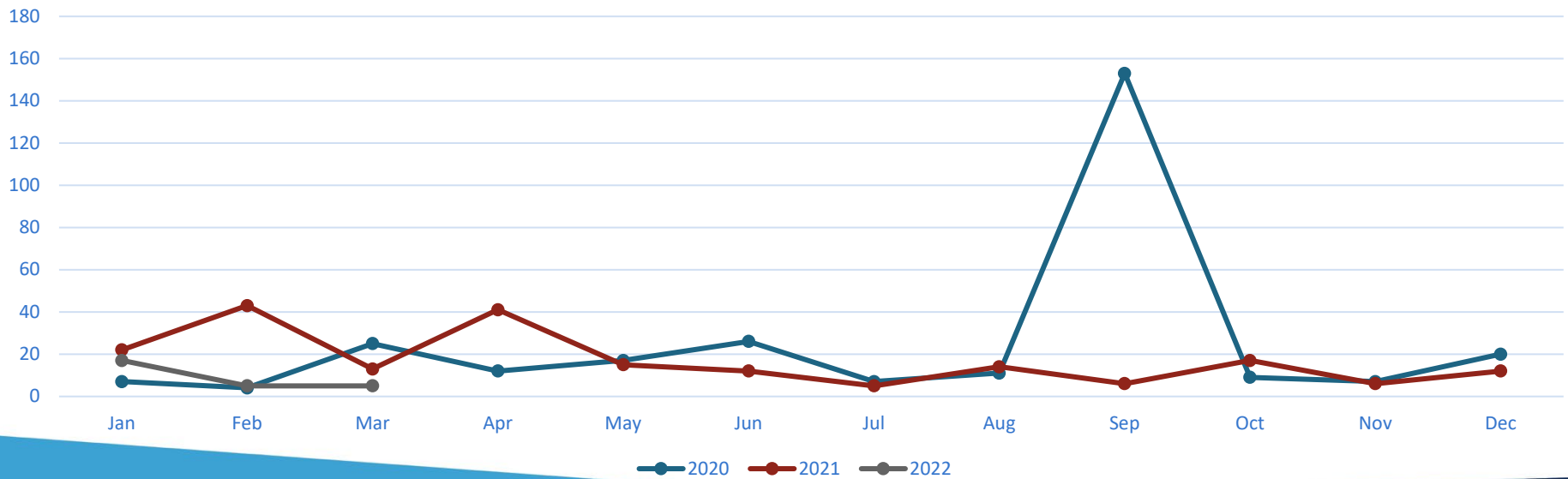
Customer Service Documents



Judicial Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	7	3	25	12	17	26	7	11	153	9	7	20
2021	22	43	13	41	15	12	5	14	6	17	6	12
2022	17	5	5									

