



FLORIDA COURTS  
**E-FILING AUTHORITY**

# Service Desk Report

## August 2022

# E-Portal Service Desk Summary

## August 2022

Month	June	July	August
<b>Total Tickets</b>	4,466	4,255	<b>4,863</b>

Customer Type	Count	Volume %	Acknowledged	Resolved
Judge	↑ 9	↑ 12 %	↑ 1 Hrs. 31 Mins.	↑ 1 Hrs. 30 Mins.
Self-Rep	↑ 1,704	↑ 24 %	↓ 4 Hrs. 49 Mins.	↓ 4 Hrs. 58 Mins.
Attorney	↑ 2,741	↑ 11 %	↓ 4 Hrs. 3 Mins.	↓ 4 Hrs. 3 Mins.
<b>Total (Legal)</b>	<b>↑ 4,454</b>	<b>↑ 16 %</b>	<b>↓ 4 Hrs. 18 Mins.</b>	<b>↓ 4 Hrs. 21 Mins.</b>
Clerk/Staff	↑ 409	↑ .25 %	↓ 14 Mins.	↓ 10 Mins.

Month	June	July	August
<b>DIY Tickets</b>	79	77	<b>71</b>

# Customer Service Incidents August 2022

Status	June 2022	July 2022	August 2022
Incidents Received	4,044	3,847	<b>4,454</b>
Incidents Resolved	3,804	3,653	<b>4,296</b>
Carry Over	240	194	<b>178</b>
# of Submissions	1,873,088	1,738,691	<b>2,059,099</b>
# of Documents	2,763,965	2,582,110	<b>3,015,876</b>

## Average Acknowledge & Resolve Times

<b>Acknowledge Time</b>	.81 Days 7 Hrs. 18 Mins.	.81 Days 7 Hrs. 15 Mins.	<b>.33 Days 2 Hrs. 57 Mins.</b>
<b>Resolution Time</b>	1.01 Days 9 Hrs. 7 Mins.	1.02 Days 9 Hrs. 10 Mins.	<b>.53 Days 4 Hrs. 48 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 August 2022

Status	June 2022	July 2022	August 2022
Incidents Received	11	8	8
Incidents Worked	11	8	8
Carry Over	0	0	0
# of Submissions	222,337	209,903	260,665
# of Documents	232,643	218,456	270,184

## Average Acknowledge & Resolve Times

<b>Acknowledge Time</b>	.53 Days 4 Hrs. 48 Mins.	.21 Days 1 Hrs. 56 Mins.	<b>.38 Days</b> <b>3 Hrs. 27 Mins.</b>
<b>Resolution Time</b>	.75 Days 6 Hrs. 44 Mins.	.25 Days 2 Hrs. 13 Mins.	<b>.41 Days</b> <b>3 Hrs. 42 Mins.</b>

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

# Self-Rep Litigant Incidents August 2022

Status	June 2022	July 2022	August 2022
Incidents Received	1,390	1,377	<b>1,704</b>
Incidents Worked	1,327	1,323	<b>1,657</b>
Carry Over	63	54	<b>47</b>
# of Submissions	16,947	16,273	<b>19,078</b>
# of Documents	35,664	35,688	<b>39,863</b>
Average Acknowledge & Resolve Times			
<b>Acknowledge Time</b>	.95 Days 8 Hrs. 33 Mins.	.90 Days 8 Hrs. 8 Mins.	<b>.37 Days 3 Hrs. 18 Mins.</b>
<b>Resolution Time</b>	1.18 Days 10 Hrs. 38 Mins.	1.15 Days 10 Hrs. 22 Mins.	<b>.60 Days 5 Hrs. 22 Mins.</b>
Stakeholders: Self-Represented Litigants.			

# Attorney Incidents August 2022

Status	June 2022	July 2022	August 2022
Incidents Received	2,643	2,462	<b>2,741</b>
Incidents Worked	2,466	2,322	<b>2,631</b>
Carry Over	177	140	<b>110</b>
# of Submissions	1,446,898	1,343,130	<b>1,580,110</b>
# of Documents	2,279,729	2,133,131	<b>2,477,981</b>

## Average Acknowledge & Resolve Times

<b>Acknowledge Time</b>	.74 Days 6 Hrs. 39 Mins.	.75 Days 6 Hrs. 47 Mins.	<b>.30 Days 2 Hrs. 43 Mins.</b>
<b>Resolution Time</b>	.92 Days 8 Hrs. 19 Mins.	.95 Days 8 Hrs. 31 Mins.	<b>.50 Days 4 Hrs. 27 Mins.</b>

Stakeholders: Attorneys and their representatives.

# Technical Incidents August 2022

Status	June 2022	July 2022	August 2022
Incidents Received	422	408	<b>409</b>
Incidents Worked	397	390	<b>394</b>
Carry Over	25	18	<b>15</b>
# of Submissions	16,234	14,896	<b>16,999</b>
# of Documents	19,905	18,305	<b>20,797</b>

Average Acknowledge & Resolve Times			
<b>Acknowledge Time</b>	.06 Days 34 Mins.	.06 Days 31 Mins.	<b>.03 Days 17 Mins.</b>
<b>Resolution Time</b>	.37 Days 3 Hrs. 19 Mins.	.32 Days 2 Hrs. 52 Mins.	<b>.30 Days 2 Hrs. 42 Mins.</b>
Stakeholders: Clerks of Court and their staff.			

# Top Incident Types & Percentage of Call Volume

Self-Represented Litigants					
Access	21%	Correction Queue	5%	E-Service	1%
Filing Updated	2%	Information	44%	Training	18%

Attorneys					
Access	26%	Connectivity	3%	Correction Queue	7%
E-Service	5%	Information	30%	Pending Registration	7%

