



FLORIDA COURTS
E-FILING AUTHORITY

Service Desk Report

October 2022

E-Portal Service Desk Summary

October 2022

Month	August	September	October
Total Tickets	4,863	4,112	5,785

Customer Type	Count	Volume %	Acknowledged	Resolved
Judge	↑ 11	↑ 175 %	↑ 4 Mins.	↓ 2 Hrs. 15 Mins.
Self-Rep	↑ 1,482	↑ 10 %	↓ 38 Mins.	↓ 1 Hrs. 35 Mins.
Attorney	↑ 3,860	↑ 58 %	↓ 56 Mins.	↓ 56 Mins.
Total (Legal)	↑ 5,353	↑ 41 %	↓ 55 Mins.	↓ 1 Hr. 16 Mins.
Clerk/Staff	↑ 432	↑ 34 %	↑ 4 Min.	↓ 17 Mins.

Month	August	September	October
DIY Tickets	71	68	79

Customer Service Incidents October 2022

Status	August 2022	September 2022	October 2022
Incidents Received	4,454	3,790	5,353
Incidents Resolved	4,296	3,721	5,154
Carry Over	178	69	199
# of Submissions	2,059,099	1,756,862	1,832,721
# of Documents	3,015,876	2,571,201	2,689,730

Average Acknowledge & Resolve Times

Acknowledge Time	.33 Days 2 Hrs. 57 Mins.	.35 Days 3 Hrs. 10 Mins.	.25 Days 2 Hrs. 15 Mins.
Resolution Time	.53 Days 4 Hrs. 48 Mins.	.56 Days 5 Hrs. 4 Mins.	.42 Days 3 Hrs. 48 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 October 2022

Status	August 2022	September 2022	October 2022
Incidents Received	8	4	11
Incidents Worked	8	4	11
Carry Over	0	0	0
# of Submissions	260,665	227,422	221,303
# of Documents	270,184	235,682	229,787

Average Acknowledge & Resolve Times

Acknowledge Time	.38 Days 3 Hrs. 27 Mins.	.19 Days 1 Hrs. 42 Mins.	.20 Days 1 Hrs. 46 Mins.
Resolution Time	.41 Days 3 Hrs. 42 Mins.	.55 Days 4 Hrs. 58 Mins.	.30 Days 2 Hrs. 43 Mins.

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

Self-Rep Litigant Incidents October 2022

Status	August 2022	September 2022	October 2022
Incidents Received	1,704	1,341	1,482
Incidents Worked	1,657	1,331	1,424
Carry Over	47	10	58
# of Submissions	19,078	16,258	17,442
# of Documents	39,863	33,911	36,778

Average Acknowledge & Resolve Times

Acknowledge Time	.37 Days 3 Hrs. 18 Mins.	.42 Days 3 Hrs. 48 Mins.	.35 Days 3 Hrs. 10 Mins.
Resolution Time	.60 Days 5 Hrs. 22 Mins.	.71 Days 6 Hrs. 24 Mins.	.53 Days 4 Hrs. 49 Mins.

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

Attorney Incidents October 2022

Status	August 2022	September 2022	October 2022
Incidents Received	2,741	2,445	3,860
Incidents Worked	2,631	2,386	3,719
Carry Over	110	59	141
# of Submissions	1,580,110	1,346,690	1,415,795
# of Documents	2,477,981	2,108,555	2,218,022

Average Acknowledge & Resolve Times

Acknowledge Time	.30 Days 2 Hrs. 43 Mins.	.31 Days 2 Hrs. 50 Mins.	.21 Days 1 Hrs. 54 Mins.
Resolution Time	.50 Days 4 Hrs. 27 Mins.	.48 Days 4 Hrs. 20 Mins.	.38 Days 3 Hrs. 25 Mins.

Stakeholders: Attorneys and their representatives.

