



FLORIDA COURTS  
**E-FILING AUTHORITY**

# Service Desk Report

**May 2022**

# E-Portal Service Desk Summary

## May 2022

Month	March	April	May
<b>Total Tickets</b>	4,970	4,414	<b>4,661</b>

Customer Type	Count	Volume %	Acknowledged	Resolved
Judge	↑ 10	↑ 25%	↑ 3 Hrs. 43 Mins.	↑ 7 Hrs. 5 Mins.
Self-Rep	↑ 1,365	↑ 15%	↑ 1 Hr. 17 Mins.	↑ 1 Hr. 4 Mins.
Attorney	↑ 2,808	↑ 1 %	↑ 55 Mins.	↑ 54 Hr. Mins.
<b>Total (Legal)</b>	<b>↑ 4,183</b>	<b>↑ 6%</b>	<b>↑ 1 Hr. 5 Mins.</b>	<b>↑ 1 Hr. 0 Mins.</b>
Clerk/Staff	↑ 478	↑ 4%	↑ 15 Mins.	↑ 1 Hr. 42 Mins.

Month	March	April	May
<b>DIY Tickets</b>	34	52	<b>67</b>

# Customer Service Incidents May 2022

Status	March 2022	April 2022	May 2022
Incidents Received	4,409	3,957	<b>4,183</b>
Incidents Resolved	4,279	3,803	<b>3,934</b>
Carry Over	130	154	<b>249</b>
# of Submissions	1,998,276	1,793,979	<b>1,820,691</b>
# of Documents	2,906,683	2,610,784	<b>2,656,506</b>

## Average Acknowledge & Resolve Times

<b>Acknowledge Time</b>	.45 Days 4 Hrs. 2 Mins.	.55 Days 4 Hrs. 55 Mins.	<b>.67 Days 6 Hrs. 0 Mins.</b>
<b>Resolution Time</b>	.61 Days 5 Hrs. 32 Mins.	.74 Days 6 Hrs. 41 Mins.	<b>.85 Days 7 Hrs. 41 Mins.</b>

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 May 2022

Status	March 2022	April 2022	May 2022
Incidents Received	19	8	<b>10</b>
Incidents Worked	17	8	<b>9</b>
Carry Over	2	0	<b>1</b>
# of Submissions	249,210	226,830	<b>226,557</b>
# of Documents	261,312	236,291	<b>236,465</b>

## Average Acknowledge & Resolve Times

<b>Acknowledge Time</b>	.34 Days 3 Hrs. 1 Min.	.23 Days 2 Hrs. 3 Mins.	<b>.64 Days 5 Hrs. 46 Mins.</b>
<b>Resolution Time</b>	.46 Days 4 Hrs. 7 Mins.	.32 Days 2 Hrs. 55 Mins.	<b>1.11 Days 10 Hrs. 0 Mins.</b>

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

# Self-Rep Litigant Incidents May 2022

Status	March 2022	April 2022	May2022
Incidents Received	1,469	1,180	<b>1,365</b>
Incidents Worked	1,427	1,157	<b>1,258</b>
Carry Over	42	23	<b>107</b>
# of Submissions	17,659	16,969	<b>16,441</b>
# of Documents	37,945	35,544	<b>35,774</b>

## Average Acknowledge & Resolve Times

<b>Acknowledge Time</b>	.50 Days 4 Hrs. 31 Mins.	.64 Days 5 Hrs. 48 Mins.	<b>.79 Days 7 Hrs. 5 Mins.</b>
<b>Resolution Time</b>	.68 Days 6 Hrs. 9 Mins.	.85 Days 7 Hrs. 40 Mins.	<b>.97 Days 8 Hrs. 44 Mins.</b>

Stakeholders: Self-Represented Litigants.

# Attorney Incidents May 2022

Status	March 2022	April 2022	May 2022
Incidents Received	2,921	2,769	<b>2,808</b>
Incidents Worked	2,835	2,638	<b>2,667</b>
Carry Over	86	131	<b>141</b>
# of Submissions	1,536,071	1,369,919	<b>1,396,854</b>
# of Documents	2,385,303	2,132,681	<b>2,176,266</b>

## Average Acknowledge & Resolve Times

<b>Acknowledge Time</b>	.42 Days 4 Hrs. 31 Mins.	.51 Days 4 Hrs. 33 Mins.	<b>.61 Days 5 Hrs. 28 Mins.</b>
<b>Resolution Time</b>	.58 Days 5 Hrs. 14 Mins.	.70 Days 6 Hrs. 16 Mins.	<b>.80 Days 7 Hrs. 10 Mins.</b>

Stakeholders: Attorneys and their representatives.

# Technical Incidents May 2022

Status	March 2022	April 2022	May 2022
Incidents Received	561	457	<b>478</b>
Incidents Worked	545	443	<b>461</b>
Carry Over	16	14	<b>17</b>
# of Submissions	17,703	15,473	<b>15,774</b>
# of Documents	21,144	18,836	<b>19,101</b>

## Average Acknowledge & Resolve Times

<b>Acknowledge Time</b>	.04 Days 23 Mins.	.04 Days 23 Mins.	<b>.07 Days 38 Mins.</b>
<b>Resolution Time</b>	.36 Days 3 Hrs. 12 Mins.	.32 Days 2 Hrs. 51 Mins.	<b>.50 Days 4 Hrs. 33 Mins.</b>

Stakeholders: Clerks of Court and their staff.

# Top Incident Types & Percentage of Call Volume

Self-Represented Litigants					
Access	27%	Correction Queue	4%	E-Service	6%
Information	30%	Payment Assistance	1%	Training	22%

Attorneys					
Access	28%	Connectivity	4%	E-Service	8%
Information	20%	Pending Registration	12%	Training	2%

Judiciary					
Access	20%	Information	20%	Pending Registration	20%

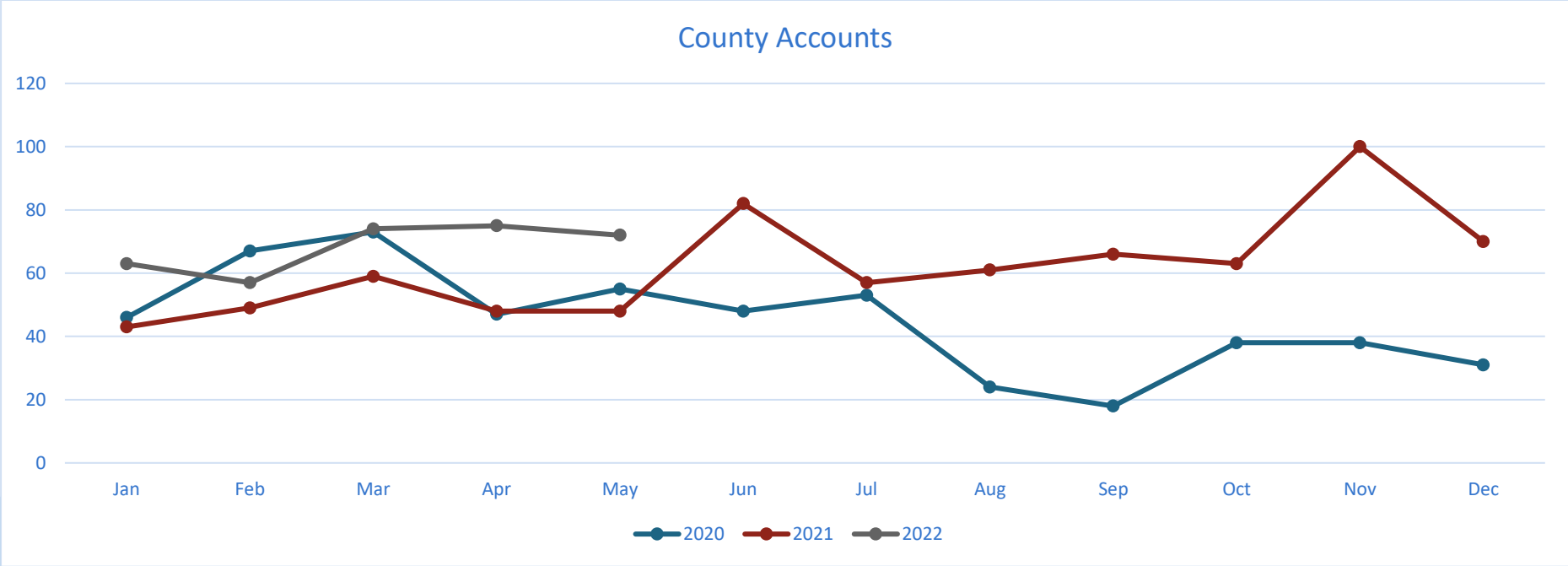


# At a Glance Statistics

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](mailto:Howell@flclerks.com)