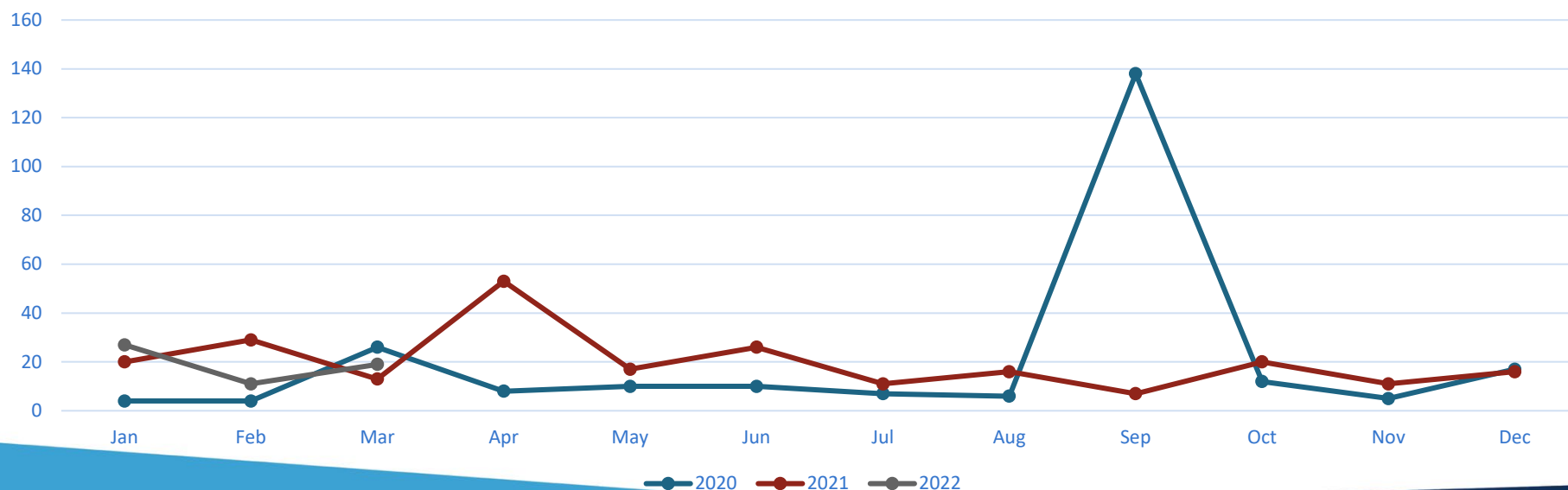
Judge Accounts



Judicial Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	4	4	26	8	10	10	7	6	138	12	5	17
2021	20	29	13	53	17	26	11	16	7	20	11	16
2022	27	11	19									

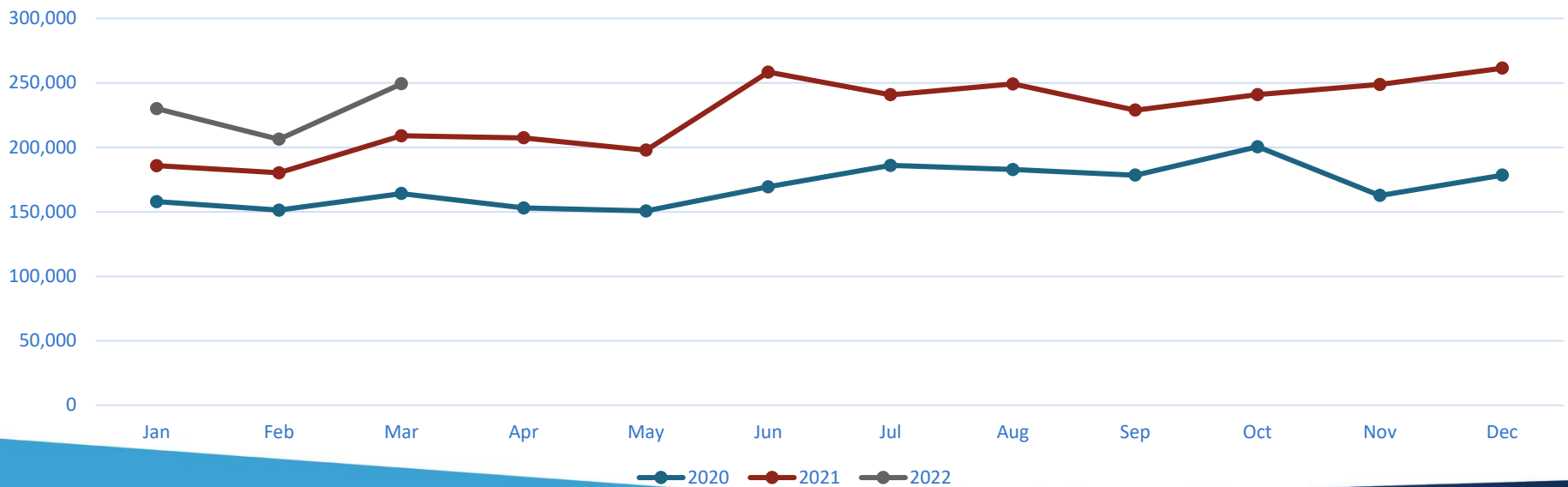
Judge Tickets



Judicial Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	157,857	151,293	164,133	152,936	150,610	169,319	185,968	182,729	178,399	200,414	162,642	178,401
2021	185,746	180,184	208,936	207,328	197,758	258,282	240,703	249,120	228,805	240,816	248,675	261,398
2022	230,032	206,251	249,210									

