



Florida Courts Authority Board

Service Desk Report February 2022

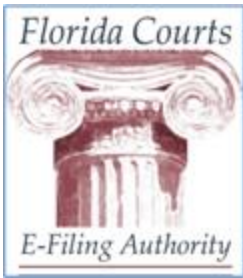


E-Portal Service Desk Summary February 2022

Month	December	January	February
Total Calls	4,225	4,278	4,279

Customer	Count	Volume %	Acknowledged	Resolved
Judge	↓ 11	↓ 59%	↑ 39 Mins.	↑ 3 Hrs. 10 Mins.
Self-Rep	↓ 1,142	↓ 9%	↑ 41 Mins.	↓ 6 Mins.
Attorney	↑ 2,682	↑ 2%	↑ 40 Mins.	↑ 25 Mins.
Total (Legal)	↓ 3,835	↑ 2%	↑ 36 Mins.	↑ 14 Mins.
Clerks/Staff	↑ 444	↑ 21%	↑ 14 Mins	↑ 56 Mins.

Month	December	January	February
DIY Calls	0	0	57



Customer Service Incidents February 2022

Status	December 2021	January 2022	February 2022
Incidents Received	3,868	3,912	3,835
Incidents Worked	3,765	3,786	3,706
Carry Over	103	126	129
# of Submissions	1,667,016	1,768,906	1,694,461
# of Documents	2,415,196	2,565,546	2,461,087

Average Acknowledgement/Resolution Times			
Acknowledge Time	.38 Days 3 Hrs. 24 Mins.	.33 Days 3 Hrs. 0 Mins.	.40 Days 3 Hrs. 36 Mins.
Resolution Time	.76 Days 6 Hrs. 0 Mins.	.56 Days 5 Hrs. 2 Mins.	.59 Days 5 Hrs. 16 Mins.
Stakeholders: Case Managers, Court Reporters, Creditors, Domestic Violence Case Initiators, Law Enforcement, Local Agents, Media, Mediators, Mental Health, Process Servers , Professionals, and State Agents.			



Judge Incidents February 2022

Status	December 2021	January 2022	February 2022
Incidents Received	16	27	11
Incidents Worked	15	27	11
Carry Over	1	0	0
# of Submissions	261,398	230,032	206,251
# of Documents	271,429	240,575	216,134

Average Acknowledgement/Resolution Times			
Acknowledge Time	.24 Days 2 Hrs. 10 Mins.	.16 Days 1 Hrs. 26 Mins.	.23 Days 2 Hr. 5 Mins.
Resolution Time	.32 Days 8 Hrs. 27 Mins.	.25 Days 2 Hrs. Mins.	.57 Days 5 Hrs. 10 Mins.
Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers			



Self-Rep Litigant Incidents February 2022

Status	December 2021	January 2022	February 2022
Incidents Received	1,182	1,267	1,142
Incidents Worked	1,153	1,239	1,108
Carry Over	29	28	34
# of Submissions	14,543	15,328	15,412
# of Documents	30,496	32,589	32,199

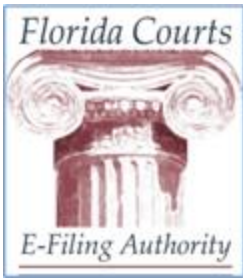
Average Acknowledgement/Resolution Times			
Acknowledge Time	.45 Days 4 Hrs. 0 Mins.	.41 Days 3 Hrs. 32 Mins.	.47 Days 4 Hrs. 13 Mins.
Resolution Time	.83 Days 8 Hrs. 43 Mins.	.70 Days 6 Hrs. 20 Mins.	.69 Days 6 Hrs. 14 Mins.
Stakeholders: Pro Se filers and Agent for Pro Se Filer			



Attorney Incidents February 2022

Status	December 2021	January 2022	February 2022
Incidents Received	2,670	2,618	2,682
Incidents Worked	2,597	2,520	2,587
Carry Over	73	98	95
# of Submissions	1,235,893	1,360,522	1,311,792
# of Documents	1,938,460	2,106,044	2,028,279

Average Acknowledgement/Resolution Times			
Acknowledge Time	.35 Days 3 Hrs. 9 Mins.	.30 Days 2 Hrs. 41 Mins.	.37 Days 3 Hrs. 21 Mins.
Resolution Time	.73 Days 6 Hrs. 33 Mins.	.49 Days 4 Hrs. 26 Mins.	.54 Days 4 Hrs. 51 Mins.
Stakeholders: Attorneys and their representatives			



Technical/System Incidents February 2022

Status	December 2021	January 2022	February 2022
Incidents Received	357	366	444
Incidents Worked	348	354	427
Carry Over	9	12	17
# of Submissions	15,129	15,628	14,985
# of Documents	17,943	18,676	17,937

Average Acknowledgement/Resolution Times			
Acknowledge Time	.06 Days 34 Mins.	.03 Days 16 Mins.	.06 Days 30 Mins.
Resolution Time	.55 Days 4 Hrs. 54 Mins.	.33 Days 2 Hrs. 59 Mins.	.43 Days 3 Hrs. 53 Mins.
Stakeholders: Clerks of Court and their staff			



Top Types of Incidents & Percentage of Call Volume

Self-Represented Litigant/Pro Se

Access	23%	Correction Queue	3%	E-Service	1%
Information	26%	Payment Assistance	2%	Training	33%

Attorney

Access	26%	Correction Queue	5%	E-Service	5%
Information	26%	Payment Assistance	5%	Pending Registration	11%

Judges

Access	27%	E-Service	36%	Pending Registration	18%
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At-A-Glance Statistics

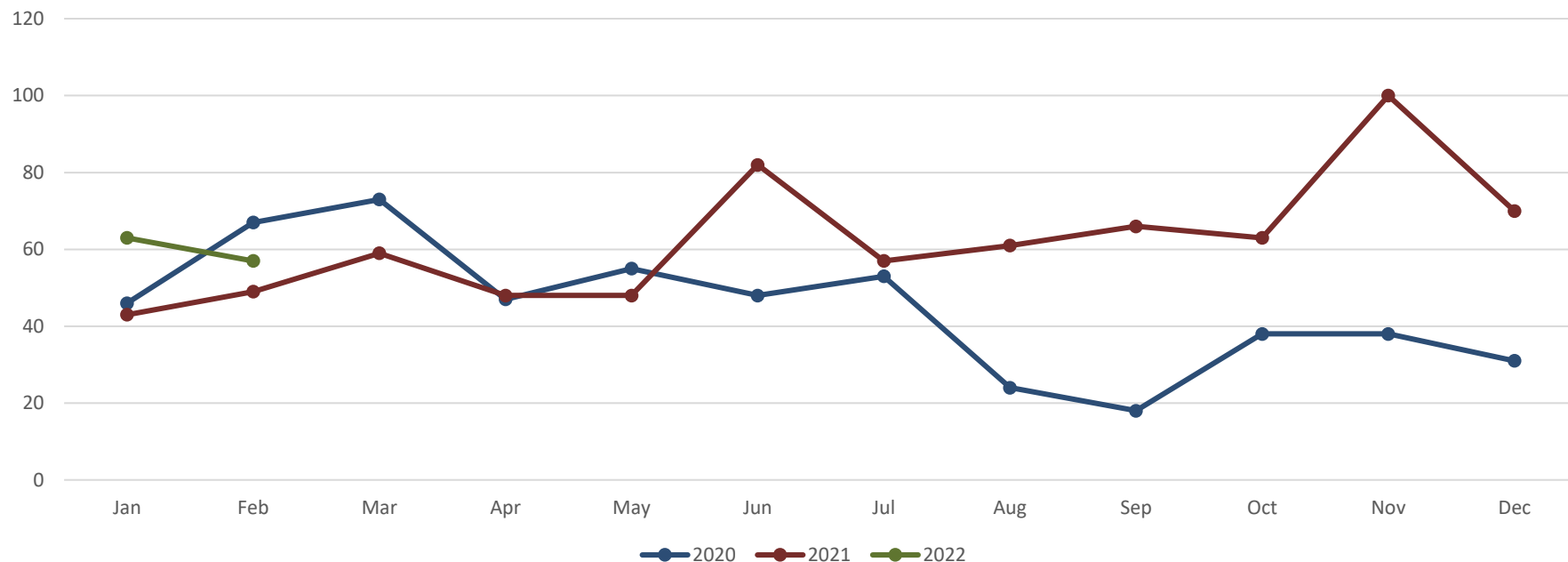
The following slides breakdown E-Portal Service Desk Calls, Filings, and Documents by year and month for Customer Service and Technical.