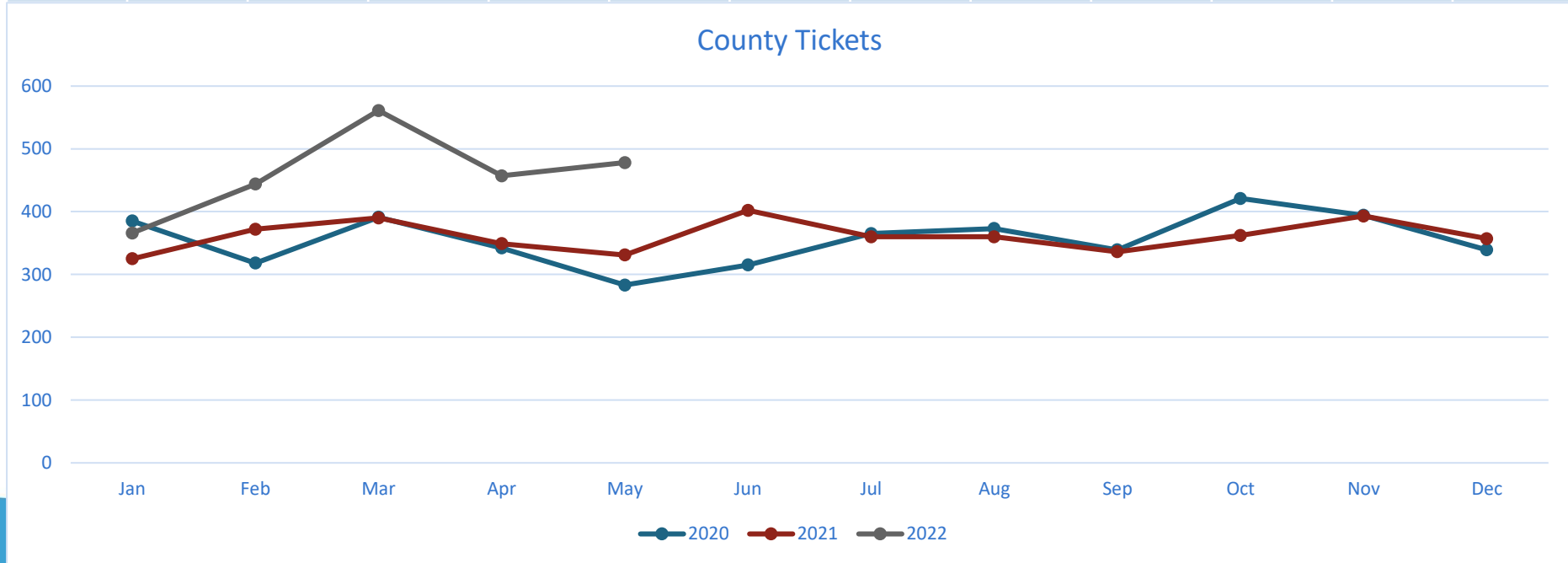
# County Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	46	67	73	47	55	48	53	24	18	38	38	31
<b>2021</b>	43	49	59	48	48	82	57	61	66	63	100	70
<b>2022</b>	63	57	74	75	72							



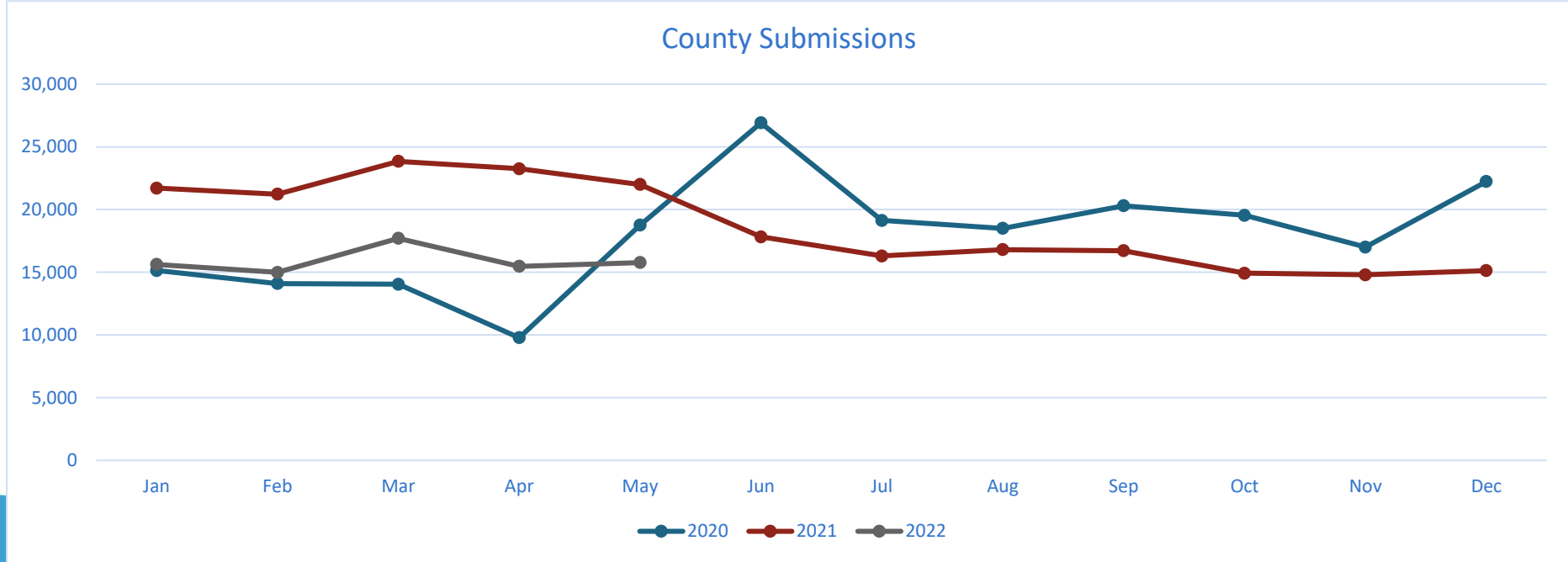
# County Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	385	318	391	342	283	315	365	373	339	421	394	339
<b>2021</b>	325	372	390	349	331	402	360	360	336	362	393	357
<b>2022</b>	366	444	561	457	478							