Technical Incidents October 2022

Status	August 2022	September 2022	October 2022
Incidents Received	409	322	432
Incidents Worked	394	313	423
Carry Over	15	9	9
# of Submissions	16,999	12,450	16,672
# of Documents	20,797	15,388	20,211

Average Acknowledge & Resolve Times

Acknowledge Time	.03 Days 17 Mins.	.03 Days 18 Mins.	.04 Days 22 Mins.
Resolution Time	.30 Days 2 Hrs. 42 Mins.	.33 Days 2 Hrs. 58 Mins.	.30 Days 2 Hrs. 41 Mins.

Stakeholders: Clerks of Court and their staff.

Top Incident Types & Percentage of Call Volume

Self-Represented Litigants					
Access	18%	Correction Queue	5%	E-Service	1%
Information	47%	Payment Assistance	1%	Training	19%

Attorneys					
Access	19%	Connectivity	20%	Correction Queue	6%
Information	19%	Pending Registration	5%	System Outage	13%

Judiciary					
Access	36%	Information	36%	Pending Registration	9%

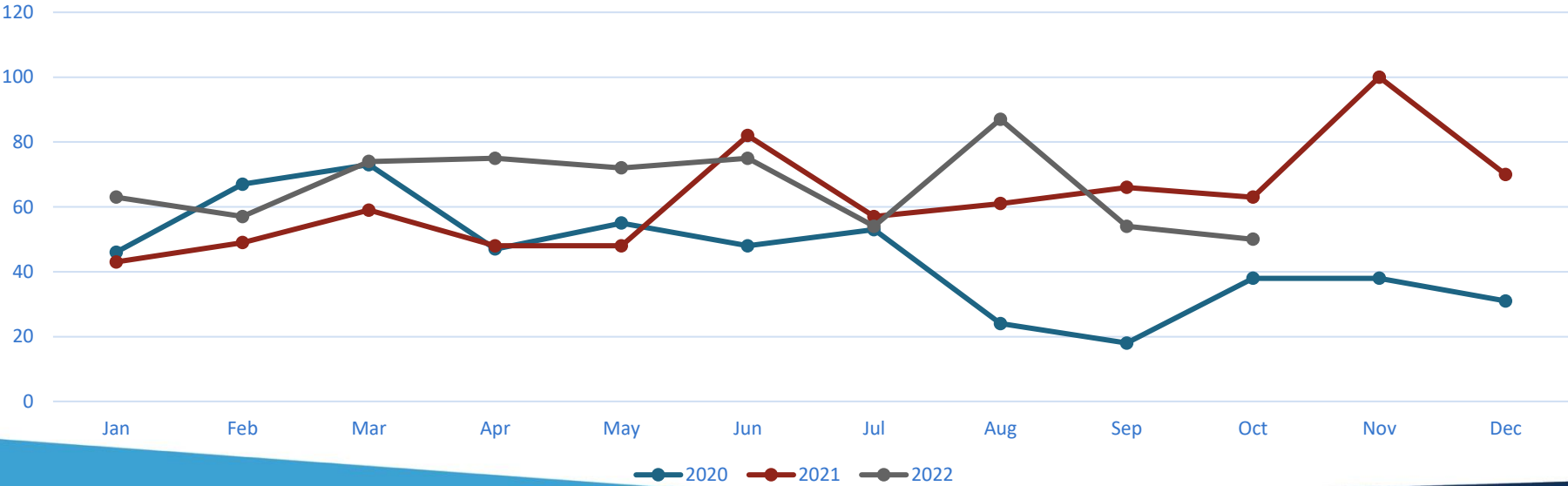
At a Glance Statistics

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	75	72	75	54	87	54	50		

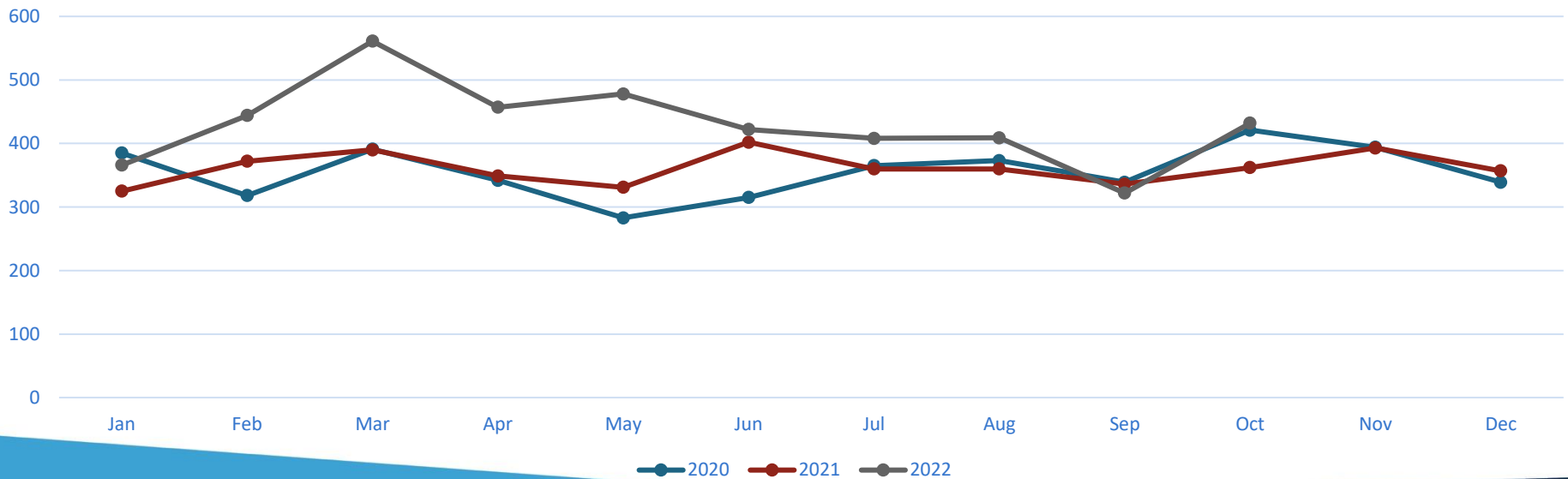
County Accounts



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	457	478	422	408	409	322	432		