Judiciary					
Access	44%	Information	11%	Pending Registration	11%



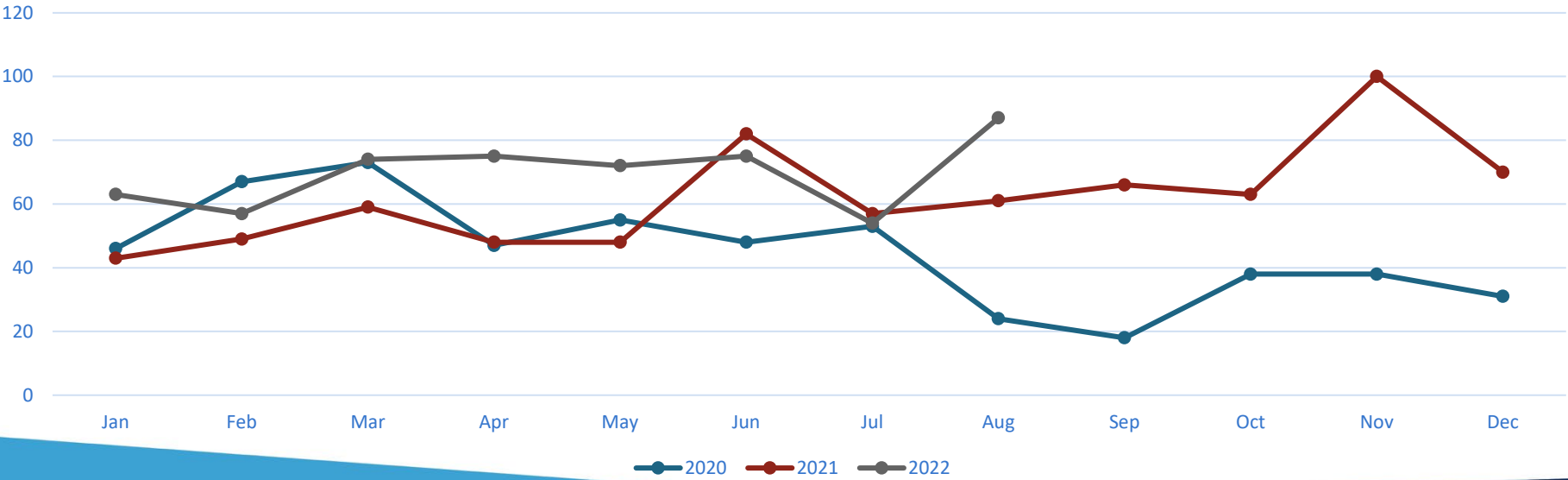
# At a Glance Statistics

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	75	54	87				

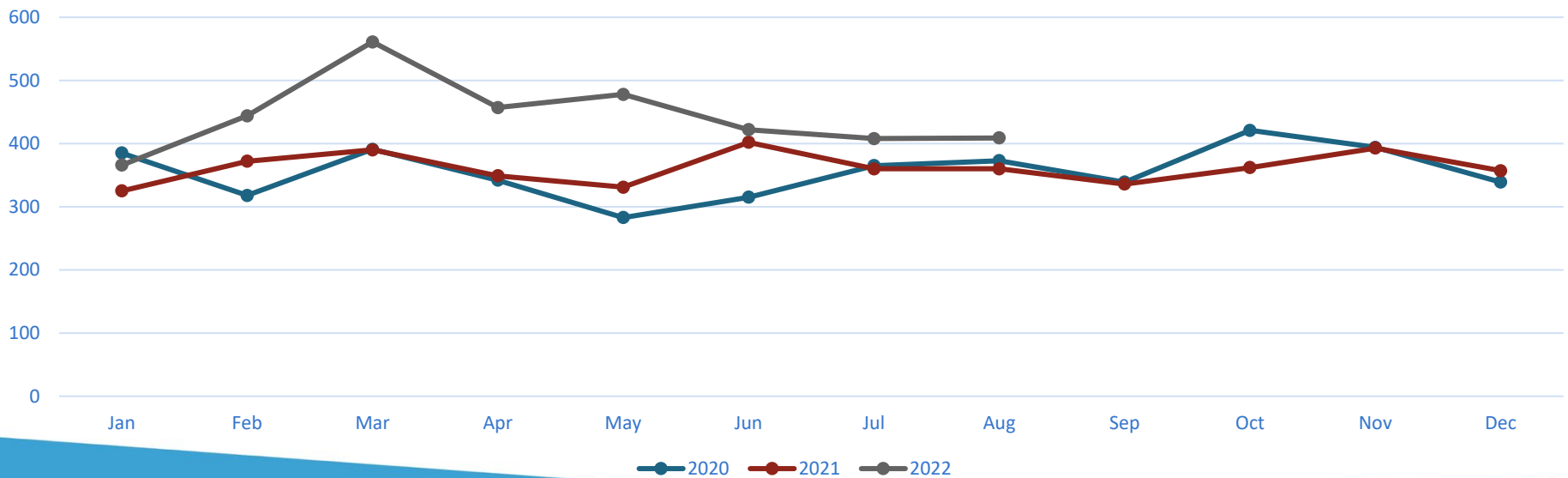
County Accounts



# 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	422	408	409				

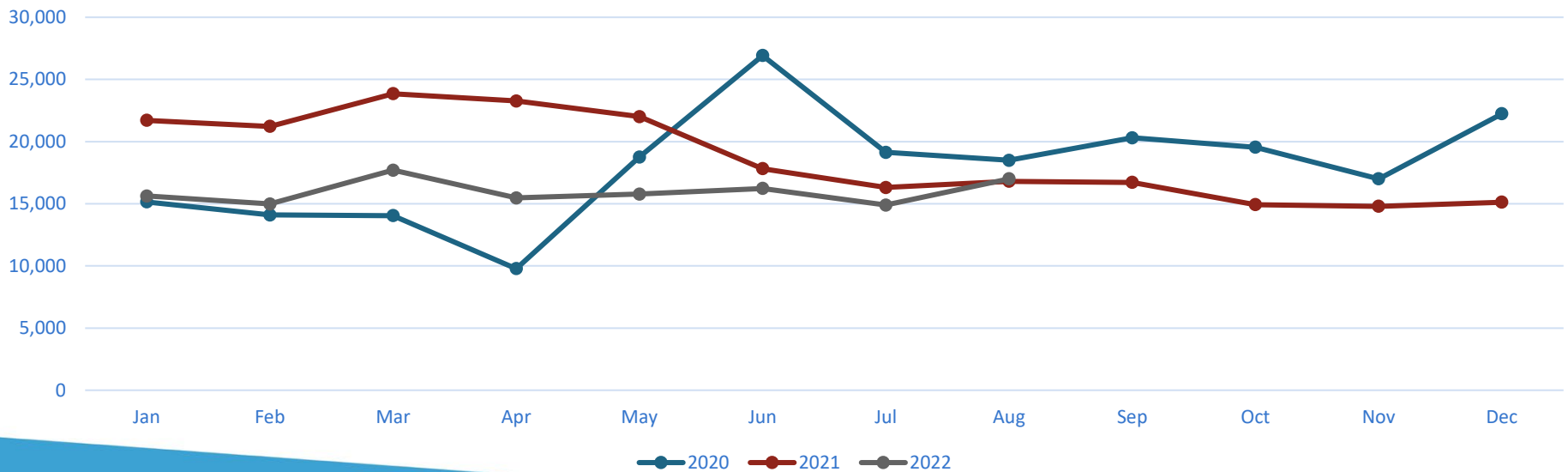
County Tickets



# 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	16,234	14,896	16,999				

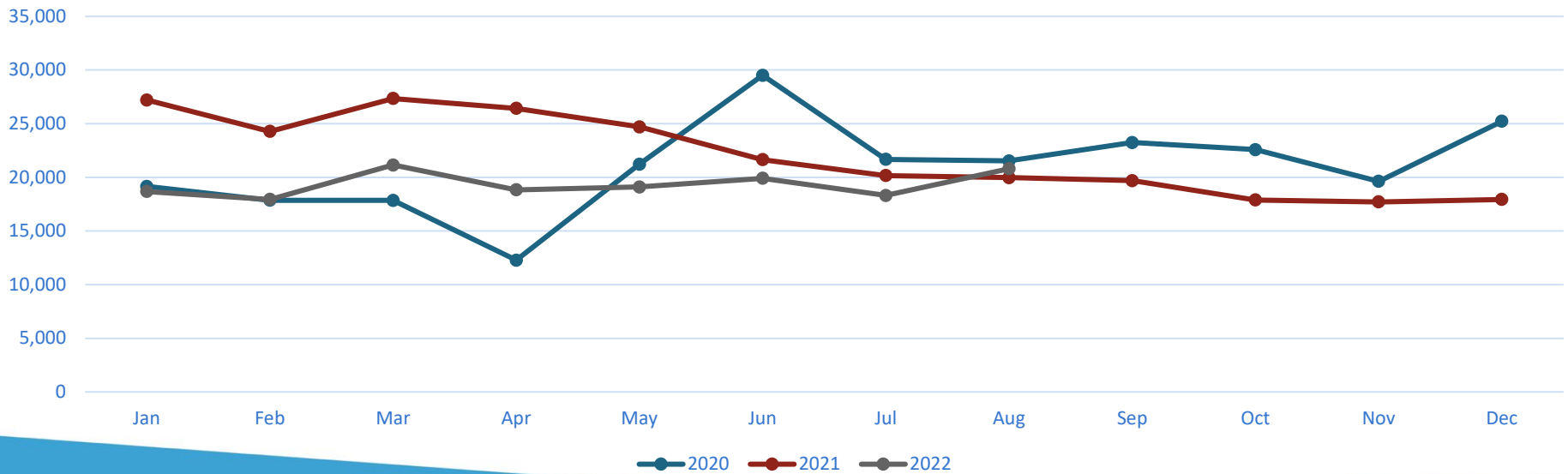