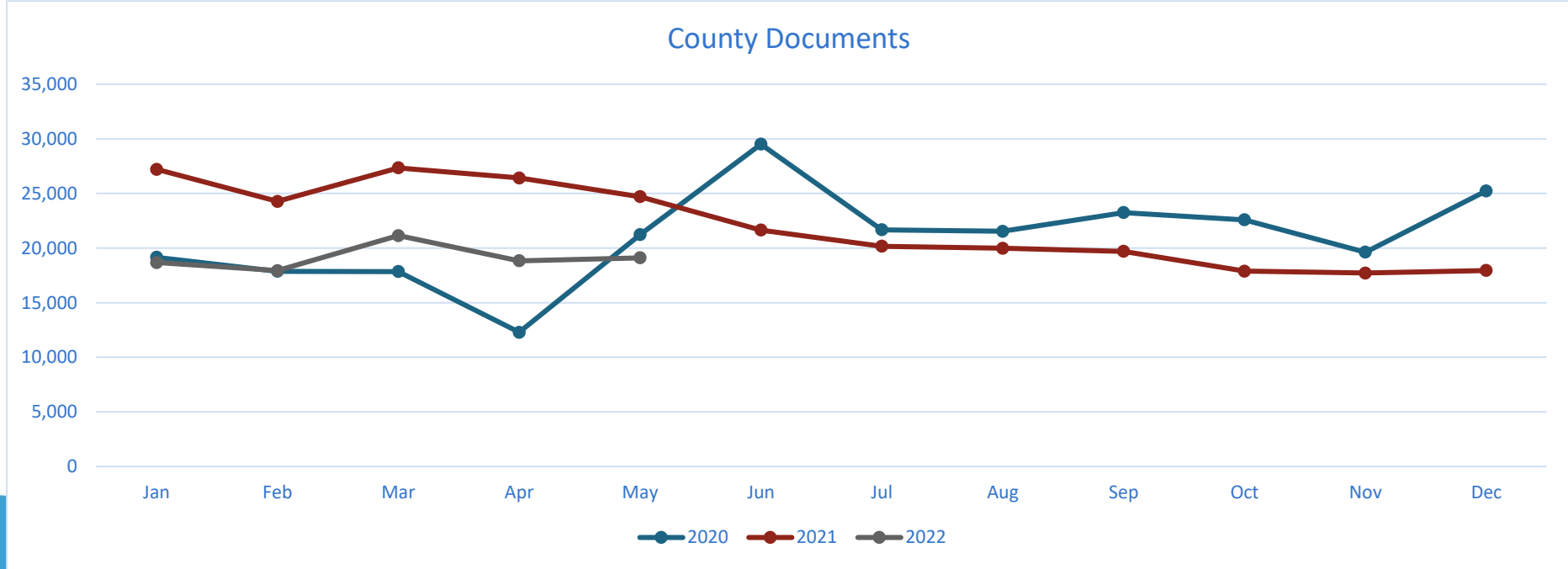
# County Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	15,144	14,098	14,047	9,786	18,762	<b>26,922</b>	19,132	18,497	20,301	19,542	17,007	22,238
<b>2021</b>	21,709	21,227	23,854	23,262	22,005	17,821	16,304	16,805	16,720	14,929	14,792	15,129
<b>2022</b>	15,628	14,985	17,703	15,473	15,774							



# County Document Comparison

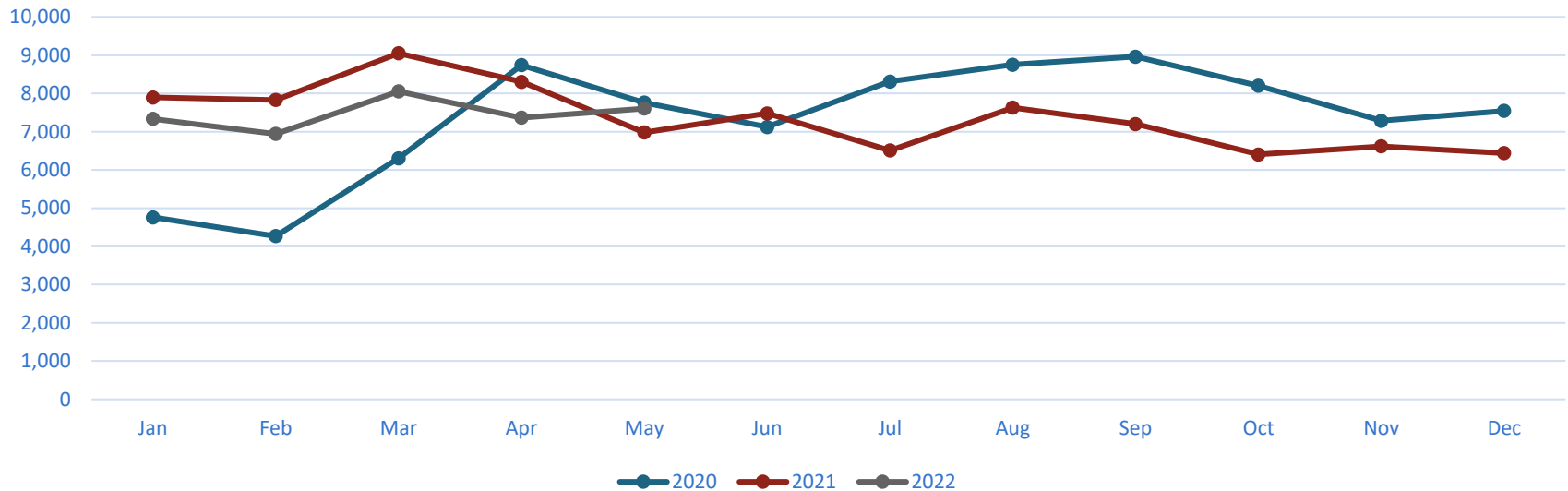
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	19,150	17,864	17,850	12,283	21,227	<b>29,508</b>	21,667	21,536	23,244	22,576	19,626	25,231
<b>2021</b>	27,208	24,277	27,341	26,423	24,698	21,642	20,160	19,978	19,693	17,885	17,713	17,943
<b>2022</b>	18,676	17,937	21,144	18,836	19,101							



# Customer Service Account Comparison

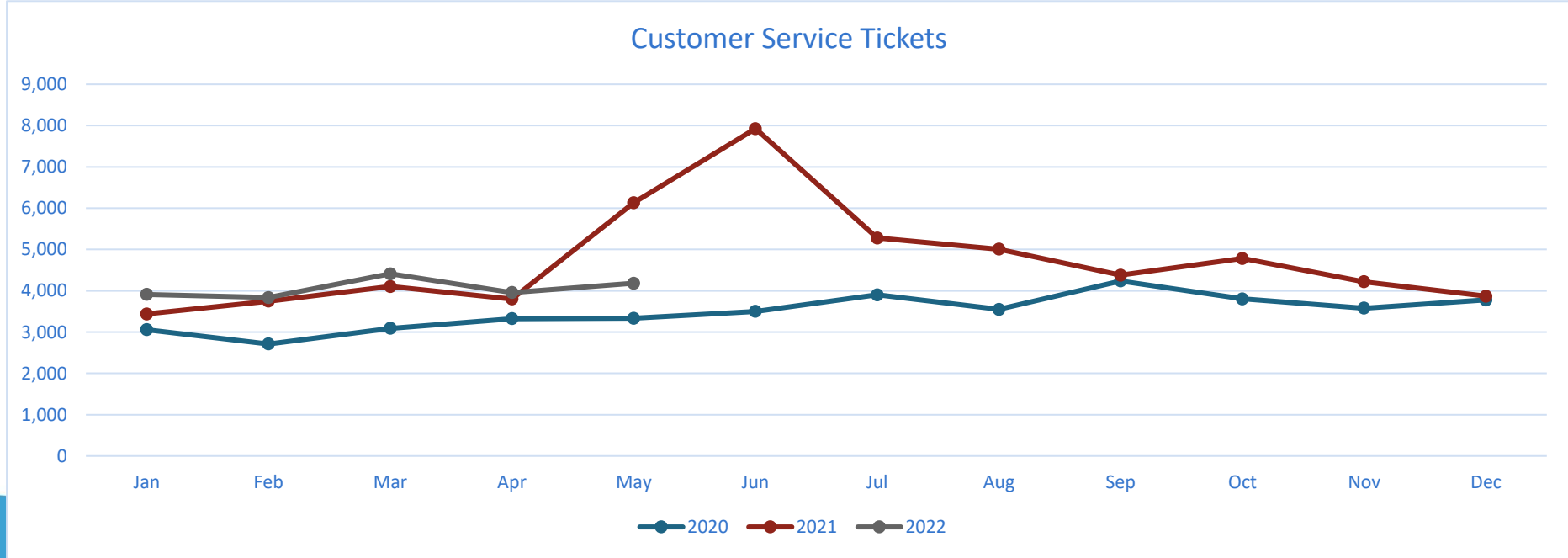
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	4,760	4,270	6,305	8,741	7,761	7,121	8,313	8,752	8,963	8,199	7,284	7,542
<b>2021</b>	7,896	7,828	<b>9,050</b>	8,305	6,979	7,479	6,510	7,630	7,199	6,405	6,616	6,441
<b>2022</b>	7,336	6,941	8,054	7,367	7,606							