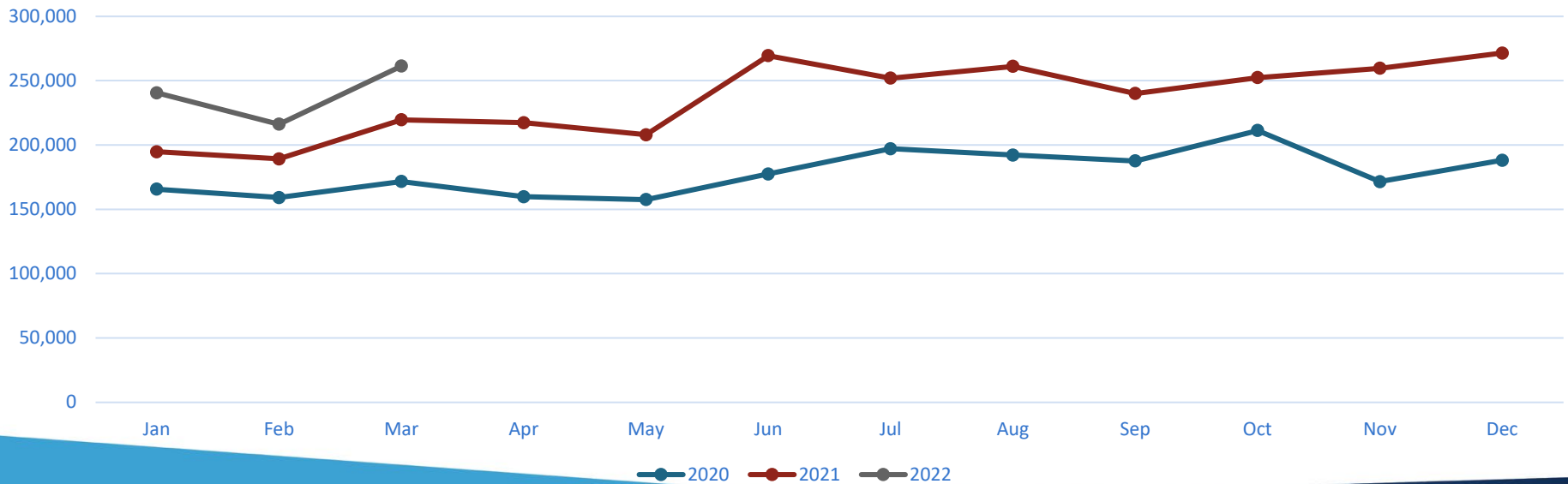
Judge Submissions



Judicial Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	165,698	159,130	171,656	159,838	157,565	177,467	197,105	192,207	185,571	211,249	171,552	188,132
2021	194,735	189,256	219,618	217,378	207,930	269,465	251,951,	261,135	240,018	252,388	259,673	271,429
2022	240,575	216,134	261,312									