County Submissions



# 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	19,905	18,305	20,797				

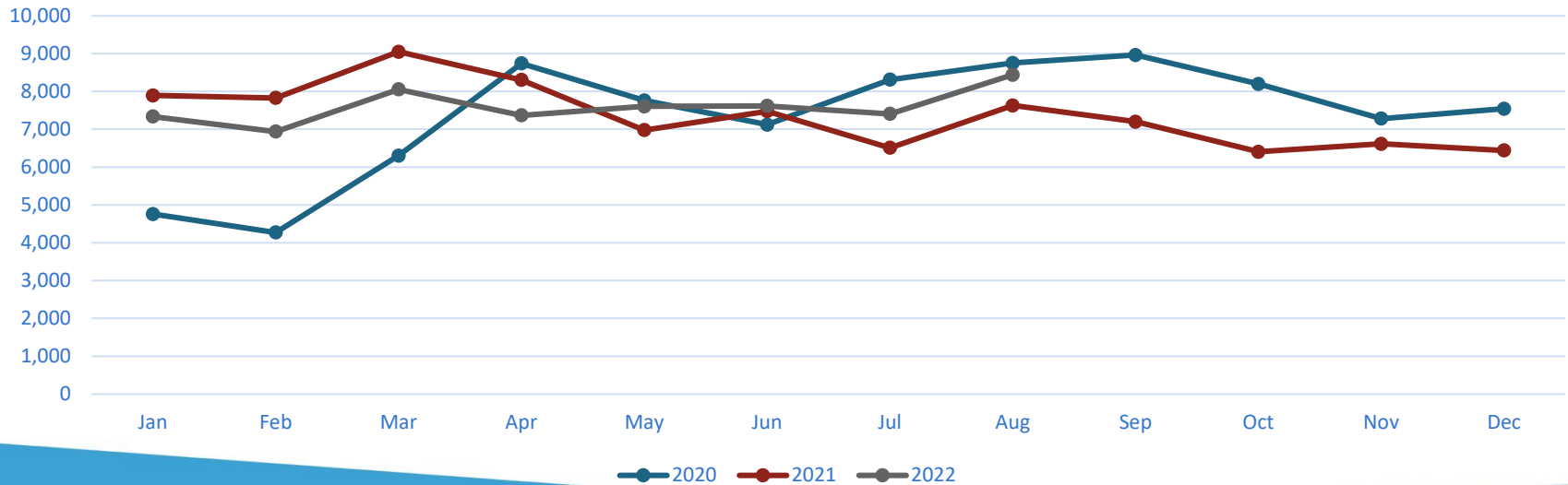
County Documents



# Customer Service Account Comparison

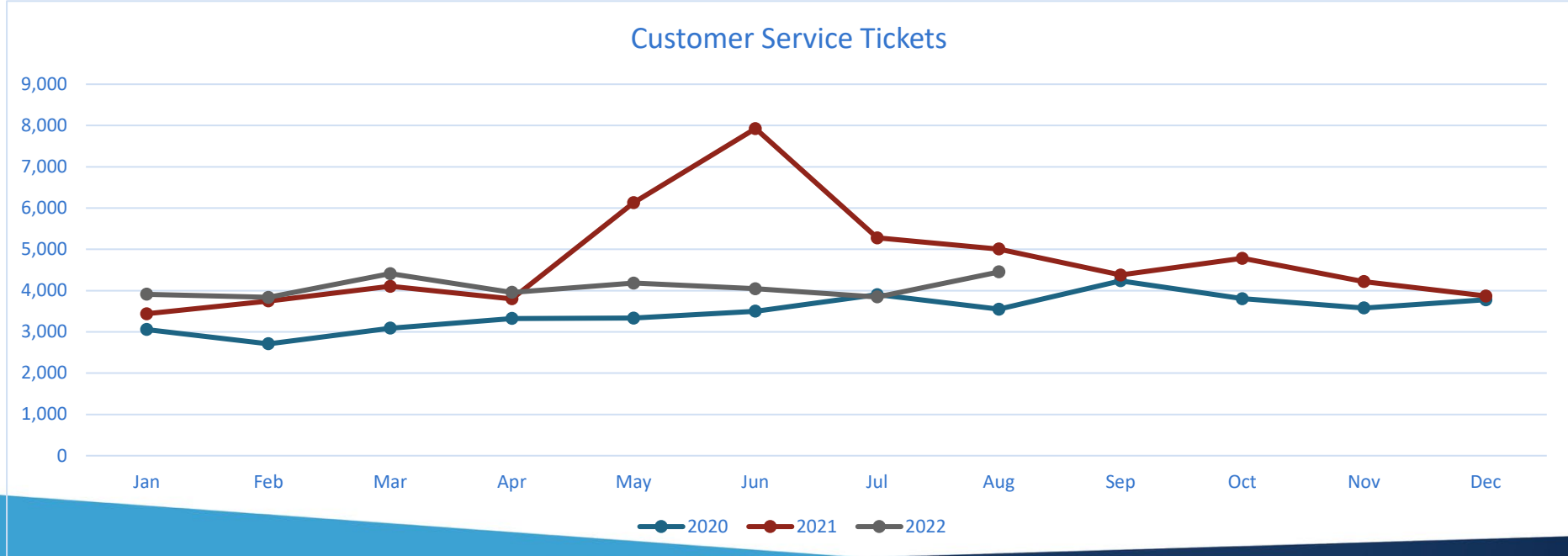
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	4,760	4,270	6,305	8,741	7,761	7,121	8,313	8,752	8,963	8,199	7,284	7,542
<b>2021</b>	7,896	7,828	<b>9,050</b>	8,305	6,979	7,479	6,510	7,630	7,199	6,405	6,616	6,441
<b>2022</b>	7,336	6,941	8,054	7,367	7,606	7,617	7,409	8,440				