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										

County Accounts



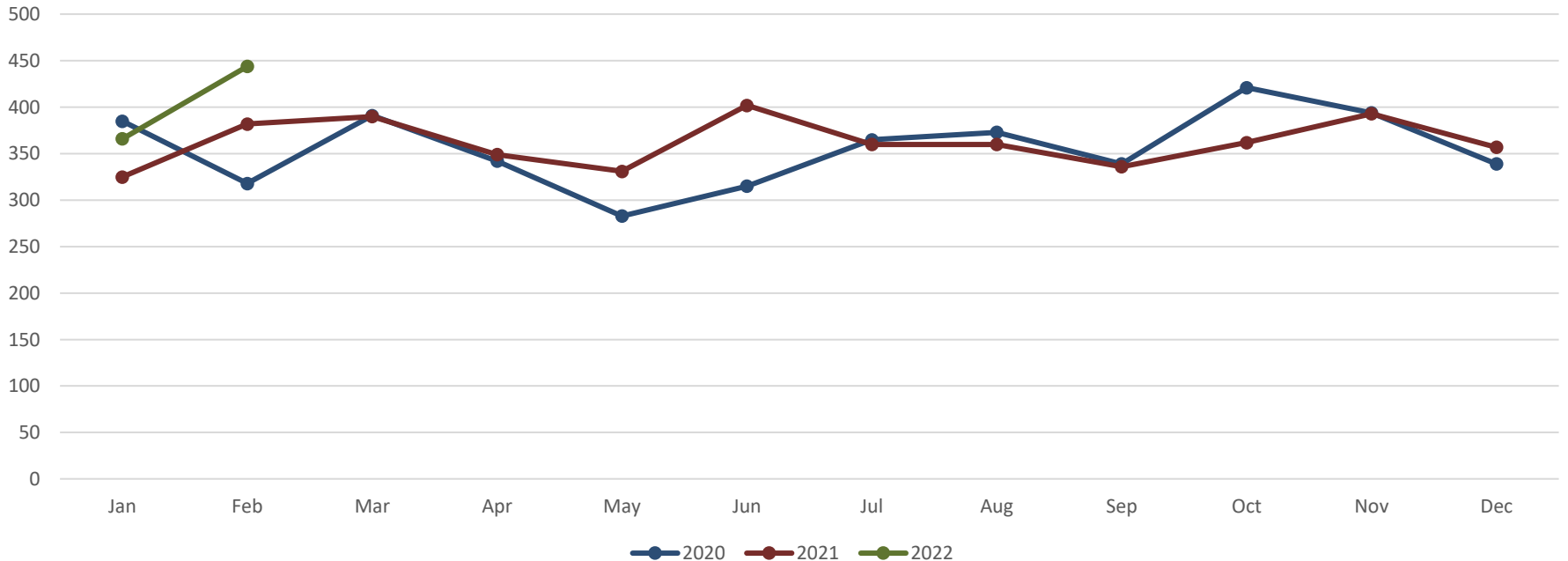
*Highest # of County Accounts 6/15: 126



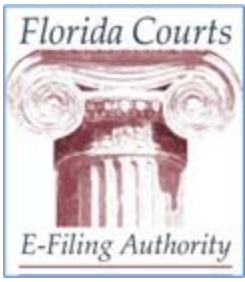
County Ticket Comparison

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										

County Tickets



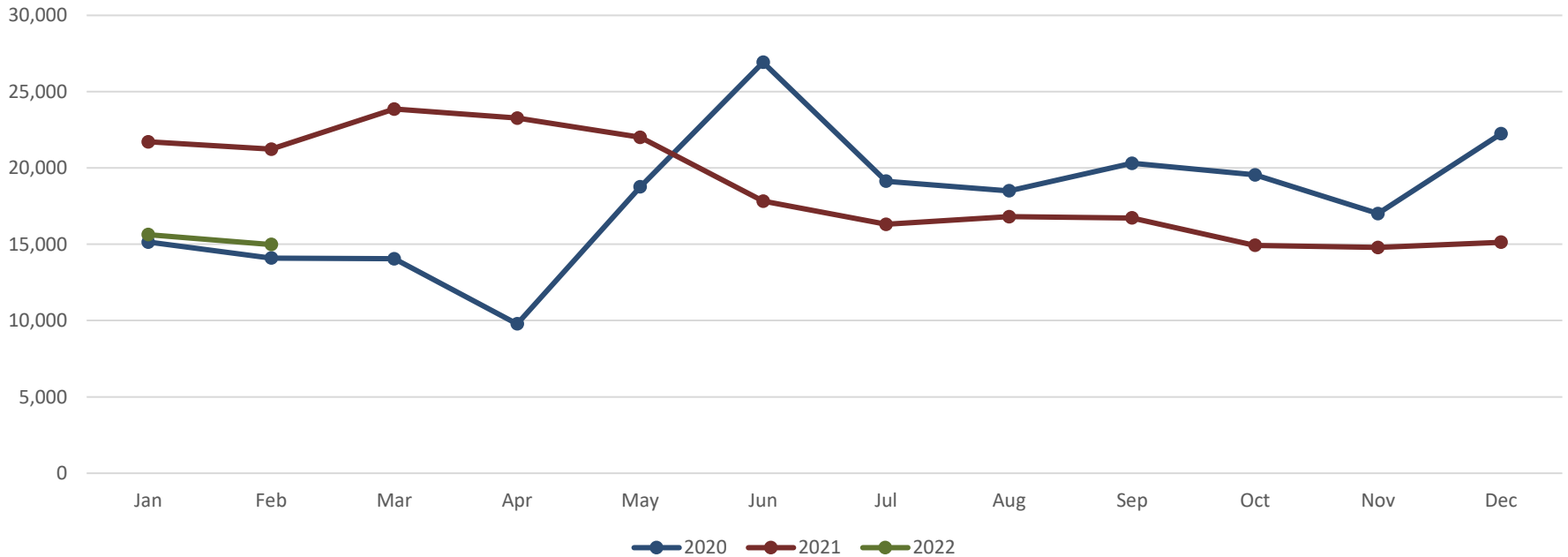
*Highest # of County Calls 3/14: 1,051



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										