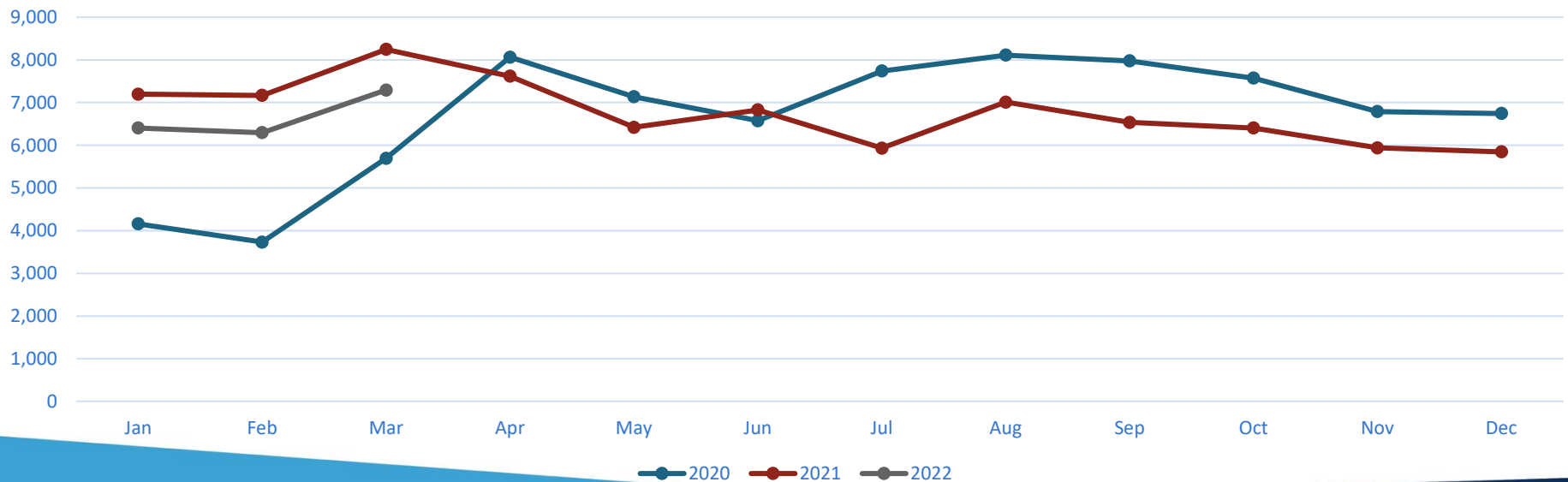
Judge Documents



Self-Rep Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	4,158	3,732	5,696	8,063	7,136	6,574	7,739	8,111	7,976	7,573	6,791	6,746
2021	7,196	7,167	8,247	7,617	6,420	6,828	5,932	7,010	6,537	6,405	5,939	5,846
2022	6,405	6,295	7,294									