Customer Service Accounts



# Customer Service Ticket Comparison

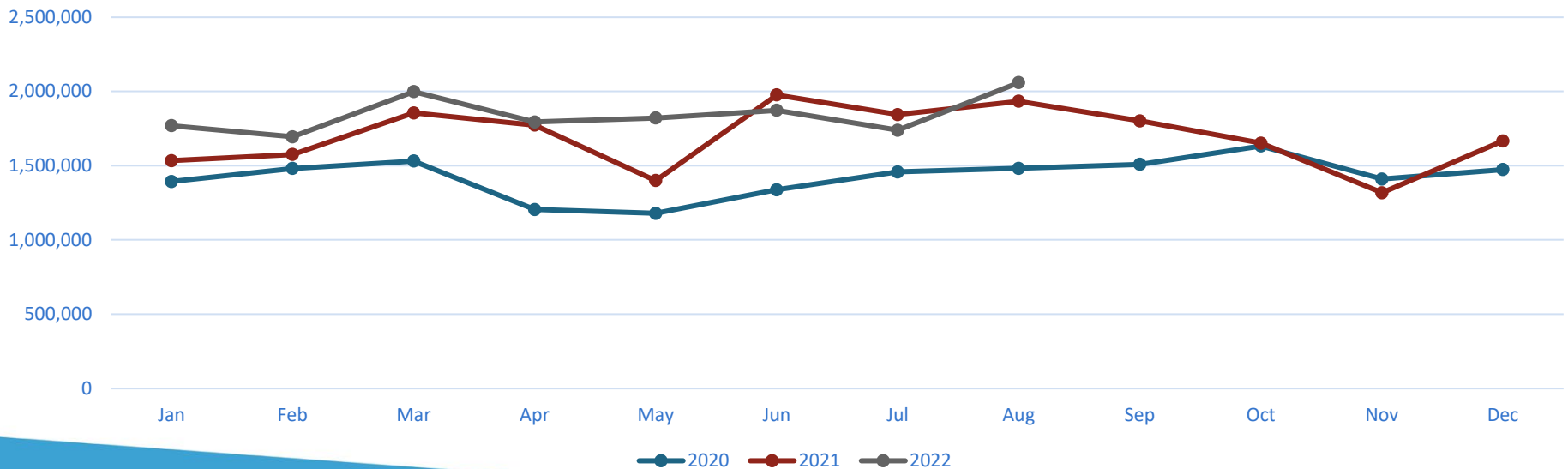
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2020</b>	3,058	2,713	3,091	3,323	3,334	3,500	3,902	3,551	4,236	3,804	3,579	3,779
<b>2021</b>	3,440	3,748	4,105	3,799	6,132	<b>7,924</b>	5,279	5,008	4,377	4,783	4,217	3,868
<b>2022</b>	3,912	3,835	4,409	3,957	4,183	4,044	3,847	4,454				



# 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	1,998,276	1,793,979	1,820,691	1,873,077	1,738,691	<b>2,059,088</b>				

Customer Service Submissions

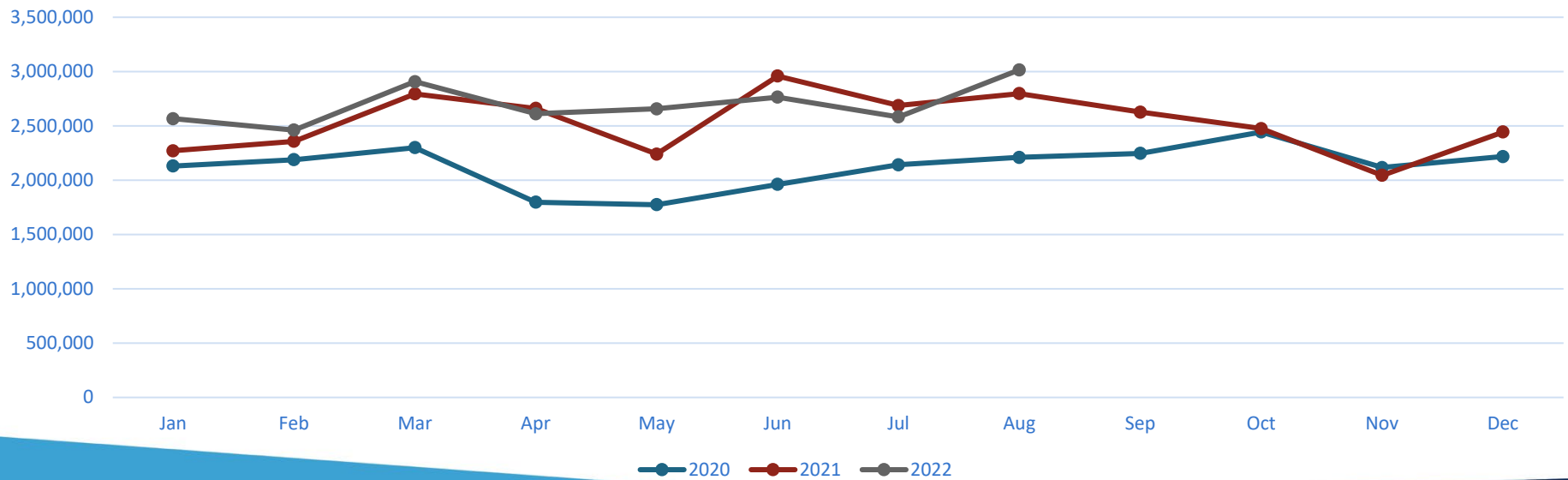




# Customer Service Document Comparison

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	2,958,056	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	2,763,965	2,582,110	<b>3,015,876</b>				