County Submissions



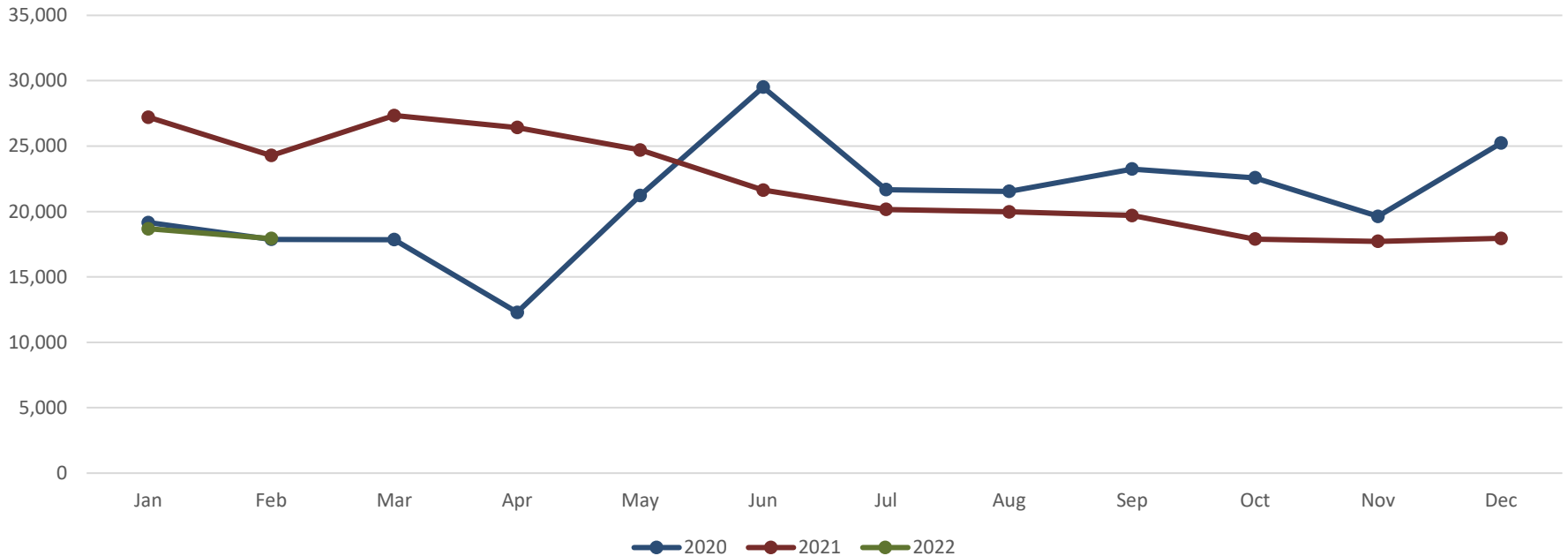
*Highest # of County Filings 6/20



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										

County Documents



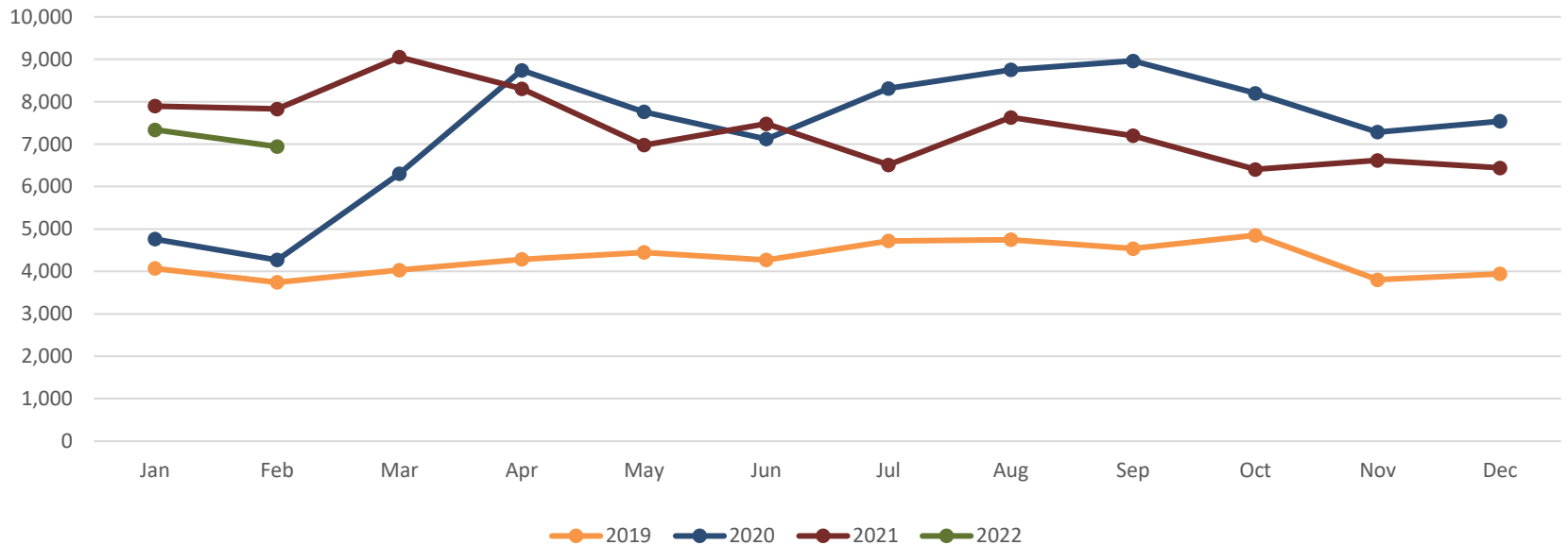
*Highest # of County Documents 6/20



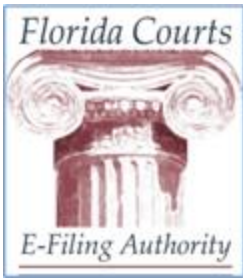
Customer Service Account Comparison

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										

Customer Service Accounts