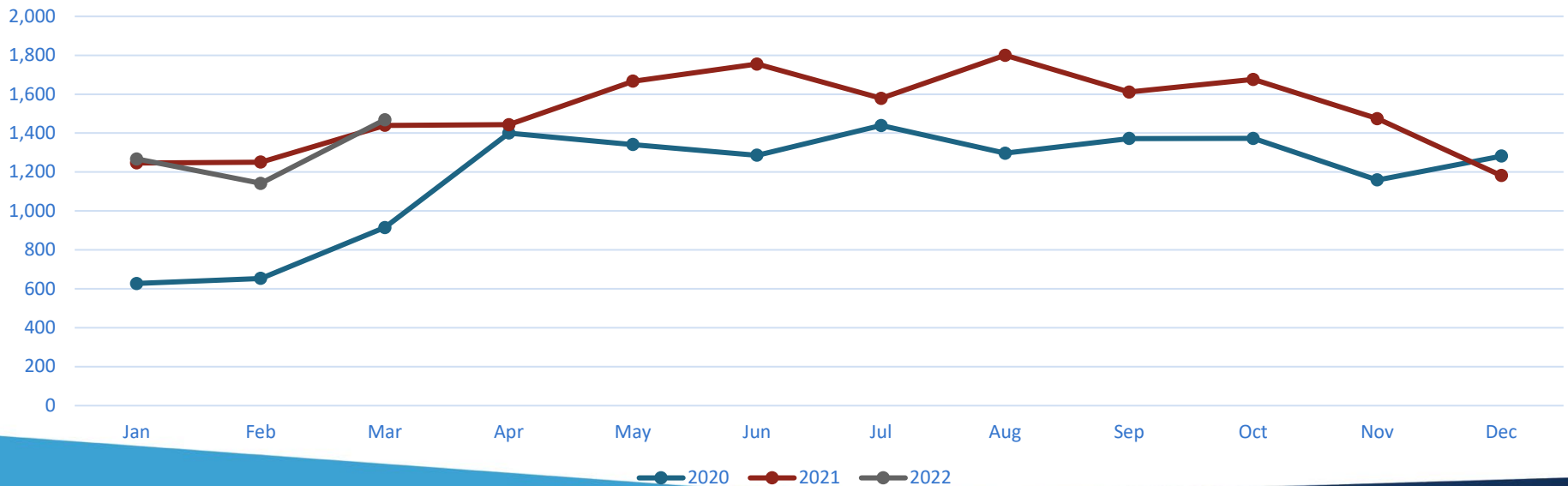
Self-Rep Accounts



Self-Rep Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	627	653	915	1,400	1,341	1,286	1,439	1,297	1,372	1,373	1,159	1,282
2021	1,247	1,251	1,440	1,443	1,667	1,755	1,579	1,800	1,611	1,676	1,474	1,182
2022	1,267	1,142	1,469									

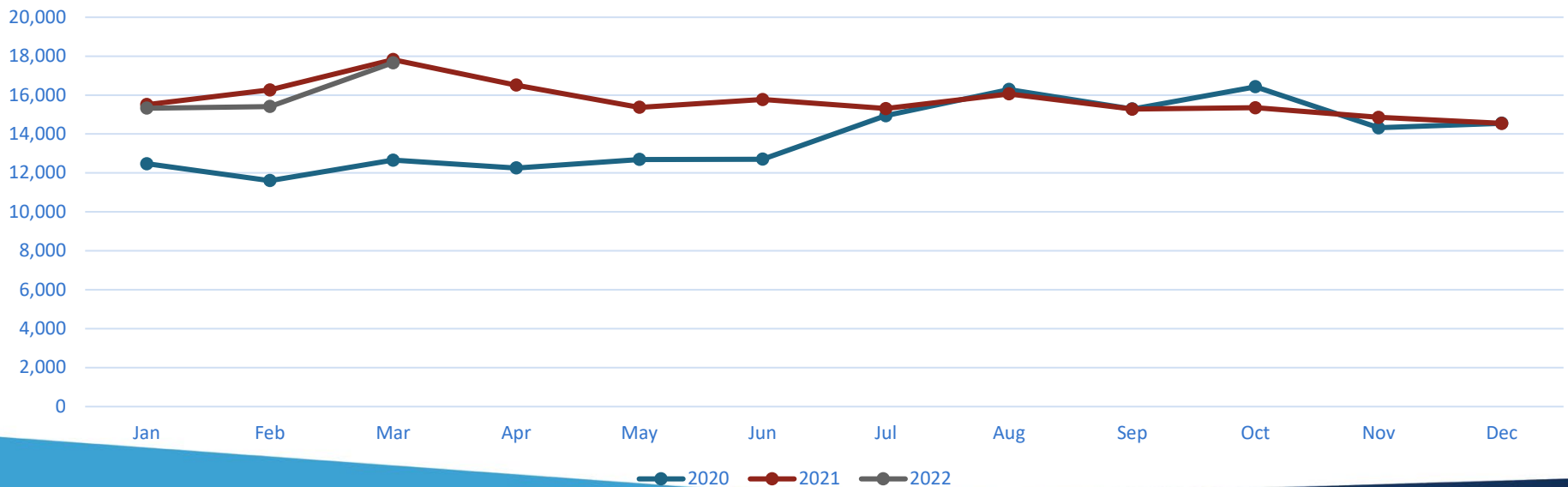
Self-Rep Tickets



Self-Rep Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	12,474	11,609	12,656	12,257	12,690	12,707	14,939	16,289	15,287	16,430	14,318	14,550
2021	15,511	16,265	17,820	16,514	15,371	15,771	15,306	16,059	15,279	15,348	14,854	14,543
2022	15,328	15,412	17,659									