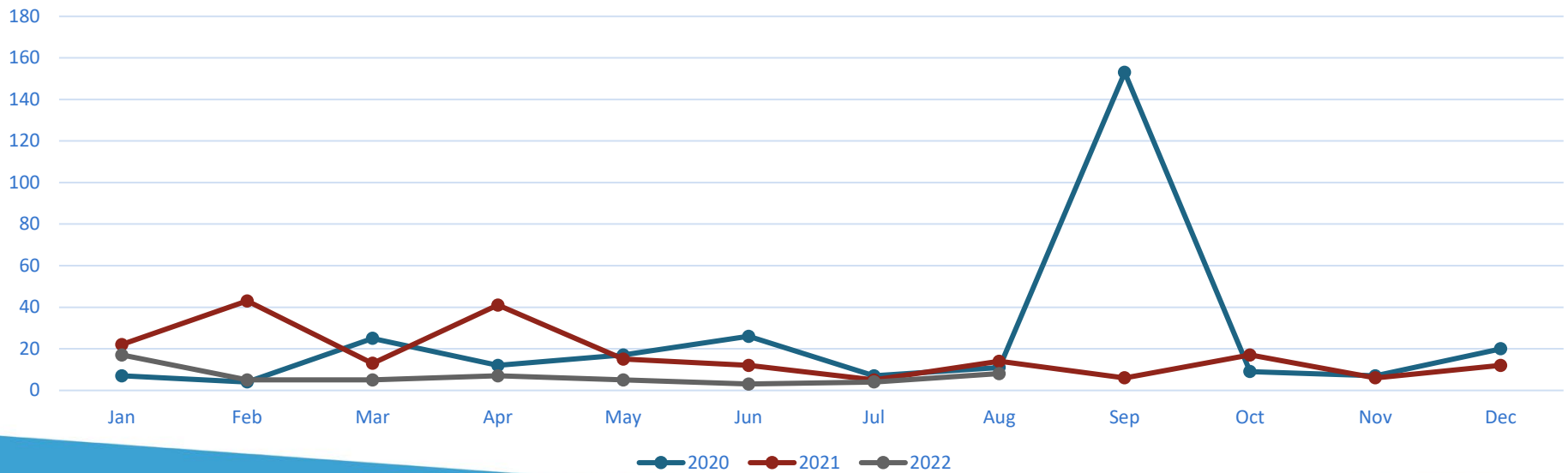
Customer Service Documents



# 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	3	4	8				

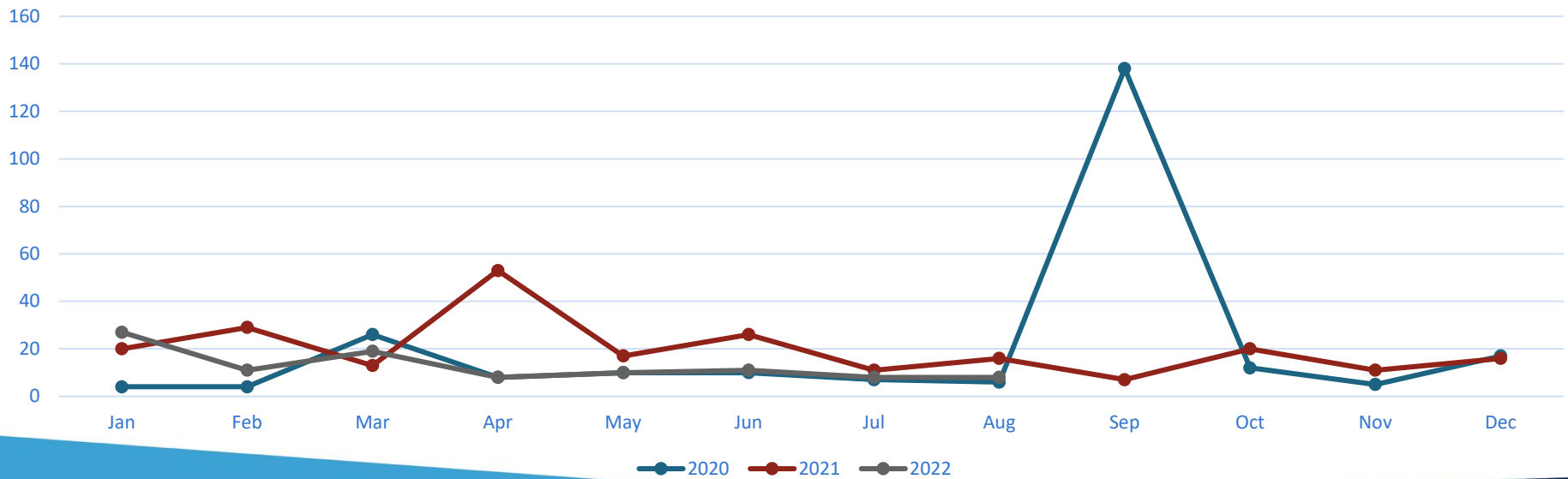
Judici Accounts



# 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	11	8	8				

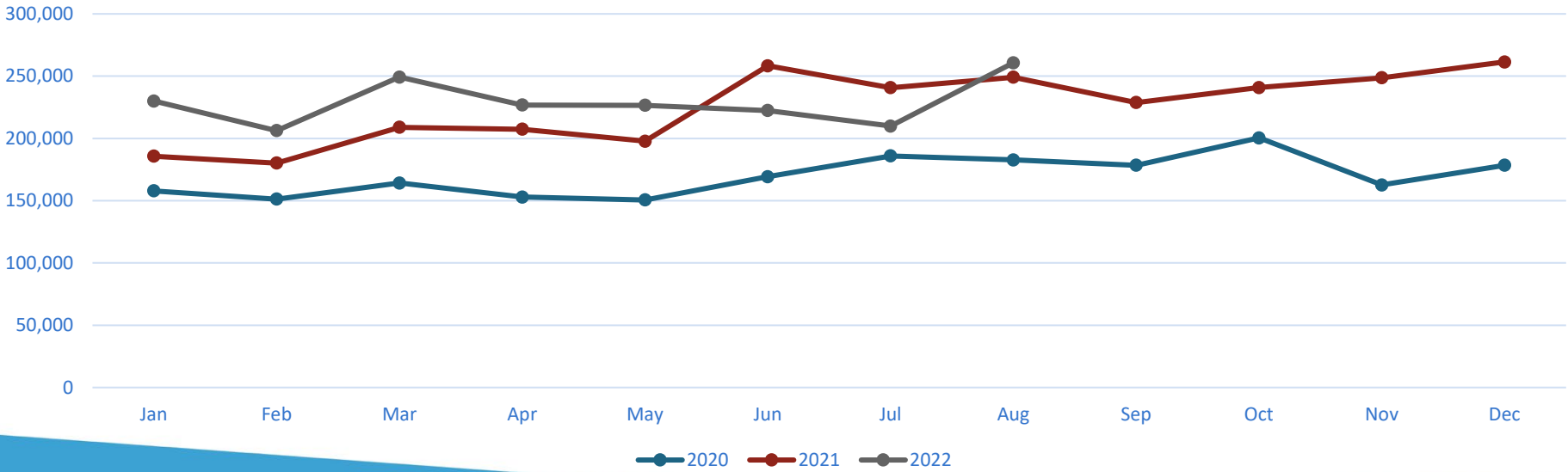
Judicial Tickets



# 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	258,282	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	222,337	209,903	<b>260,665</b>				