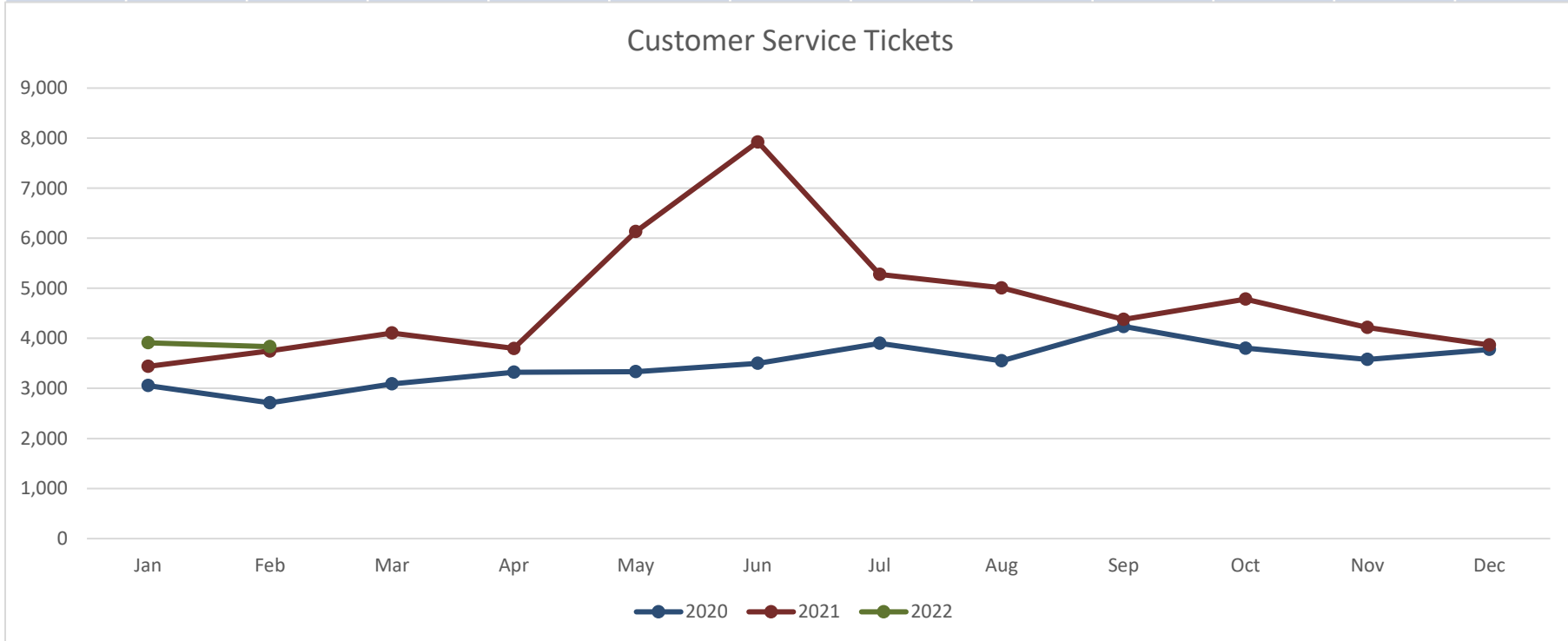


*Highest # of CS Accounts 3/21



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										



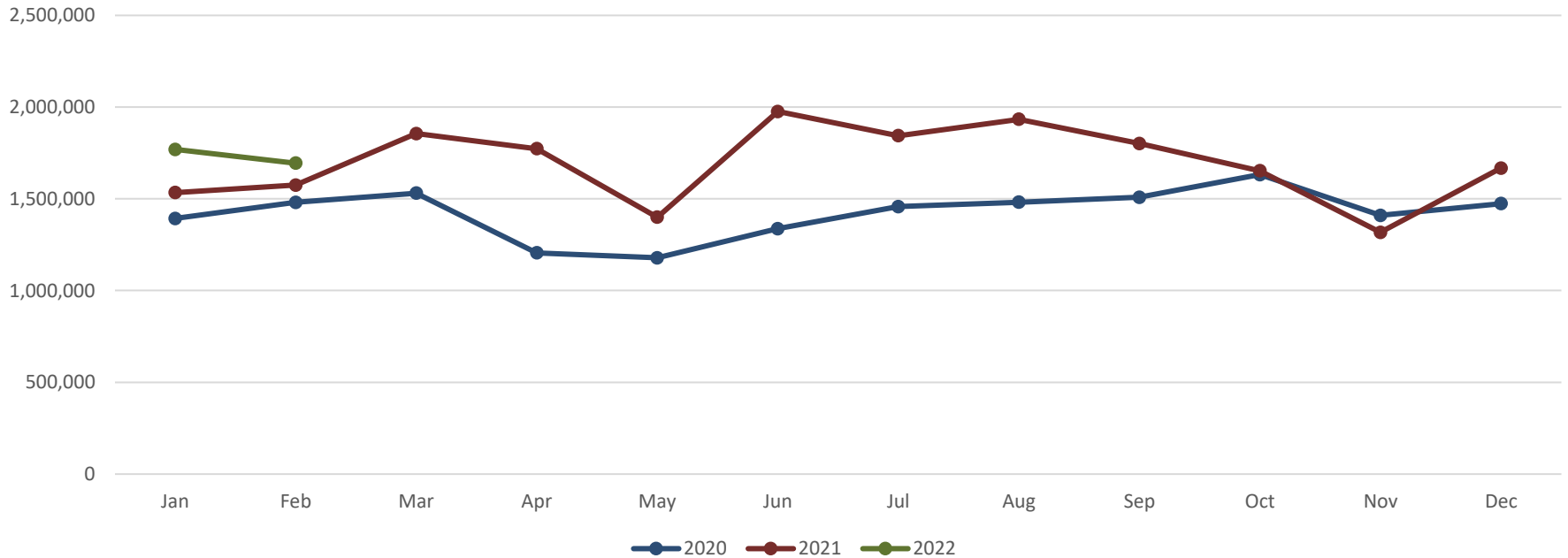
***Highest # of CS Call 6/21**



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										

Customer Service Submissions



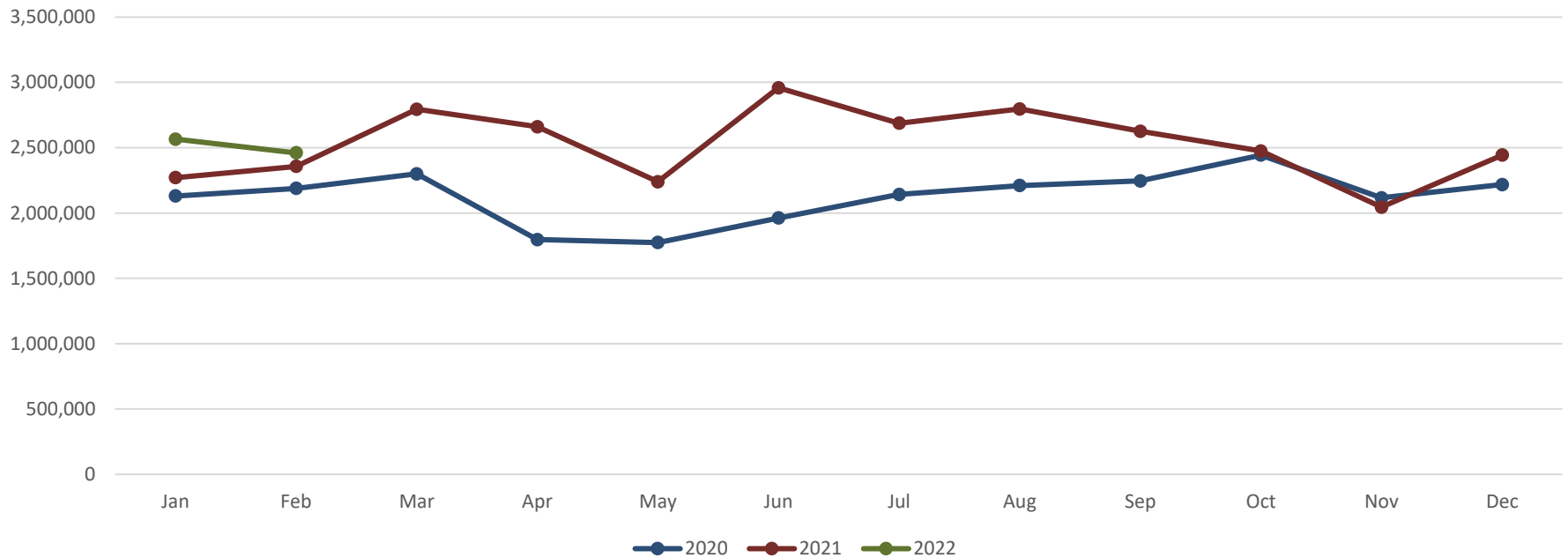
*Highest # of CS Filings 6/21



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										