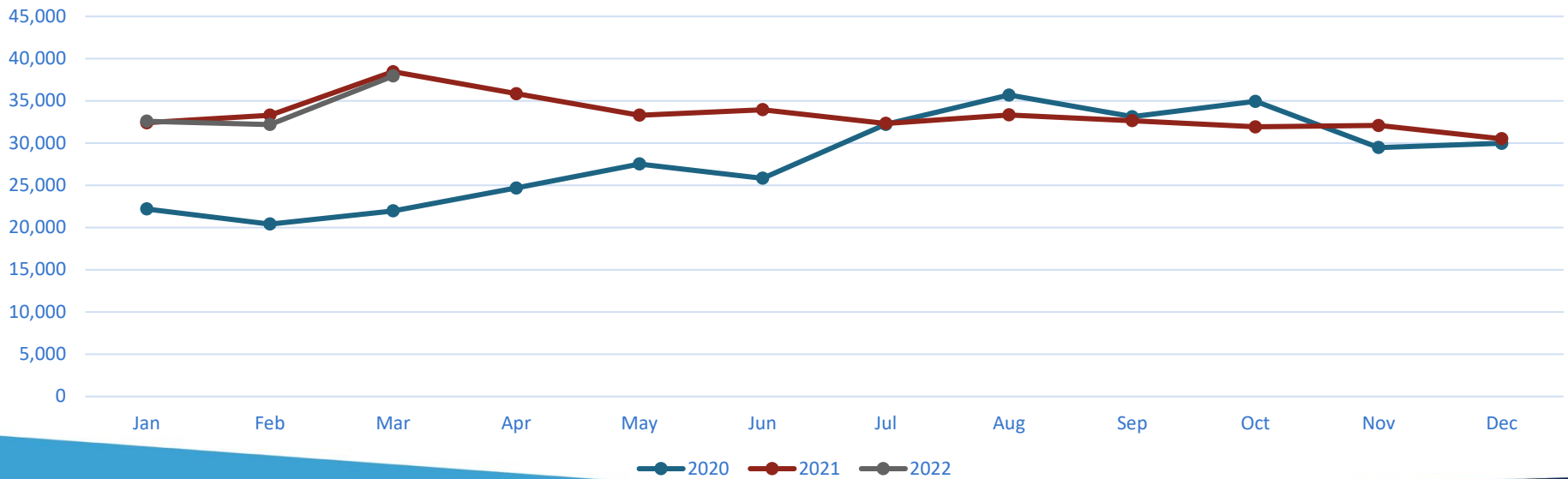
Self-Rep Submissions



Self-Rep Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	22,183	20,411	21,970	24,671	27,517	25,832	32,210	35,683	33,117	34,936	29,472	29,967
2021	32,404	33,303	38,437	35,853	33,289	33,946	32,328	33,329	32,652	31,921	32,073	30,498
2022	32,589	32,199	37,945									