Customer Service Accounts



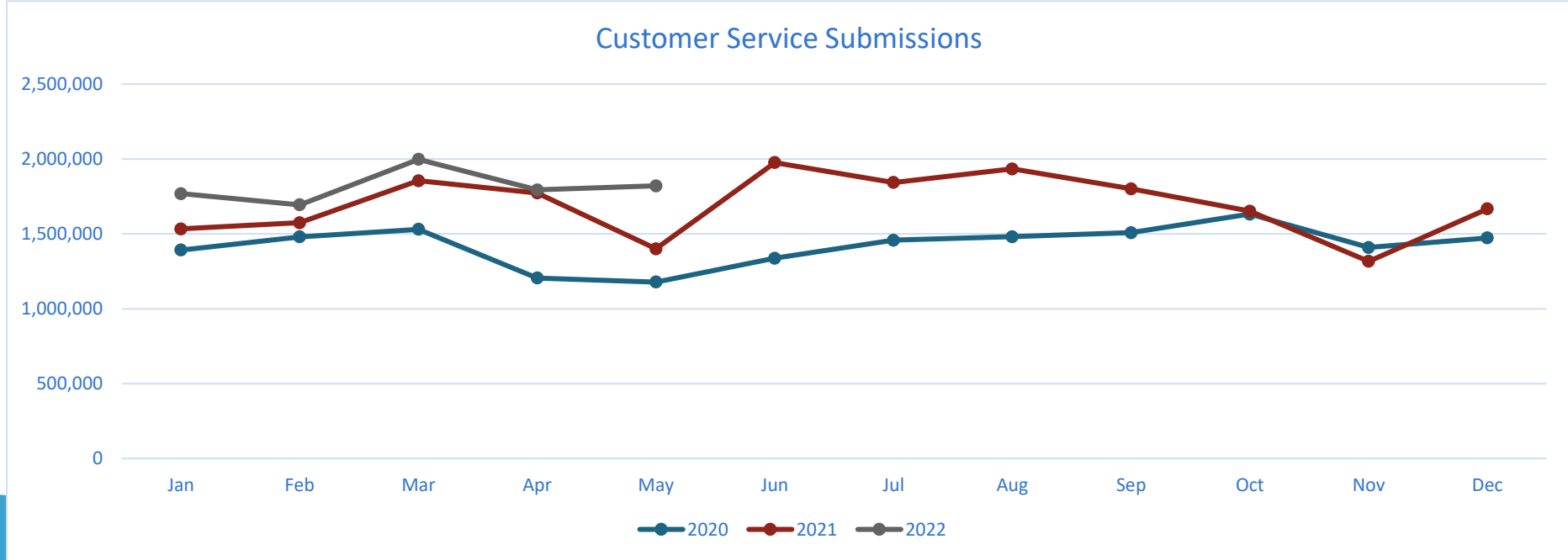
# Customer Service Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	3,058	2,713	3,091	3,323	3,334	3,500	3,902	3,551	4,236	3,804	3,579	3,779
<b>2021</b>	3,440	3,748	4,105	3,799	6,132	<b>7,924</b>	5,279	5,008	4,377	4,783	4,217	3,868
<b>2022</b>	3,912	3,835	4,409	3,957	4,183							



# Customer Service Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	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
<b>2021</b>	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
<b>2022</b>	1,768,906	1,694,461	<b>1,998,276</b>	1,793,979	1,820,691							

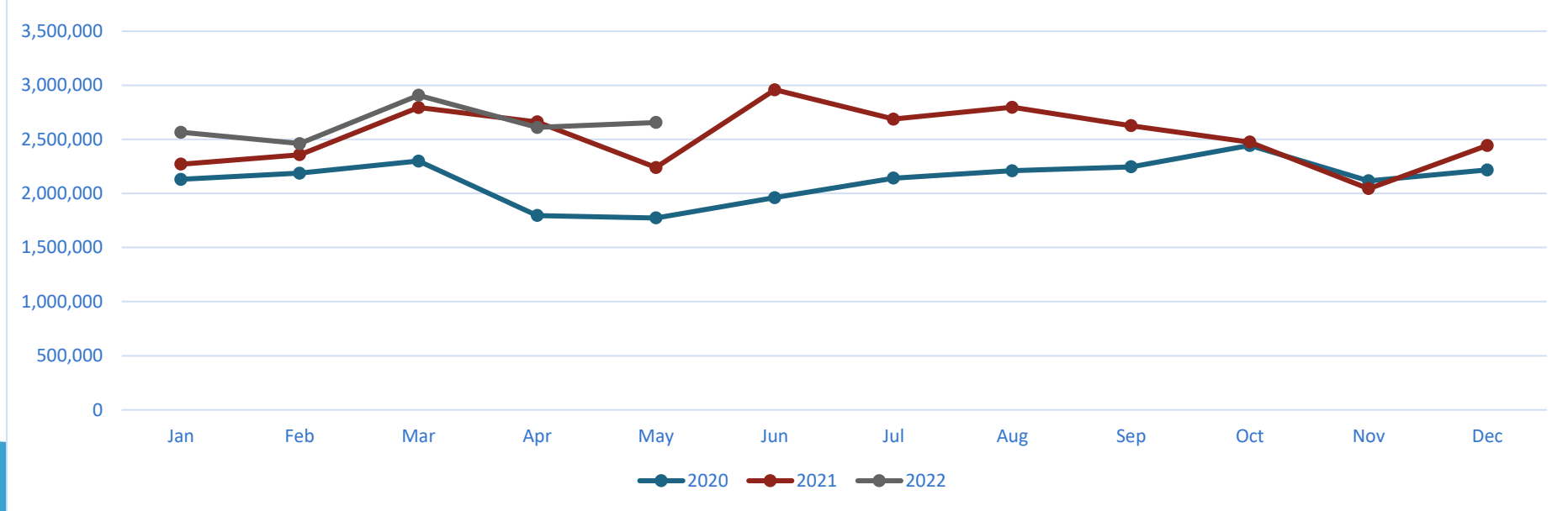




# Customer Service Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	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
<b>2021</b>	2,270,482	2,357,449	2,793,962	2,660,827	2,239,380	<b>2,958,056</b>	2,687,363	2,796,558	2,626,134	2,474,693	2,537,273	2,443,139
<b>2022</b>	2,565,546	2,461,087	2,906,683	2,610,784	2,656,506							