Customer Service Documents



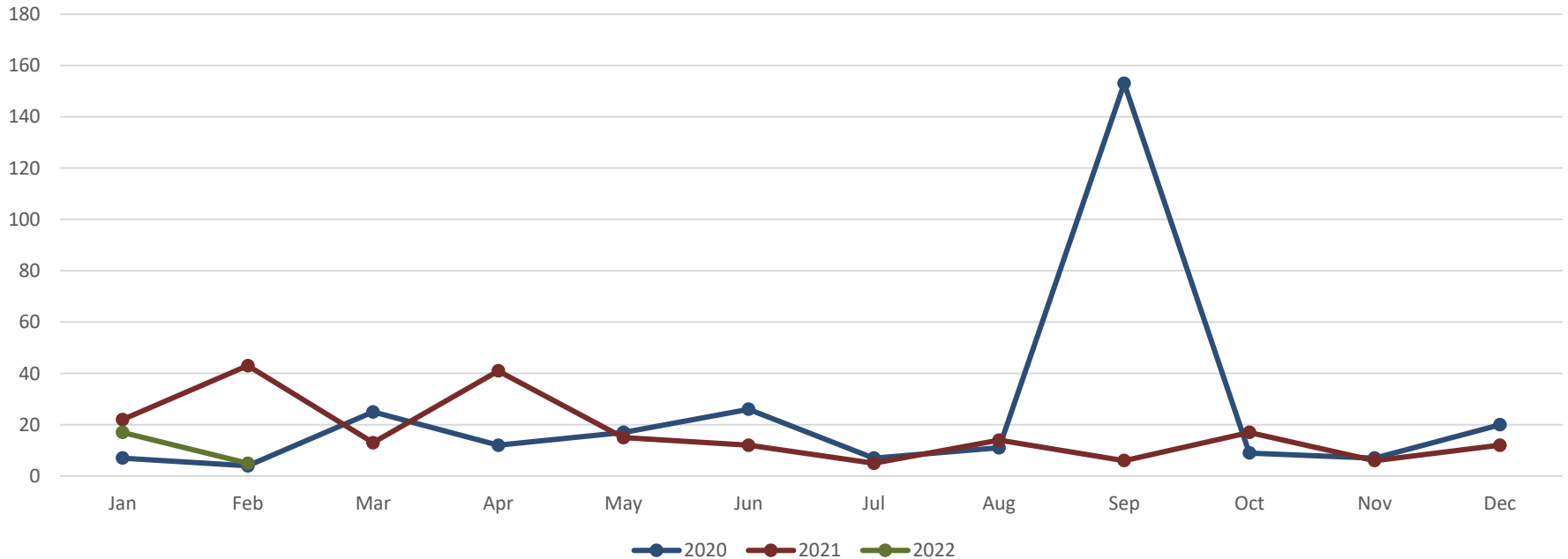
***Highest # of CS Docs 6/21**



Judge 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										

Judge Accounts



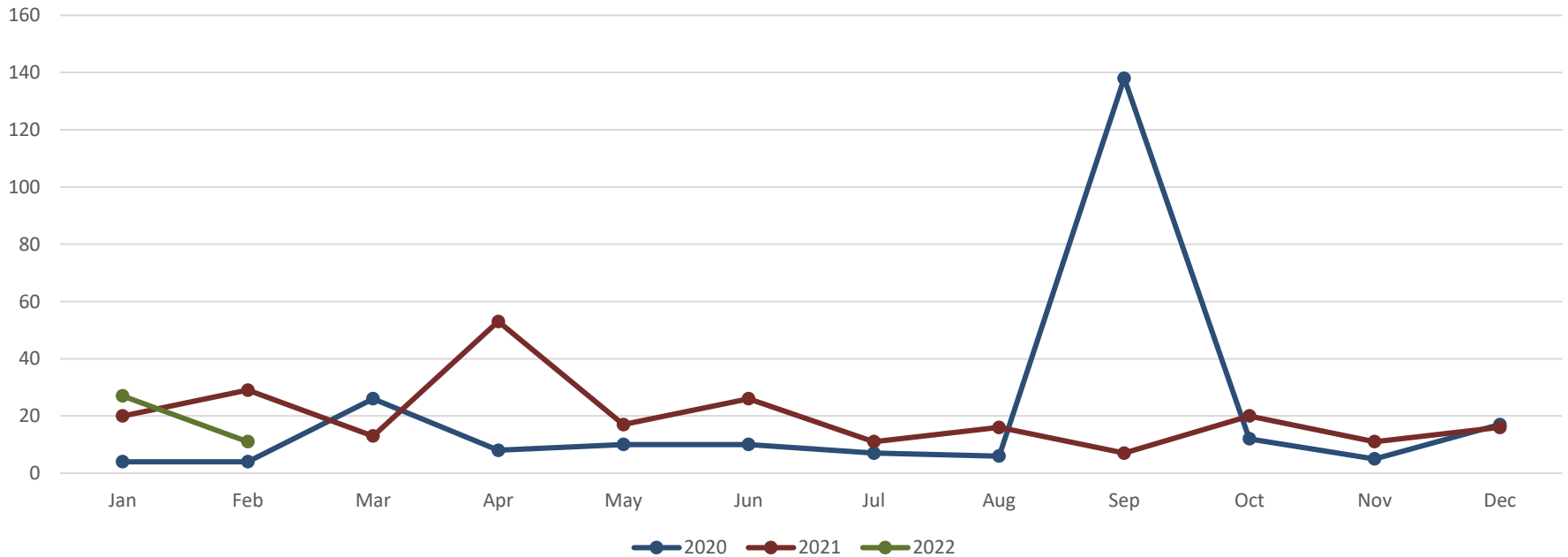
*Highest # of Judge Accounts 9/20



Judge 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										

Judge Tickets

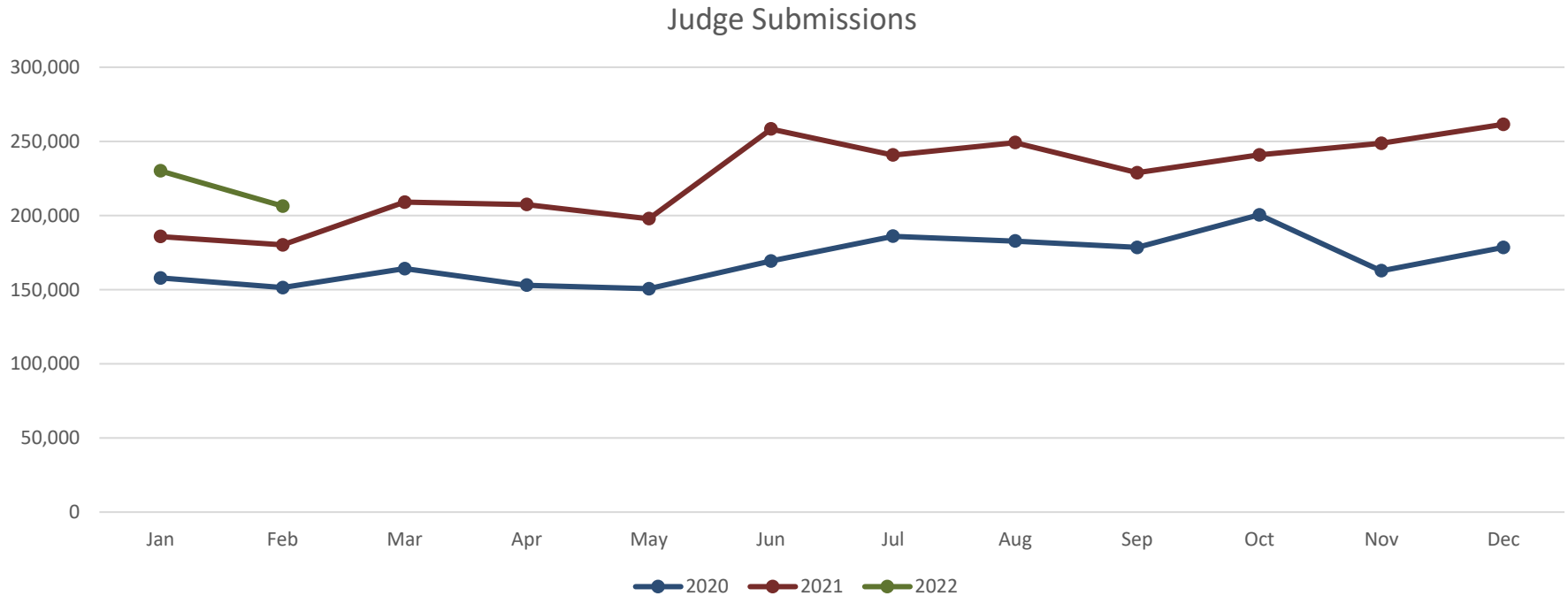


*Highest # of Judge Call 10/16: 60