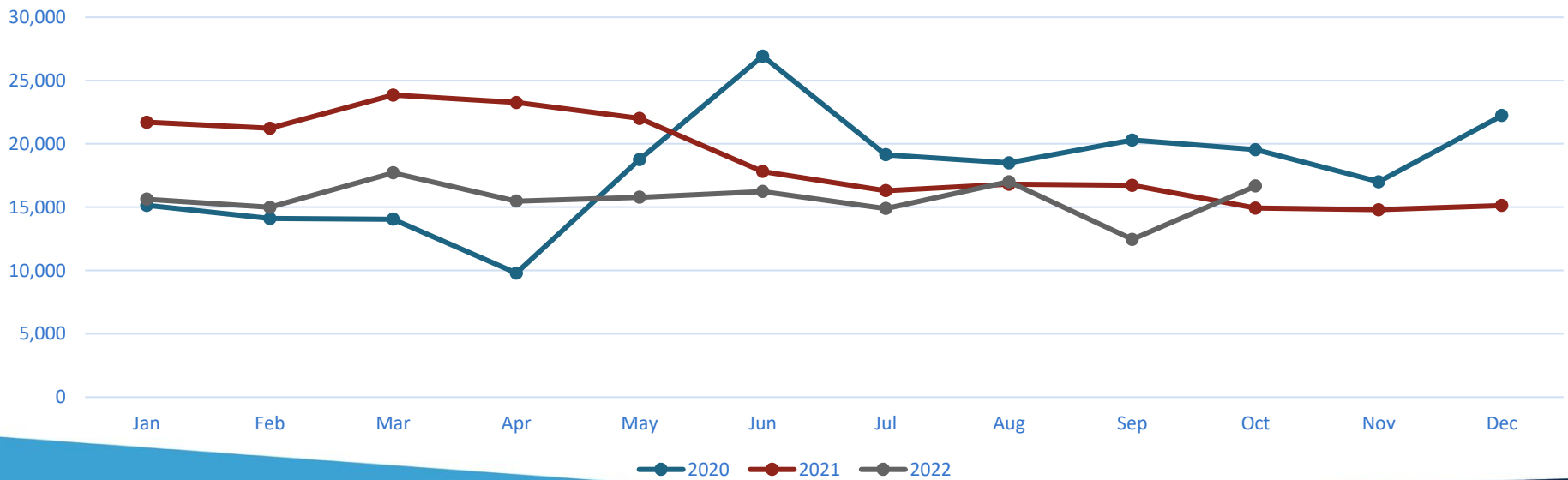
County Tickets



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	15,473	15,774	16,234	14,896	16,999	12,450	16,672		

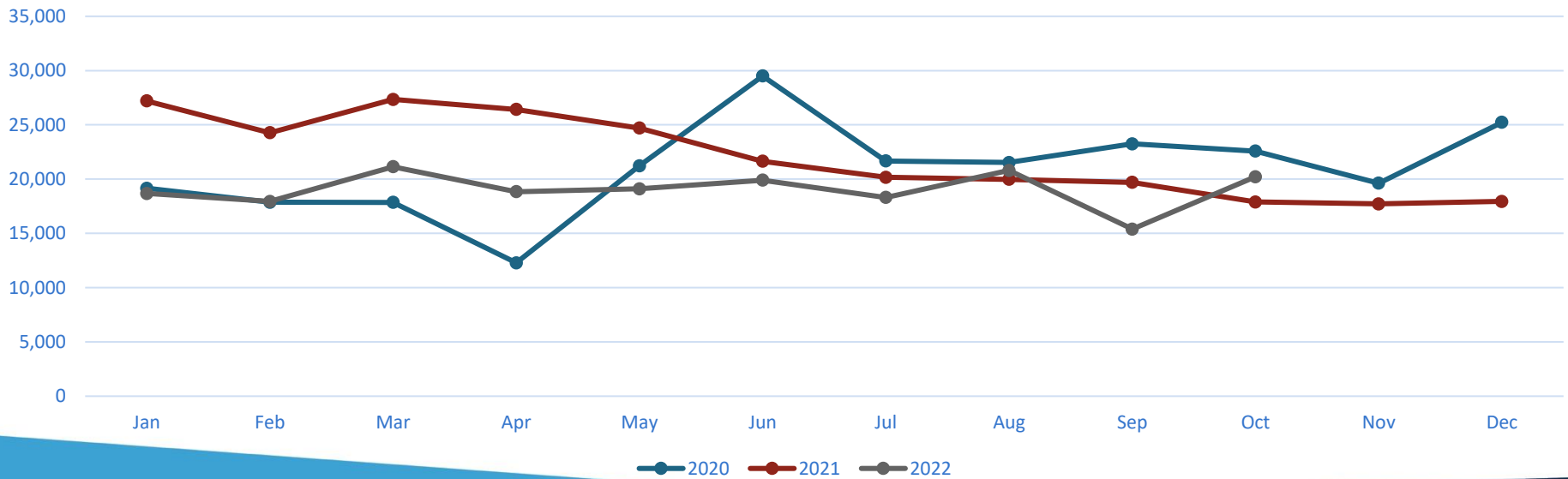
County Submissions



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	18,836	19,101	19,905	18,305	20,797	15,388	20,211		