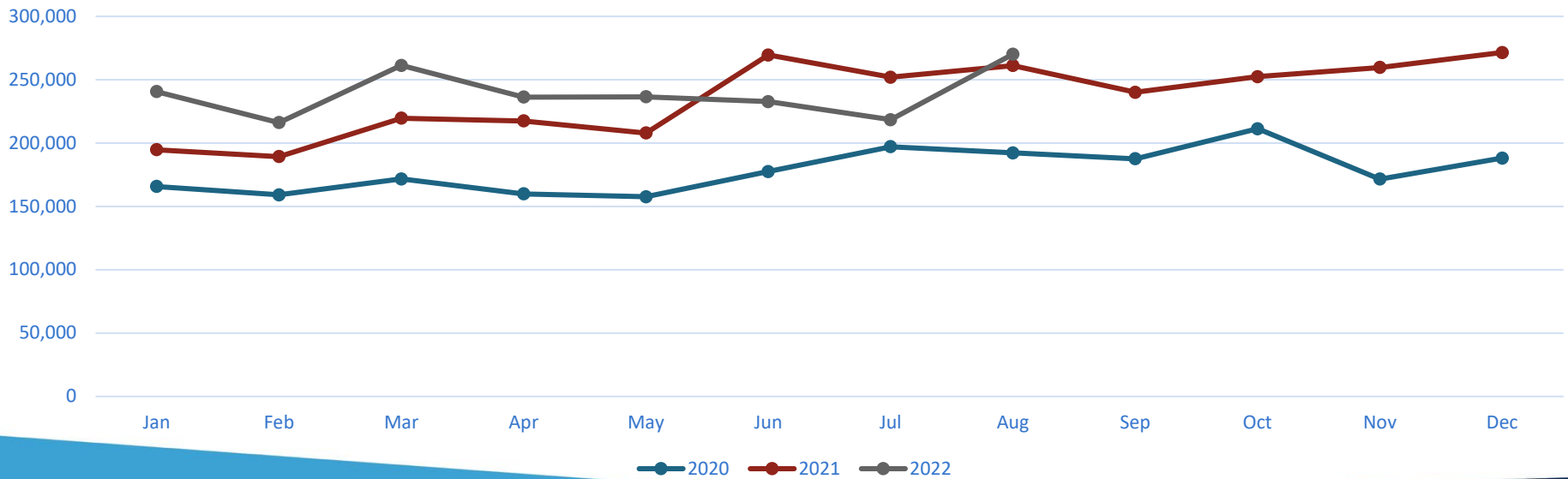
Judicial Submissions



# 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	269,465	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	232,643	218,456	<b>270,184</b>				