Judge 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										

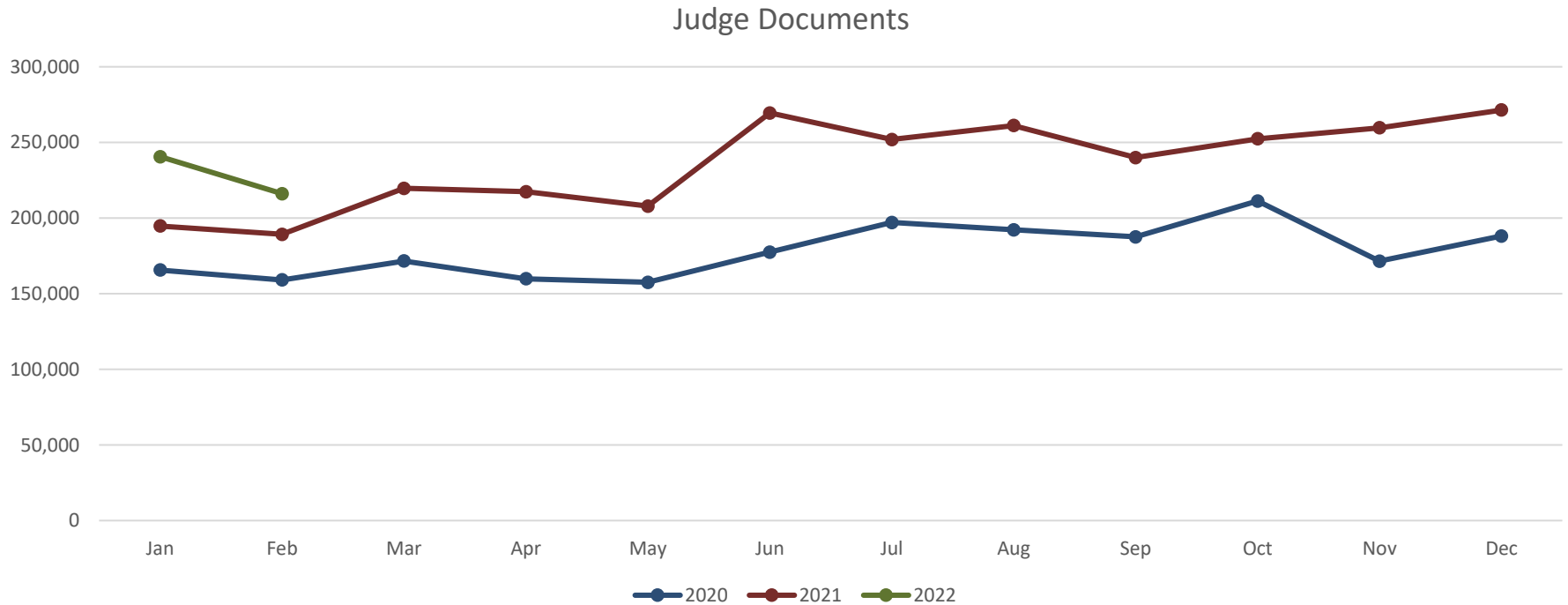


***Highest # of Judge Filings 6/21**



Judge 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										



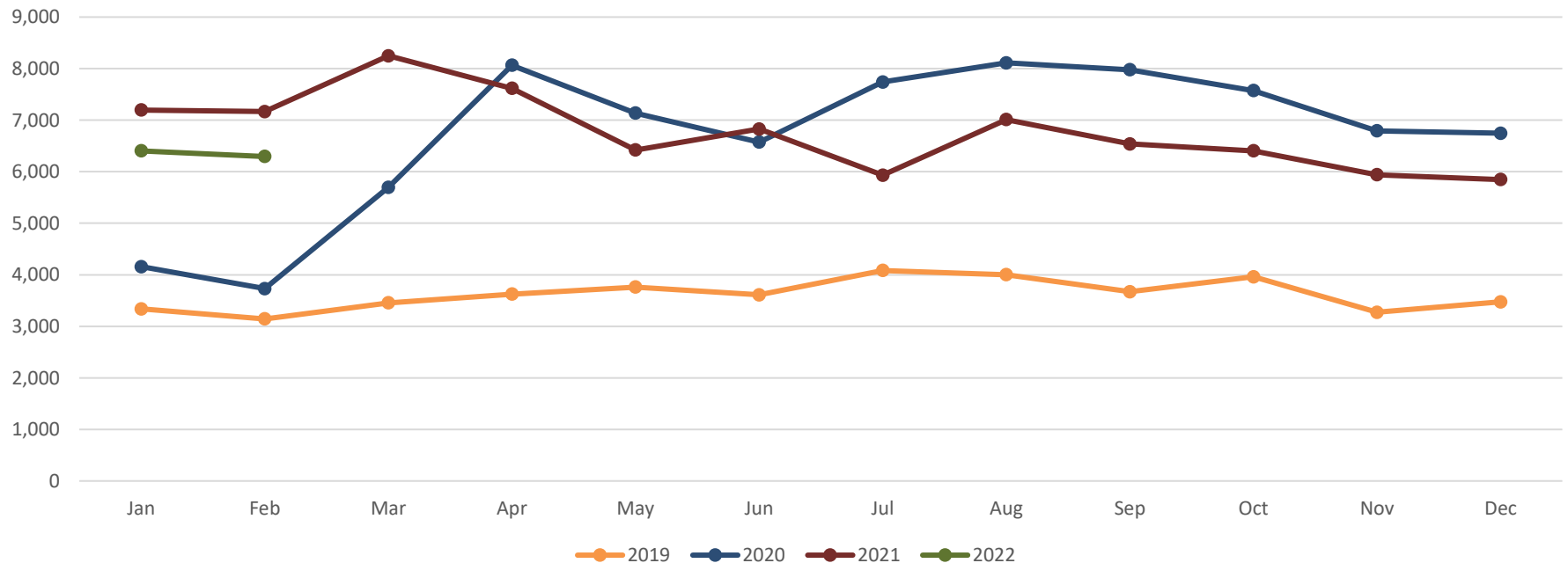
***Highest # of Judge Docs 6/21**



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										

Self-Rep Accounts



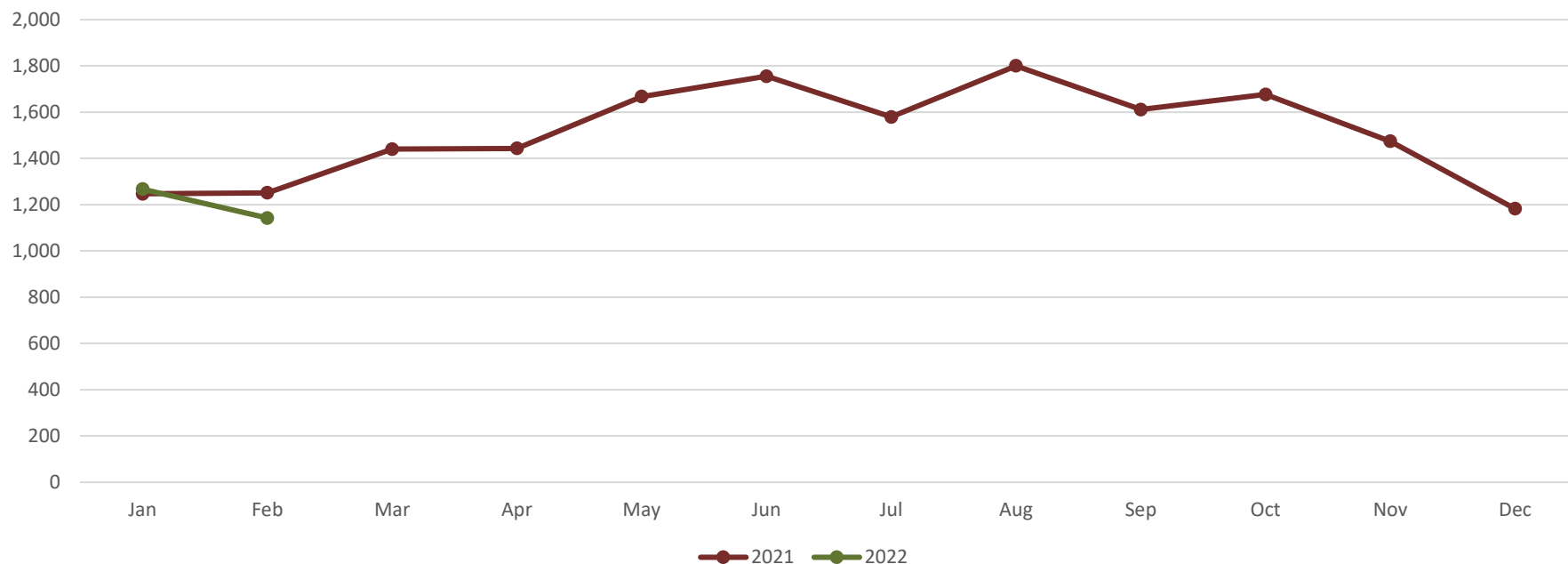