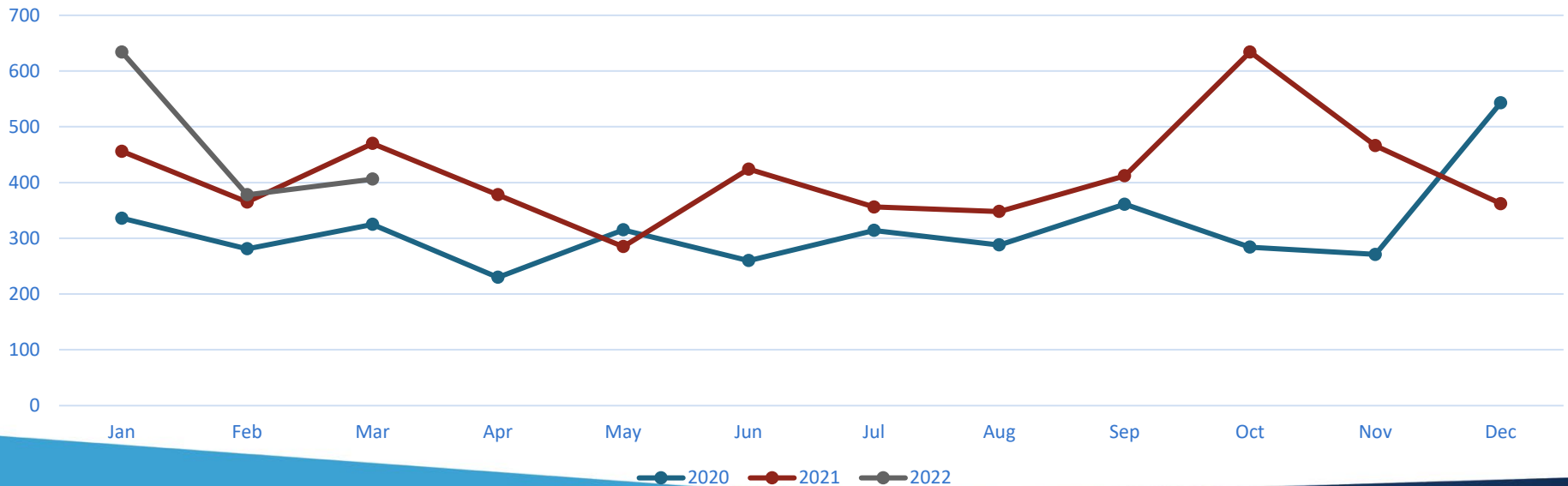
Self-Rep Documents



Attorney Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	336	281	325	230	315	260	314	288	361	284	271	543
2021	456	365	470	378	285	424	356	348	412	634	466	362
2022	634	378	406									

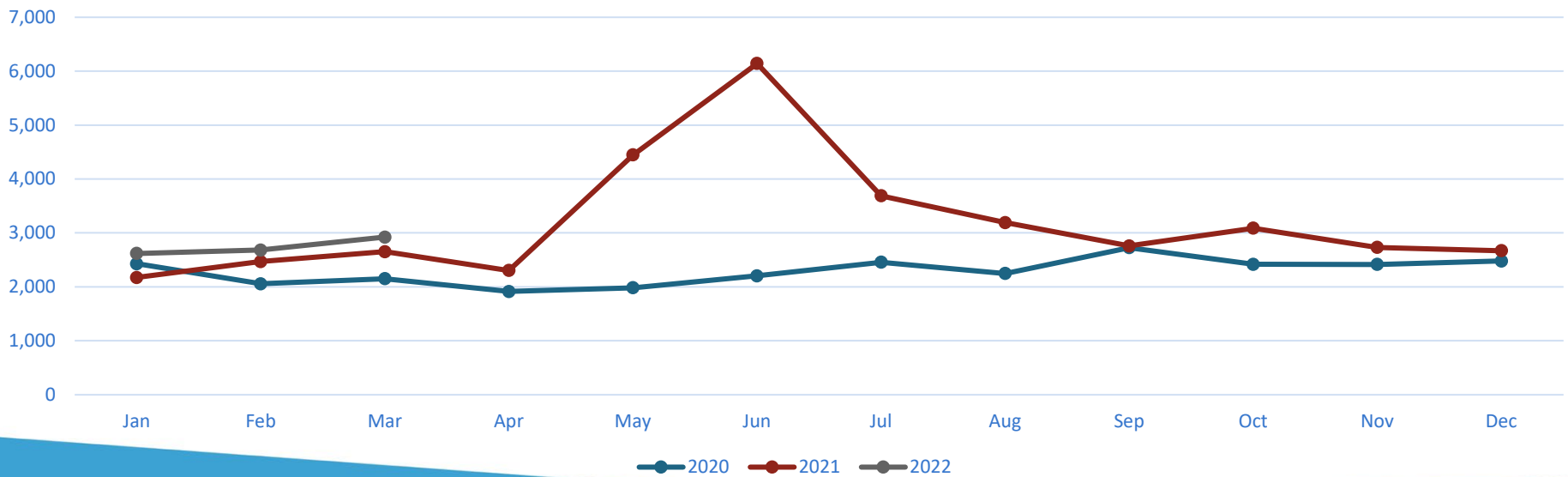
Attorney Accounts



Attorney Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	2,427	2,056	2,150	1,914	1,983	2,204	2,456	2,248	2,726	2,419	2,415	2,480
2021	2,173	2,468	2,652	2,303	4,448	6,143	3,689	3,192	2,759	3,087	2,732	2,670
2022	2,618	2,682	2,921									