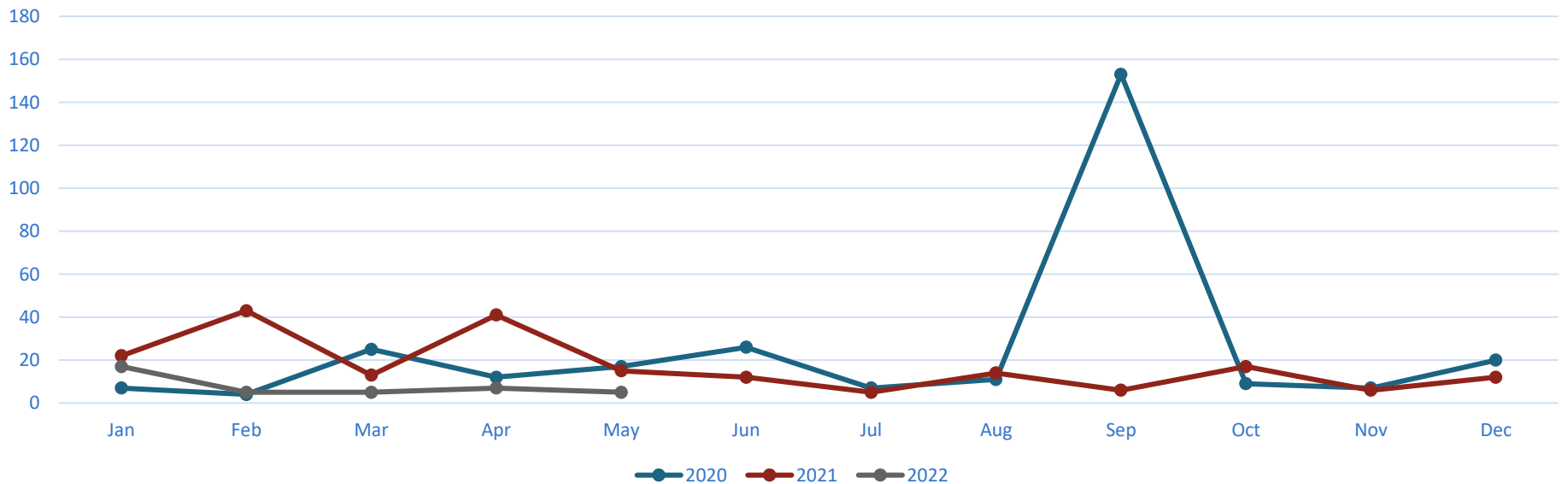
Customer Service Documents



# Judicial Account Comparison

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

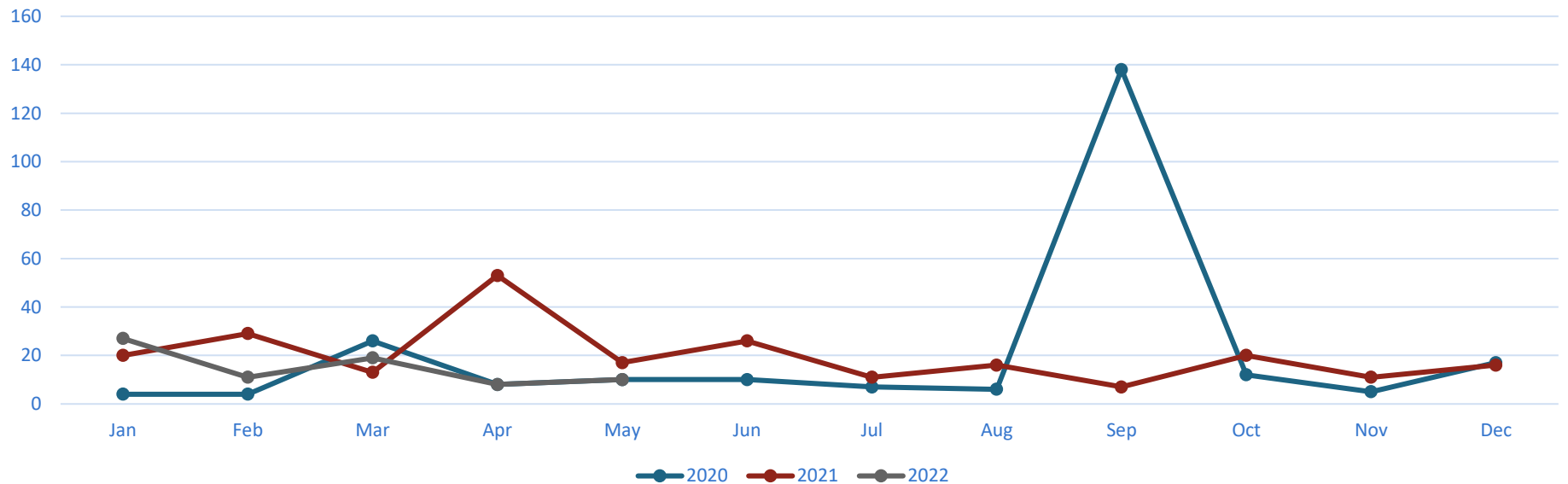
Judge Accounts



# Judicial Ticket Comparison

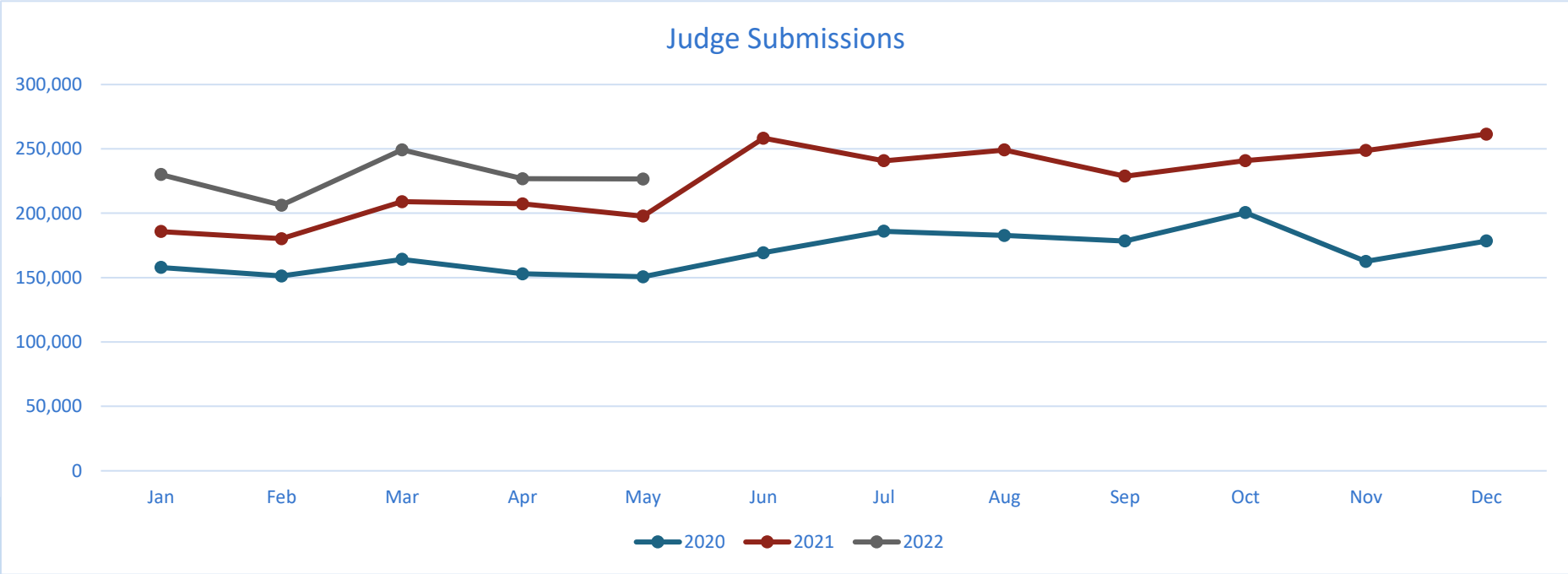
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	4	4	26	8	10	10	7	6	<b>138</b>	12	5	17
<b>2021</b>	20	29	13	53	17	26	11	16	7	20	11	16
<b>2022</b>	27	11	19	8	10							

Judge Tickets



# Judicial Submission Comparison

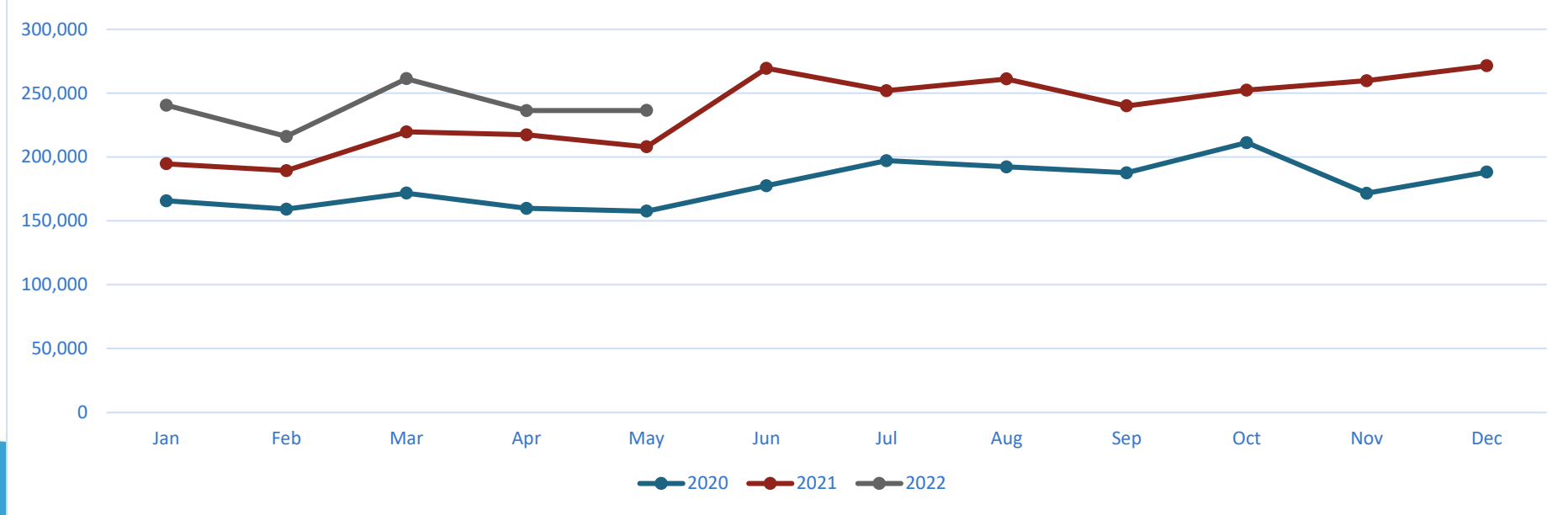
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	157,857	151,293	164,133	152,936	150,610	169,319	185,968	182,729	178,399	200,414	162,642	178,401
<b>2021</b>	185,746	180,184	208,936	207,328	197,758	<b>258,282</b>	240,703	249,120	228,805	240,816	248,675	261,398
<b>2022</b>	230,032	206,251	249,210	226,830	226,557							