***Highest # of Pro Se Accounts 3/21**



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										

Self-Rep Tickets



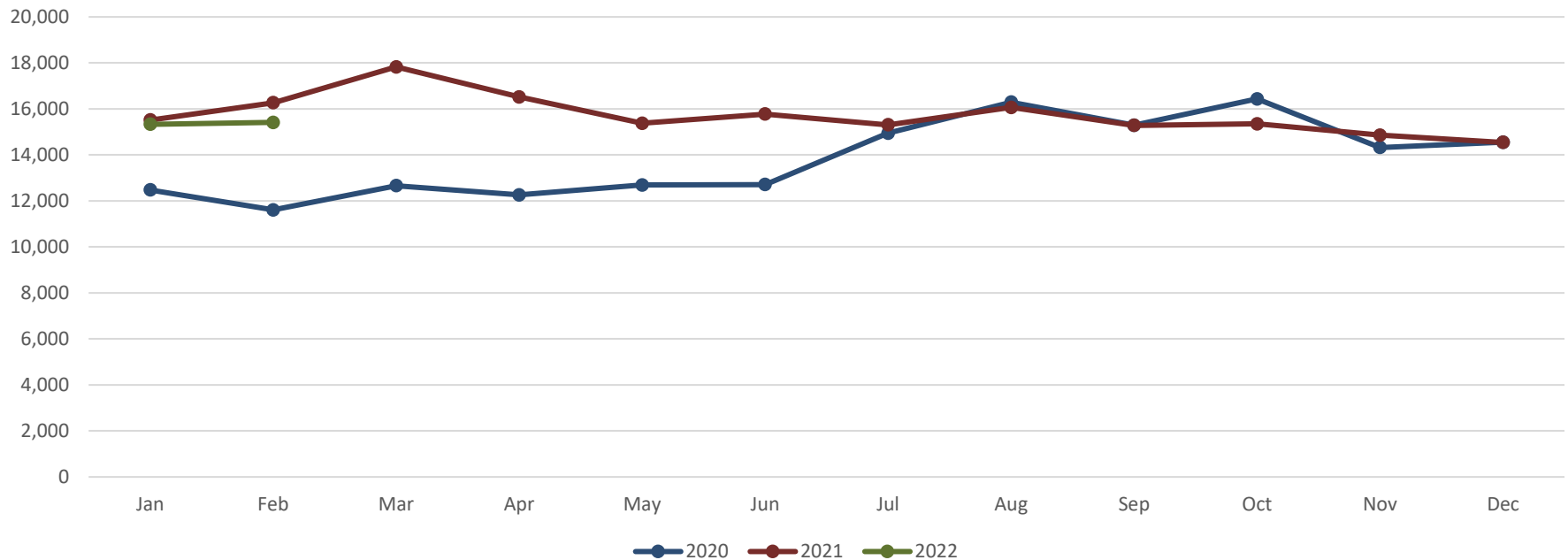
***Highest # of Pro Se Calls 8/21**



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										

Self-Rep Submissions



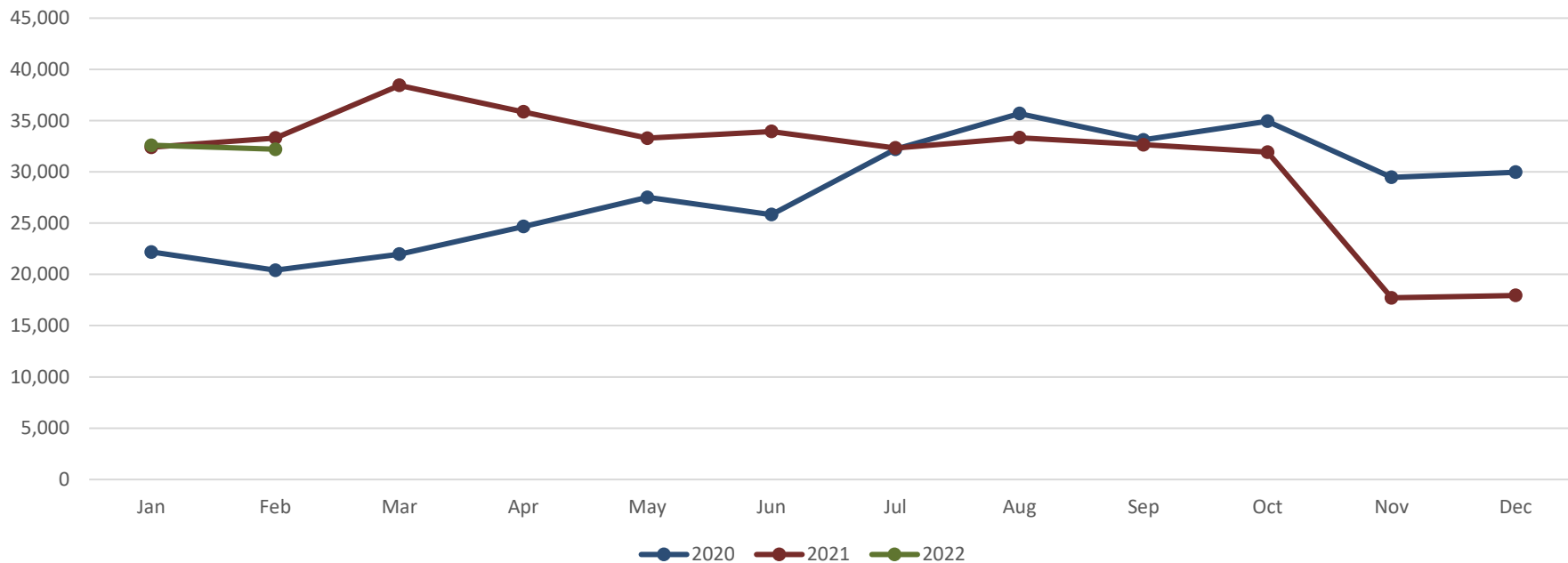
*Highest # of Pro Se Filings 3/21



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	17,713	17,943
2022	32,589	32,199										