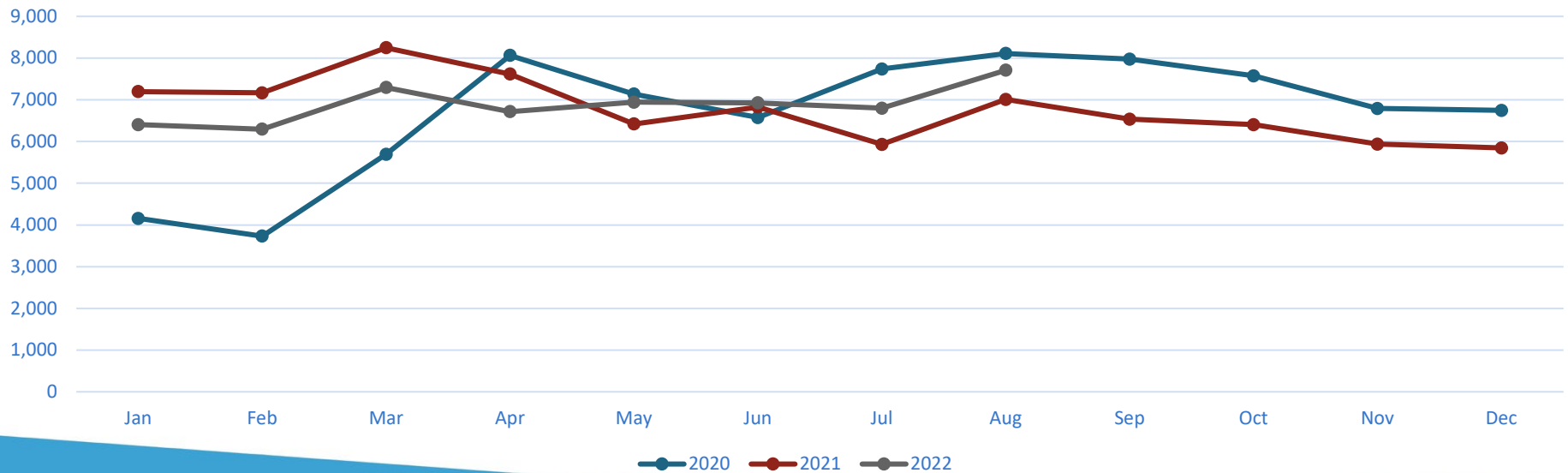
Judicial Documents



# 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	6,927	6,798	7,708				

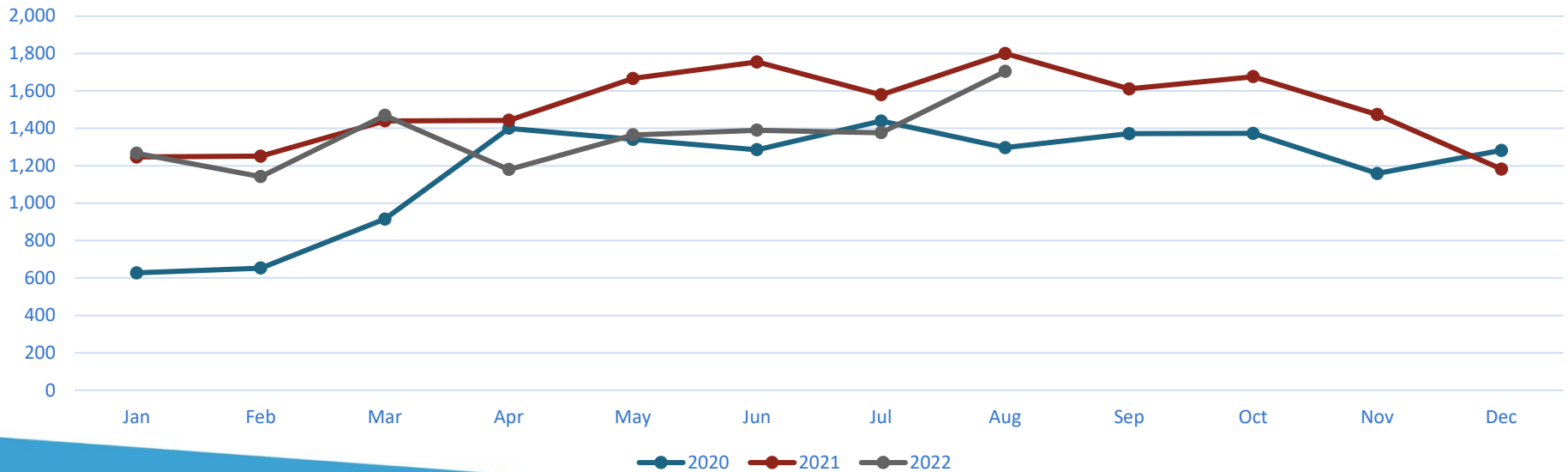
Self-Rep Accounts



# 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	1,390	1,377	1,704				

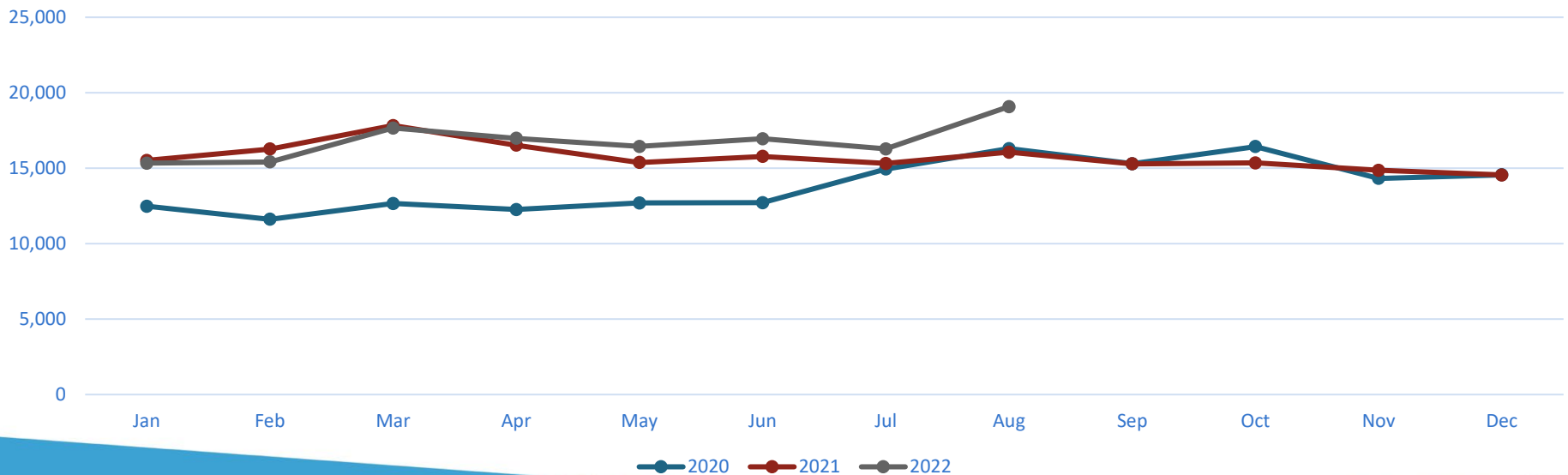
Self-Rep Tickets



# 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	17,820	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	16,947	16,273	<b>19,078</b>				

Self-Rep Submissions

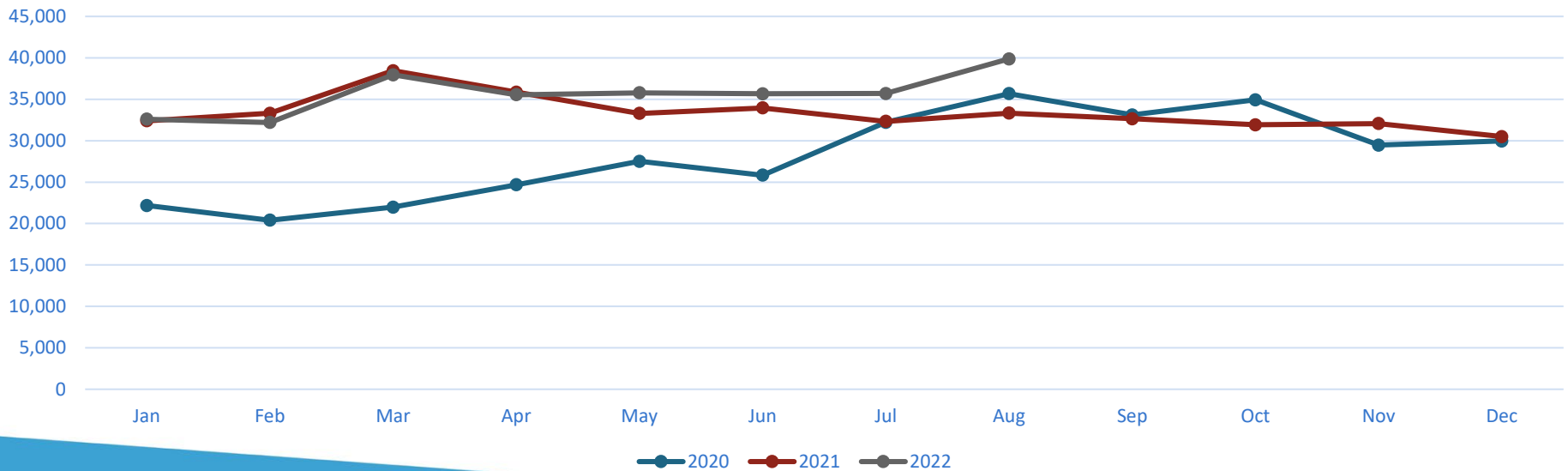




# Self-Rep Document Comparison

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	38,437	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	35,664	35,688	<b>39,863</b>				