# Judicial Document Comparison

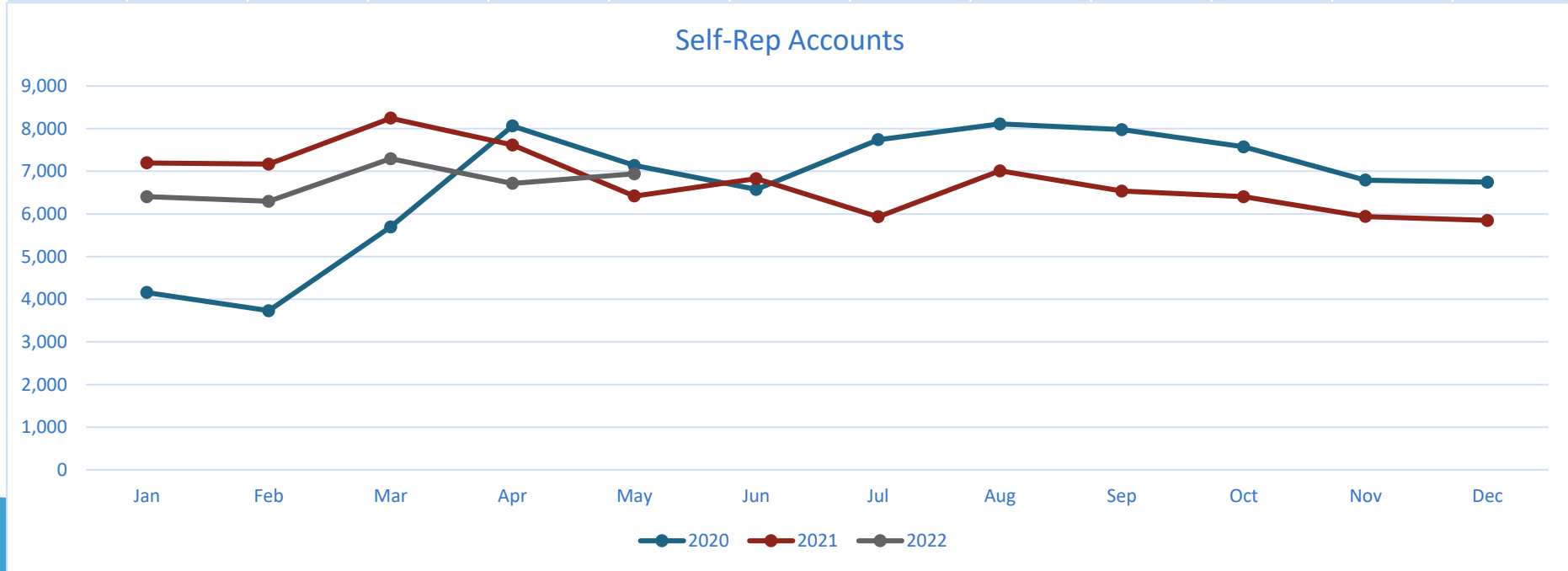
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	165,698	159,130	171,656	159,838	157,565	177,467	197,105	192,207	185,571	211,249	171,552	188,132
<b>2021</b>	194,735	189,256	219,618	217,378	207,930	<b>269,465</b>	251,951,	261,135	240,018	252,388	259,673	271,429
<b>2022</b>	240,575	216,134	261,312	236,291	236,465							

Judge Documents



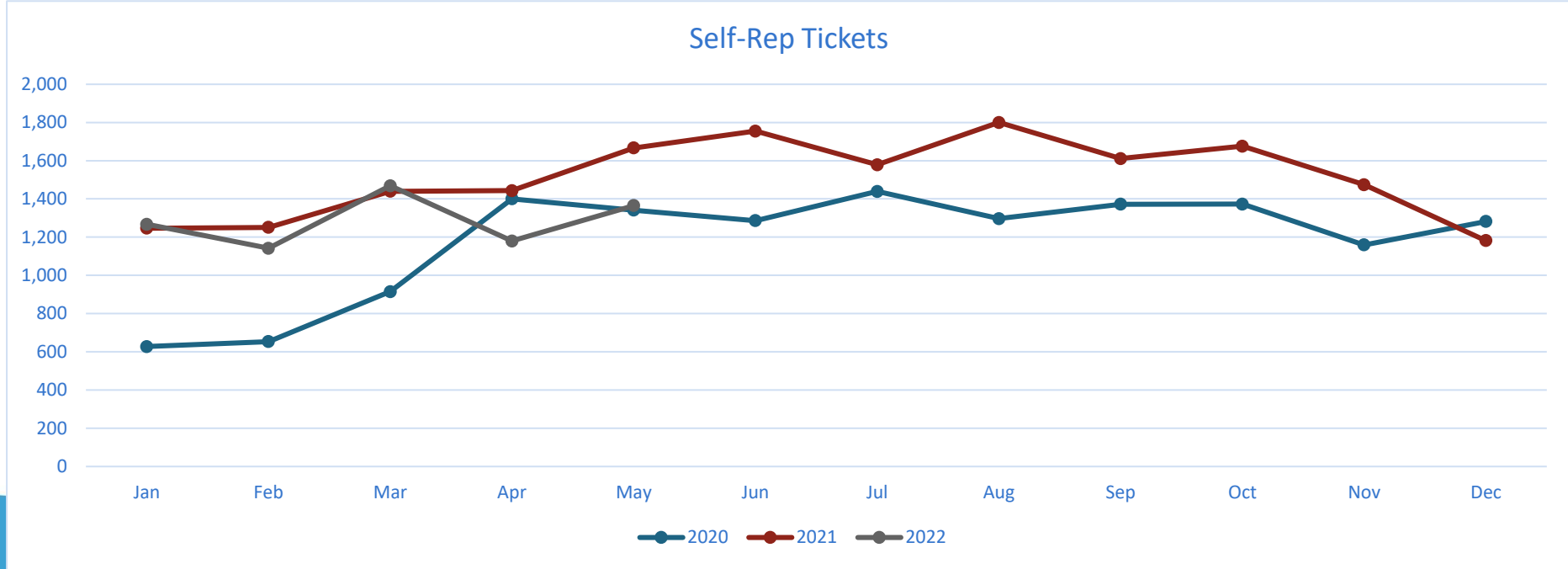
# Self-Rep Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	4,158	3,732	5,696	8,063	7,136	6,574	7,739	8,111	7,976	7,573	6,791	6,746
<b>2021</b>	7,196	7,167	<b>8,247</b>	7,617	6,420	6,828	5,932	7,010	6,537	6,405	5,939	5,846
<b>2022</b>	6,405	6,295	7,294	6,716	6,942							