Self-Rep Documents



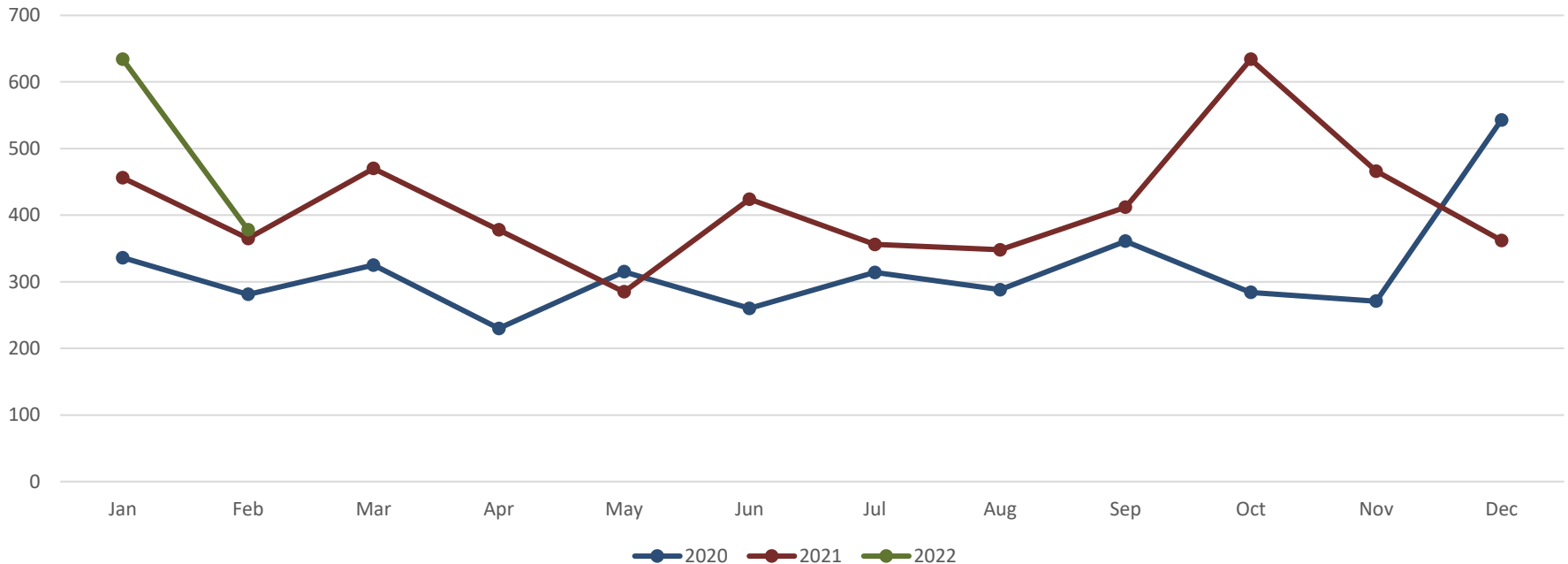
*Highest # of Pro Se Docs 3/21



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										

Attorney Accounts



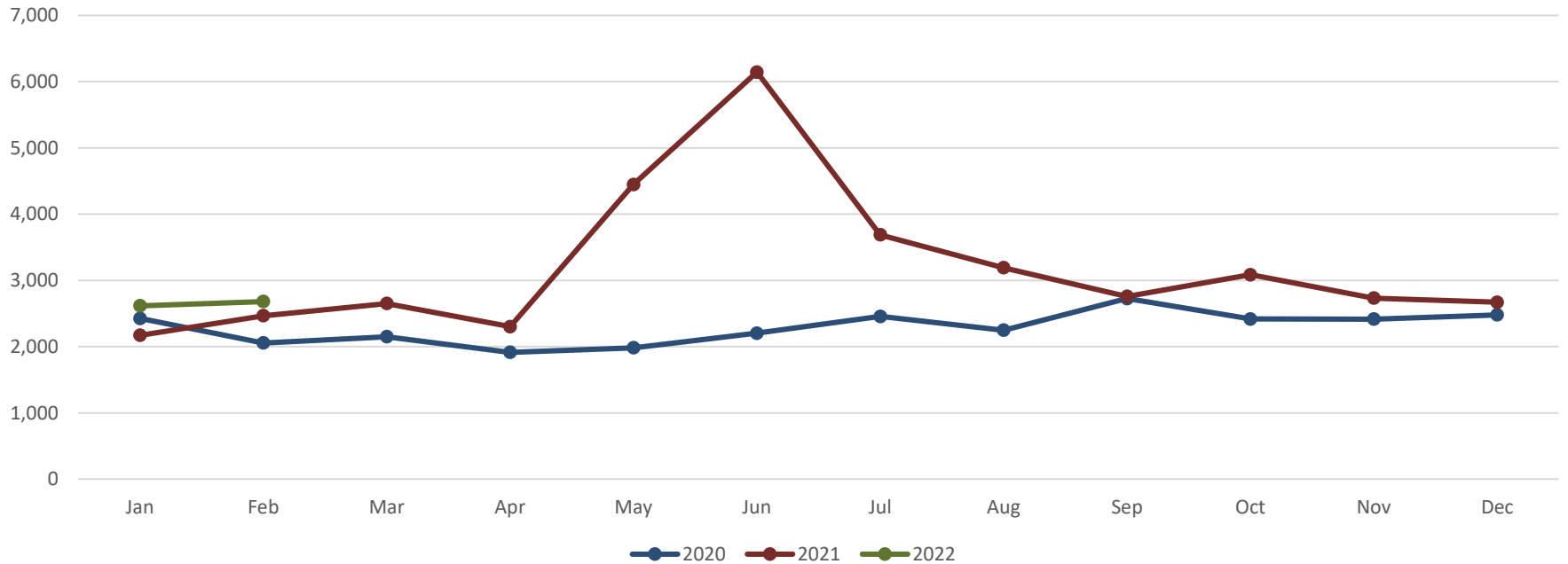
*Highest # of Attorney Accounts 4/14: 1,379



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										

Attorney Tickets



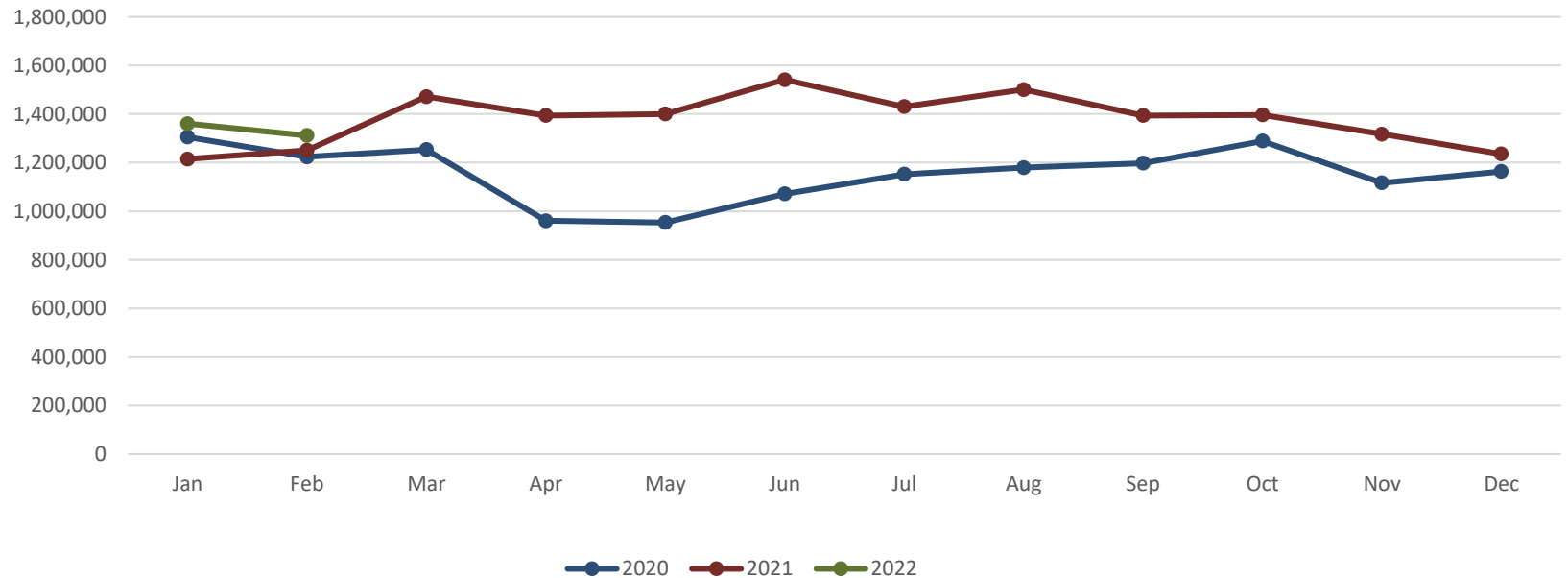
***Highest # of Attorney Calls 6/21**



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										

Attorney Submissions



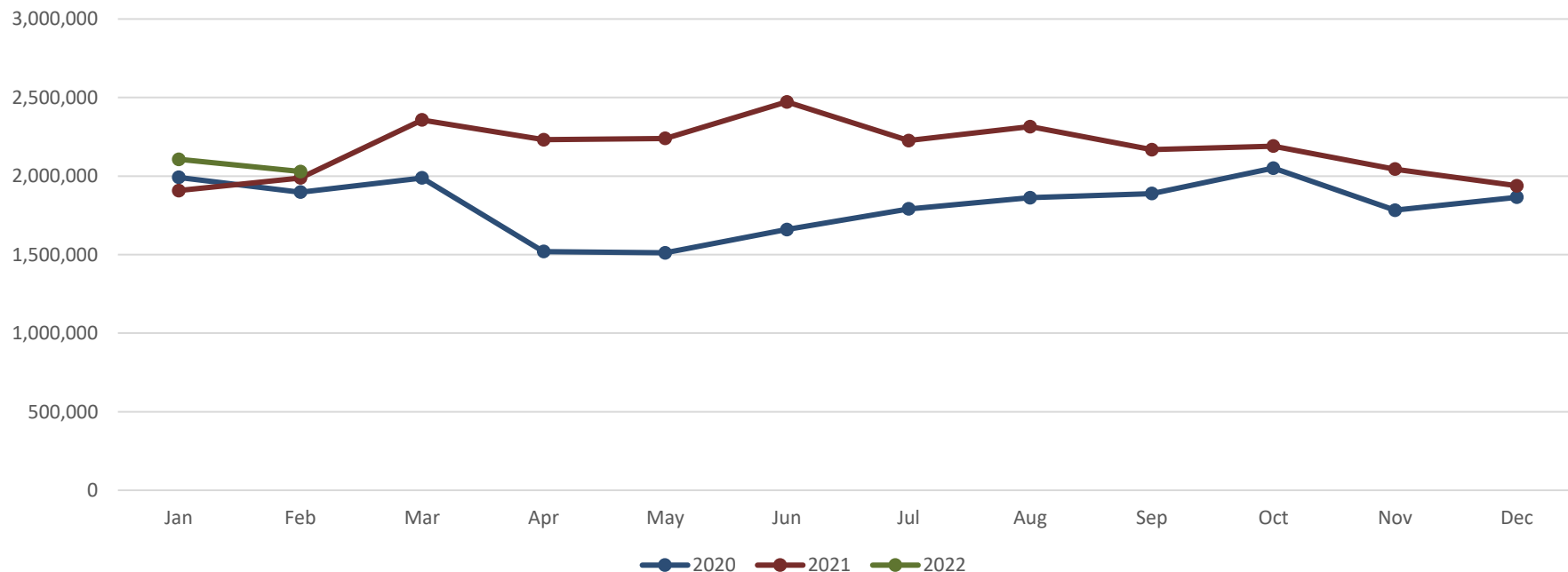
*Highest # of Attorney Filings 6/21



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										

Attorney Documents



***Highest # of Attorney Docs 6/21**