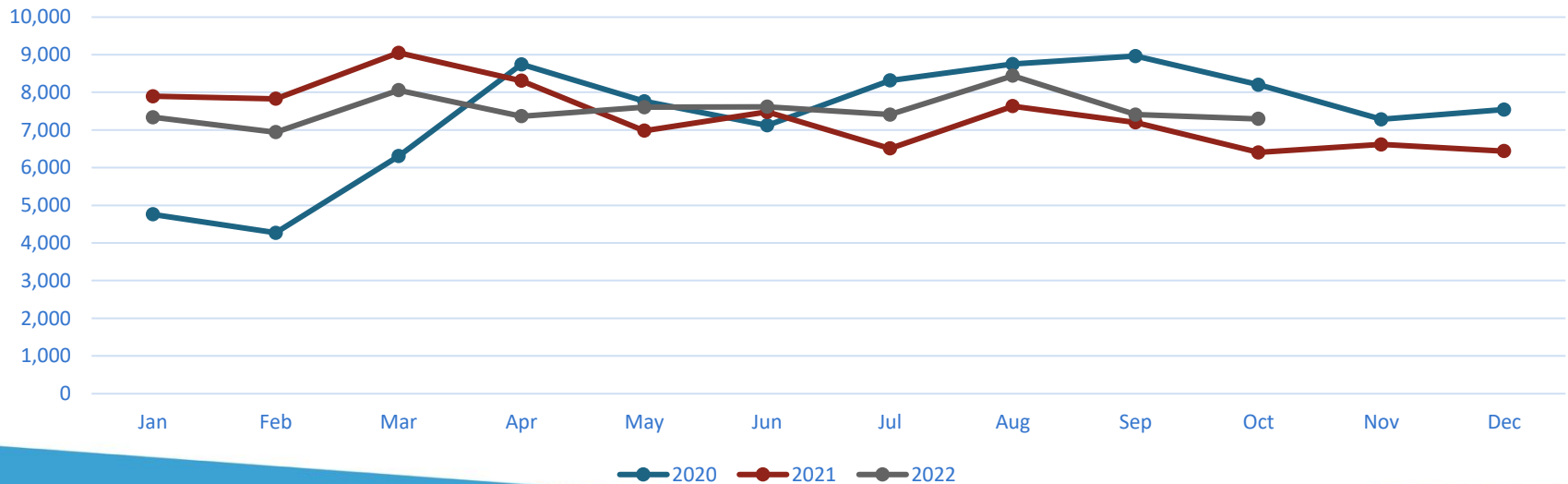
County Documents



Customer Service Account Comparison

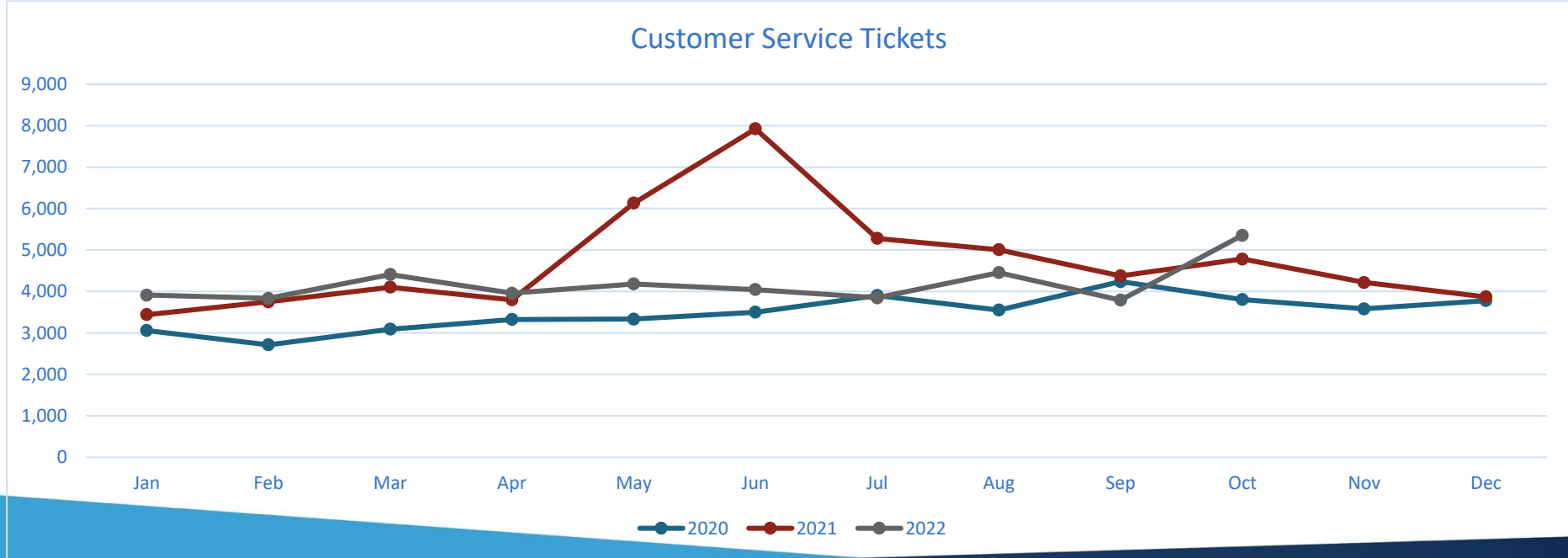
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	4,760	4,270	6,305	8,741	7,761	7,121	8,313	8,752	8,963	8,199	7,284	7,542
2021	7,896	7,828	9,050	8,305	6,979	7,479	6,510	7,630	7,199	6,405	6,616	6,441
2022	7,336	6,941	8,054	7,367	7,606	7,617	7,409	8,440	7,407	7,293		