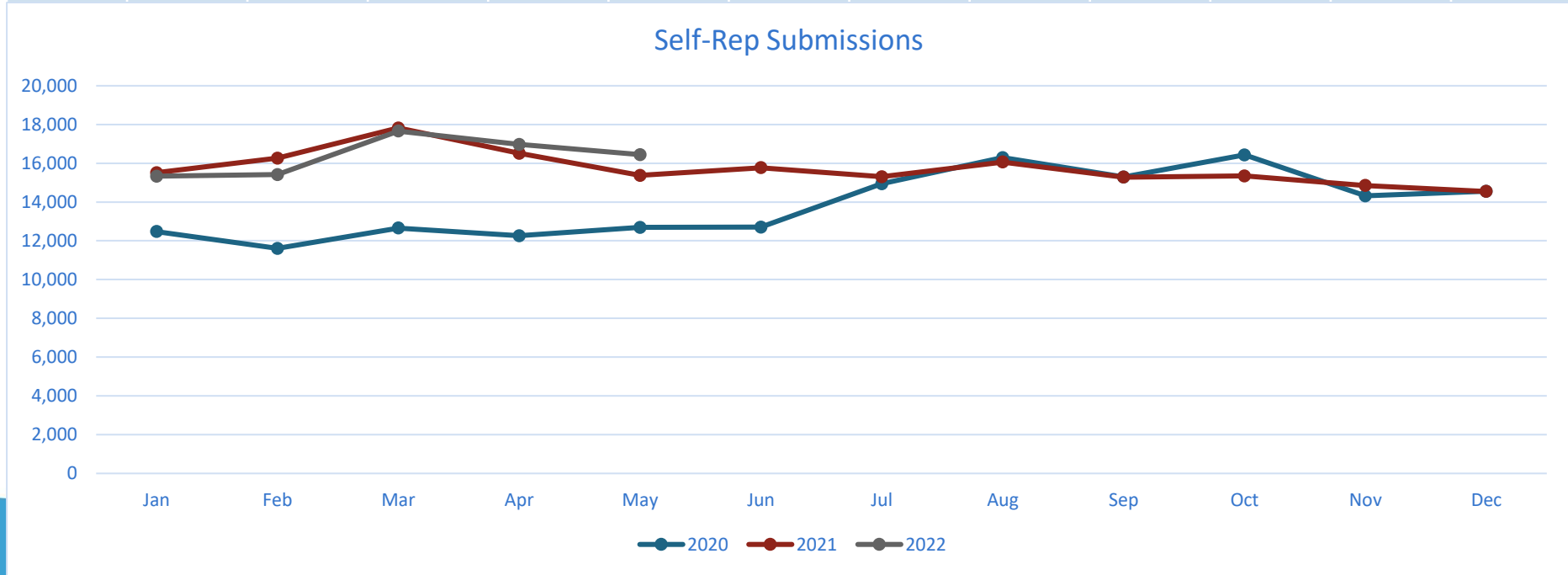
# Self-Rep Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	627	653	915	1,400	1,341	1,286	1,439	1,297	1,372	1,373	1,159	1,282
<b>2021</b>	1,247	1,251	1,440	1,443	1,667	1,755	1,579	<b>1,800</b>	1,611	1,676	1,474	1,182
<b>2022</b>	1,267	1,142	1,469	1,180	1,365							



# Self-Rep Submission Comparison

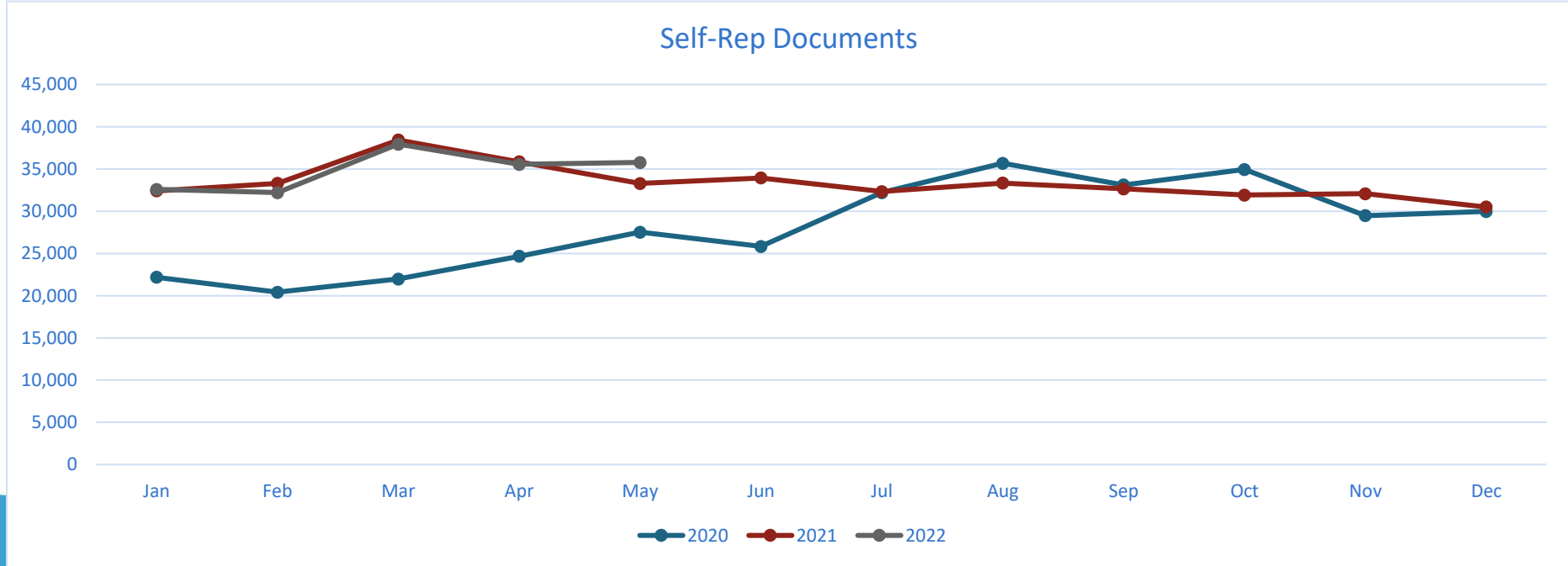
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	12,474	11,609	12,656	12,257	12,690	12,707	14,939	16,289	15,287	16,430	14,318	14,550
<b>2021</b>	15,511	16,265	<b>17,820</b>	16,514	15,371	15,771	15,306	16,059	15,279	15,348	14,854	14,543
<b>2022</b>	15,328	15,412	17,659	16,969	16,441							





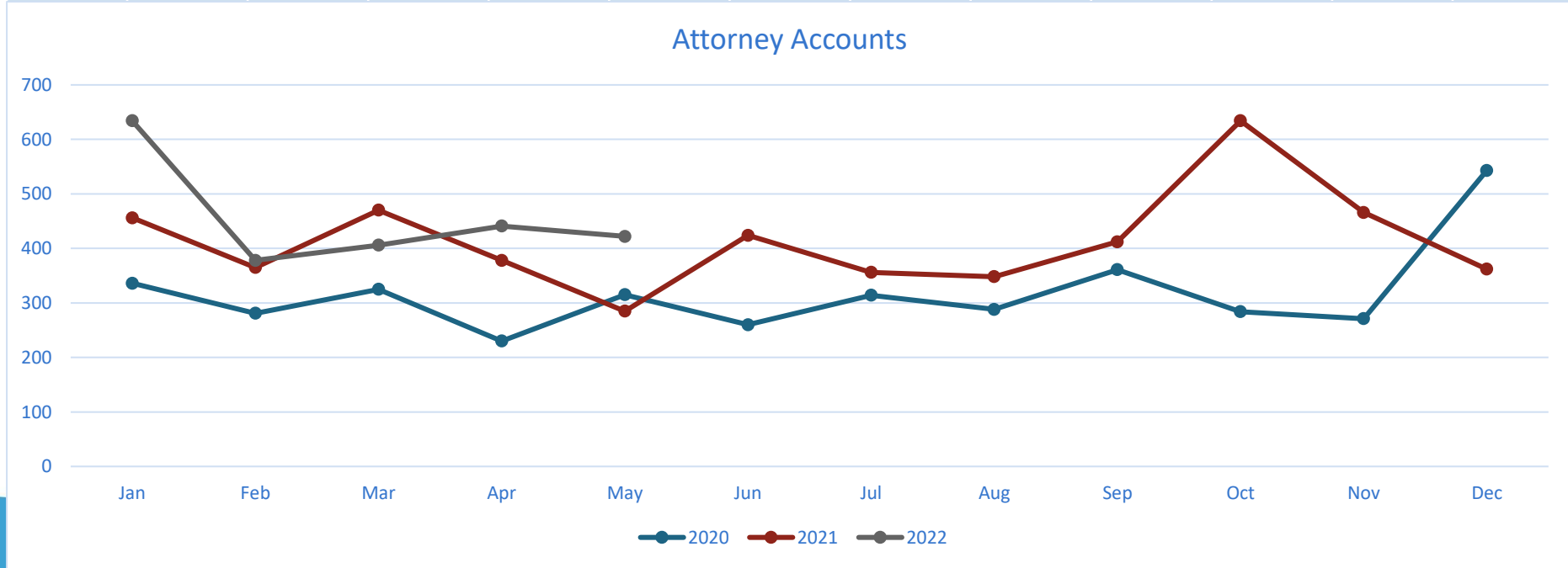
# Self-Rep Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	22,183	20,411	21,970	24,671	27,517	25,832	32,210	35,683	33,117	34,936	29,472	29,967
<b>2021</b>	32,404	33,303	<b>38,437</b>	35,853	33,289	33,946	32,328	33,329	32,652	31,921	32,073	30,498
<b>2022</b>	32,589	32,199	37,945	35,544	35,774							