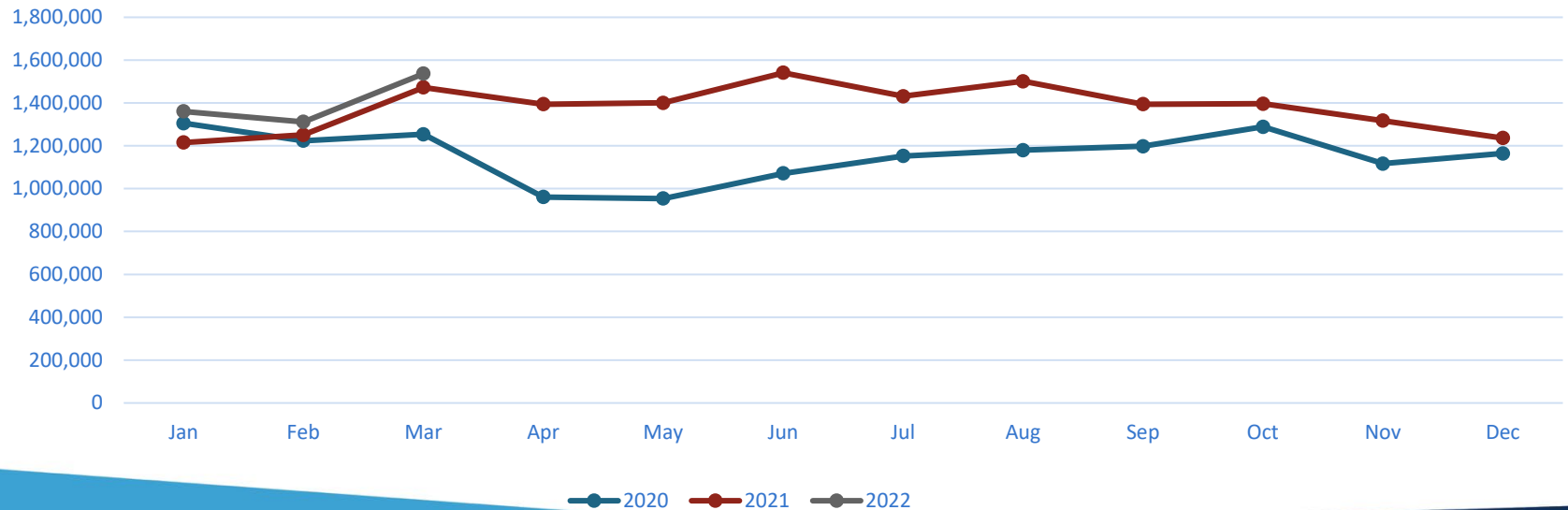
Attorney Tickets



Attorney Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	1,305,175	1,223,691	1,253,539	960,719	953,859	1,071,357	1,152,245	1,179,631	1,197,482	1,288,535	1,116,754	1,163,851
2021	1,214,885	1,250,724	1,471,867	1,393,990	1,400,025	1,540,904	1,430,656	1,500,784	1,393,985	1,396,185	1,316,964	1,235,893
2022	1,360,522	1,311,792	1,536,071									

Attorney Submissions



Attorney Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	1,991,280	1,897,741	1,987,848	1,518,973	1,511,656	1,659,232	1,790,933	1,861,987	1,888,529	2,050,522	1,782,921	1,864,757
2021	1,907,667	1,988,328	2,357,246	2,231,150	2,239,380	2,471,748	2,226,040	2,314,321	2,167,563	2,190,384	2,044,417	1,938,460
2022	2,106,044	2,028,279	2,385,303									

Attorney Documents