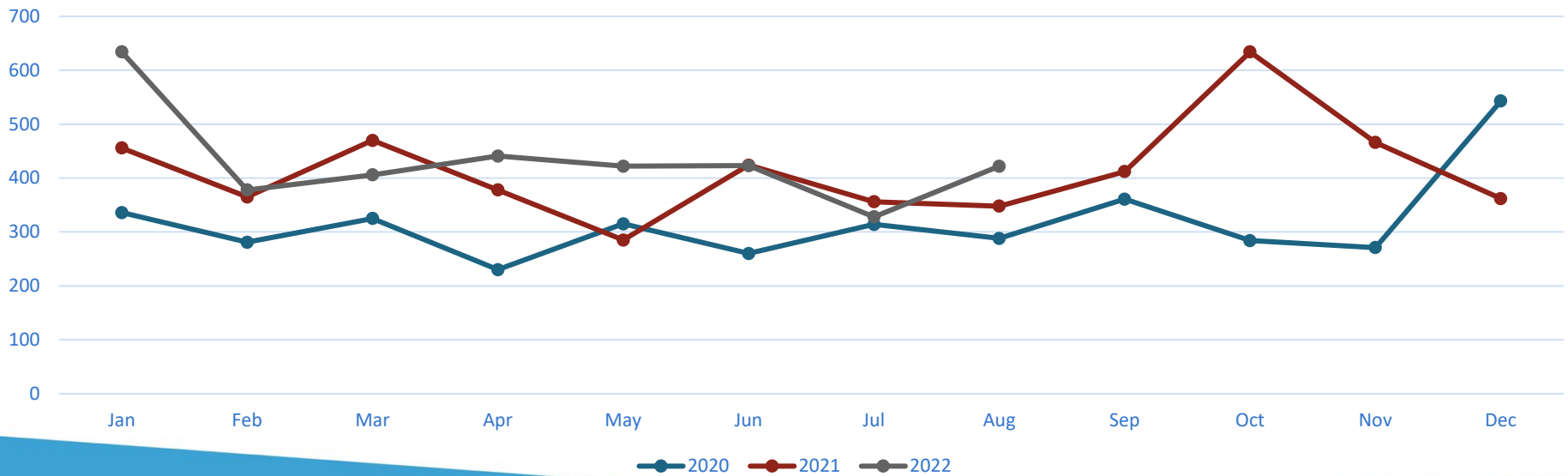
Self-Rep Documents



# 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	423	328	422				

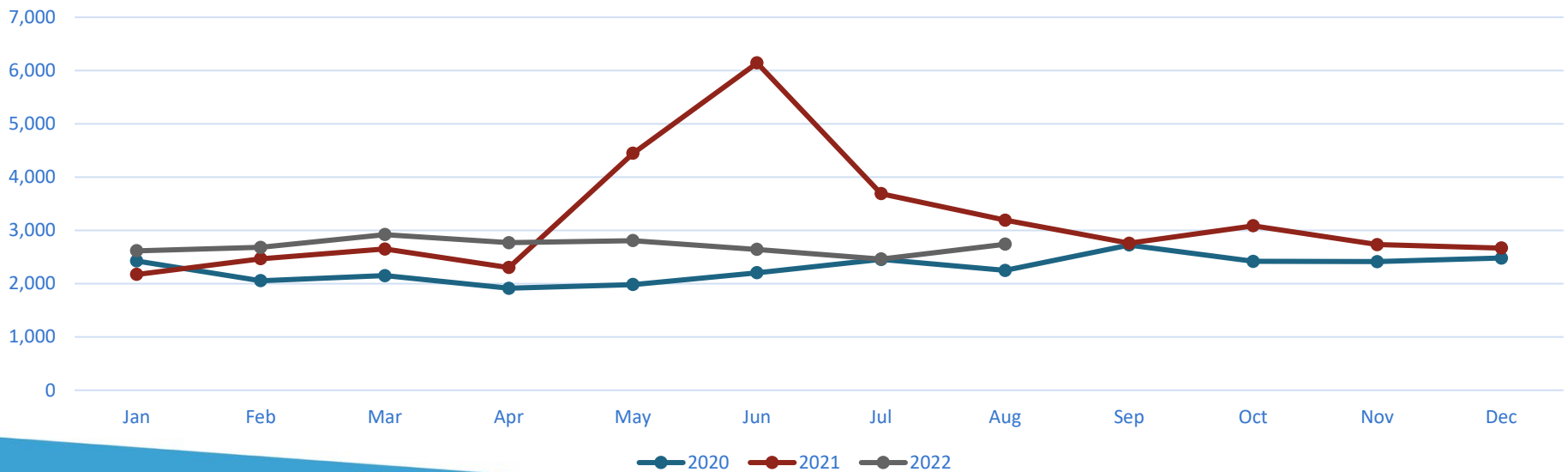
Attorney Accounts



# 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	2,643	2,462	2,741				

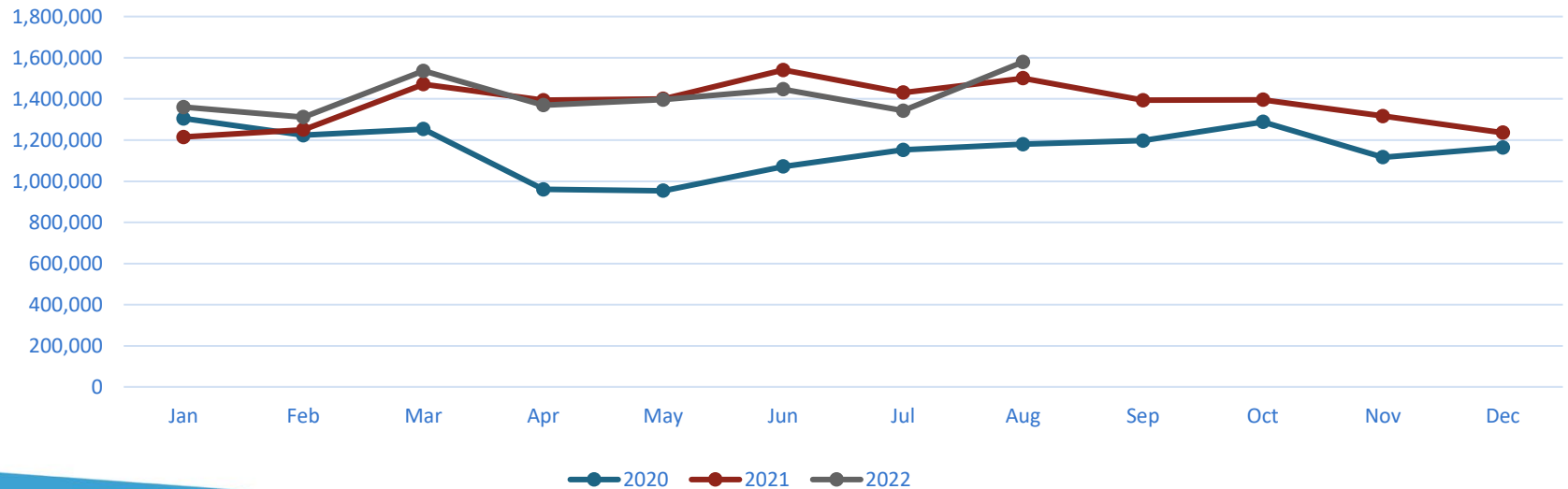
Attorney Tickets



# 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	1,540,904	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	1,446,898	1,343,130	<b>1,580,110</b>				

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	2,471,748	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	2,279,729	2,133,131	<b>2,447,981</b>				

Attorney Documents