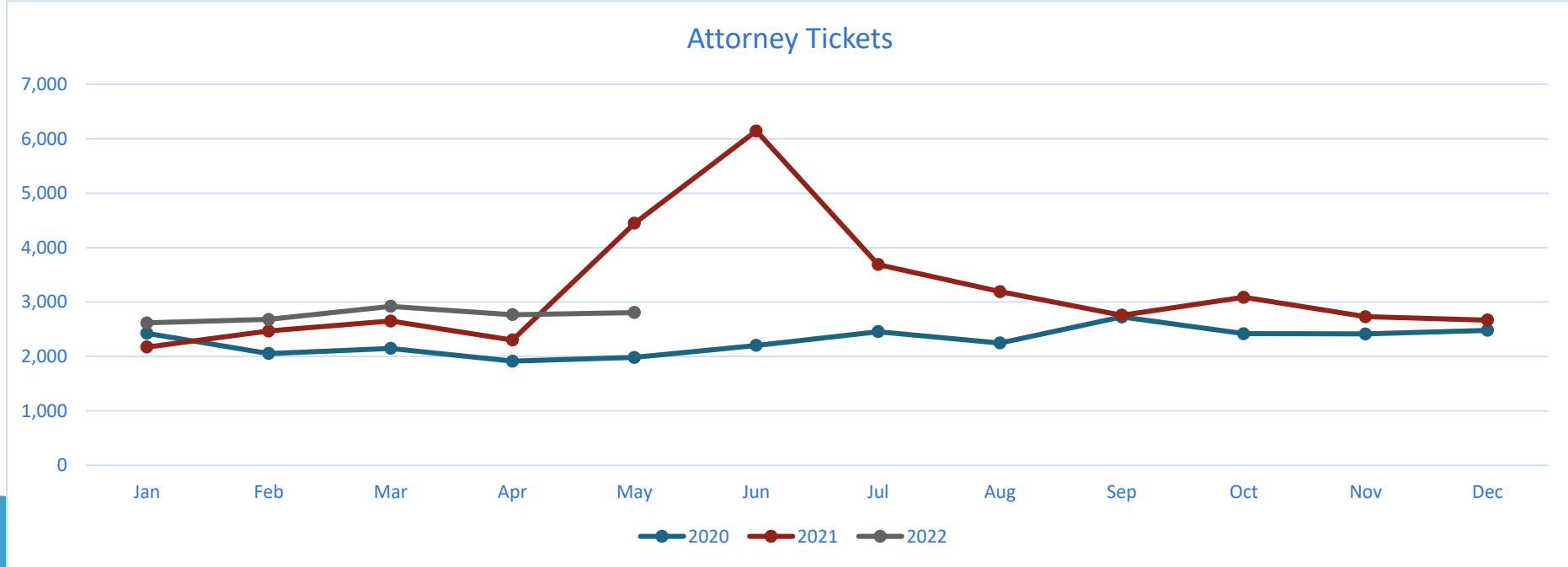
# Attorney Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	336	281	325	230	315	260	314	288	361	284	271	543
<b>2021</b>	456	365	470	378	285	424	356	348	412	634	466	362
<b>2022</b>	634	378	406	441	422							



# Attorney Ticket Comparison

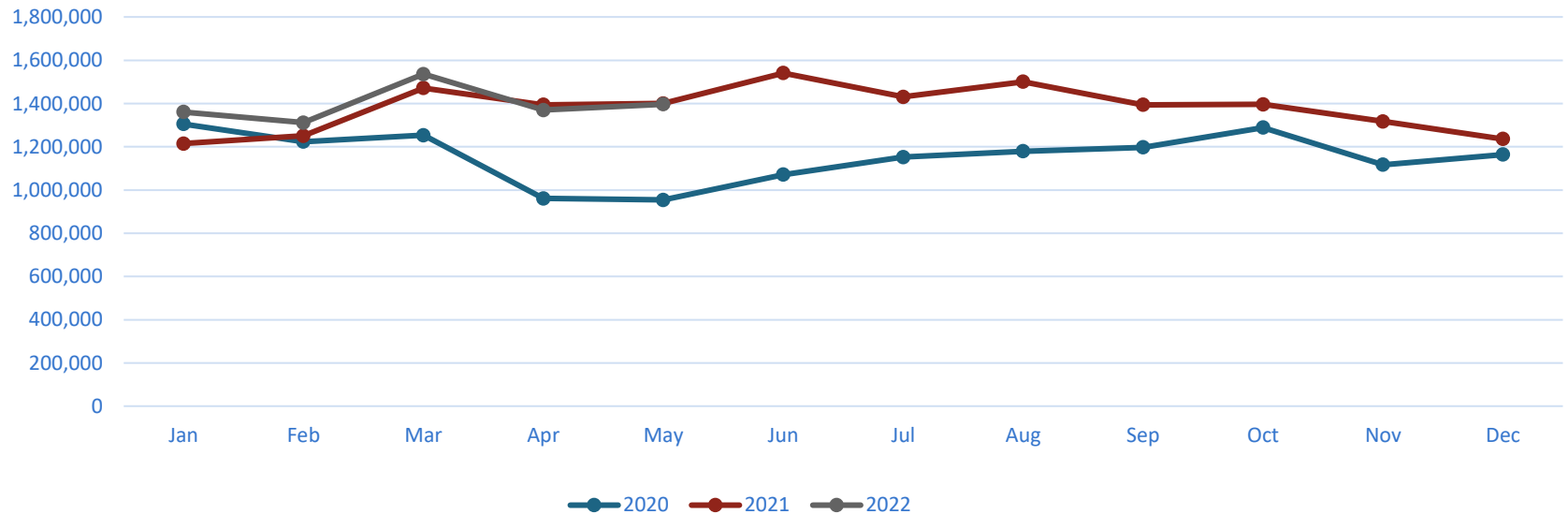
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	2,427	2,056	2,150	1,914	1,983	2,204	2,456	2,248	2,726	2,419	2,415	2,480
<b>2021</b>	2,173	2,468	2,652	2,303	4,448	<b>6,143</b>	3,689	3,192	2,759	3,087	2,732	2,670
<b>2022</b>	2,618	2,682	2,921	2,769	2,808							



# Attorney Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	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
<b>2021</b>	1,214,885	1,250,724	1,471,867	1,393,990	1,400,025	<b>1,540,904</b>	1,430,656	1,500,784	1,393,985	1,396,185	1,316,964	1,235,893
<b>2022</b>	1,360,522	1,311,792	1,536,071	1,369,919	1,396,854							

Attorney Submissions



# Attorney Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	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
<b>2021</b>	1,907,667	1,988,328	2,357,246	2,231,150	2,239,380	<b>2,471,748</b>	2,226,040	2,314,321	2,167,563	2,190,384	2,044,417	1,938,460
<b>2022</b>	2,106,044	2,028,279	2,385,303	2,132,681	2,176,266							