Customer Service Accounts



Customer Service Ticket Comparison

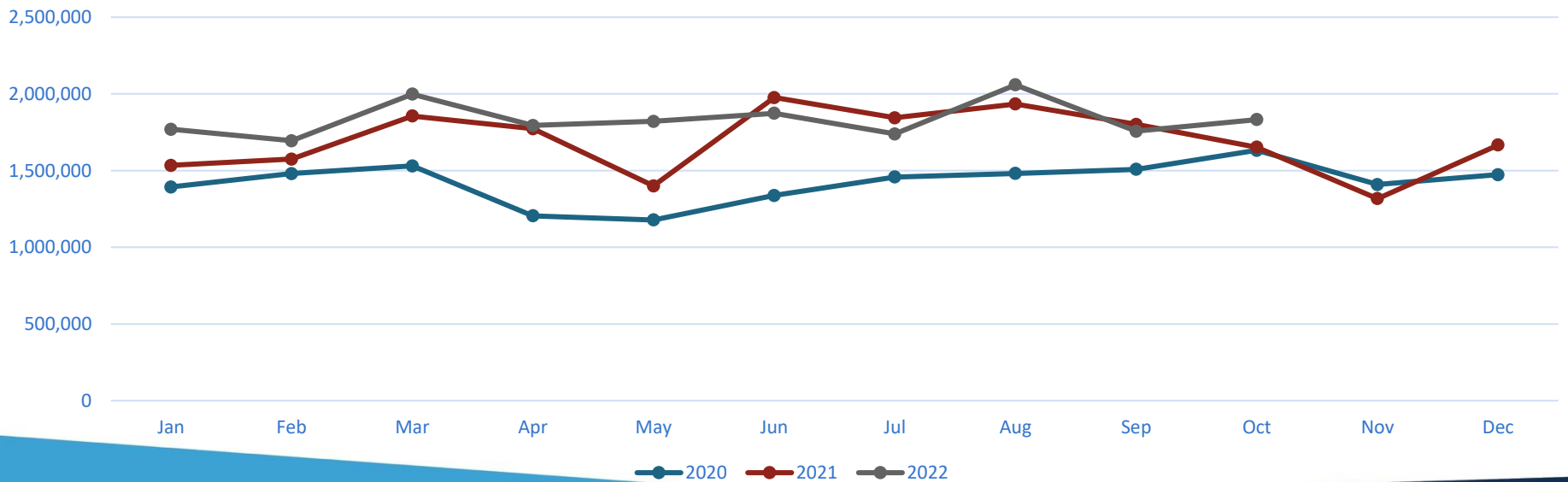
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	3,058	2,713	3,091	3,323	3,334	3,500	3,902	3,551	4,236	3,804	3,579	3,779
2021	3,440	3,748	4,105	3,799	6,132	7,924	5,279	5,008	4,377	4,783	4,217	3,868
2022	3,912	3,835	4,409	3,957	4,183	4,044	3,847	4,454	3,790	5,353		



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	1,793,979	1,820,691	1,873,077	1,738,691	2,059,088	1,756,862	1,832,721		

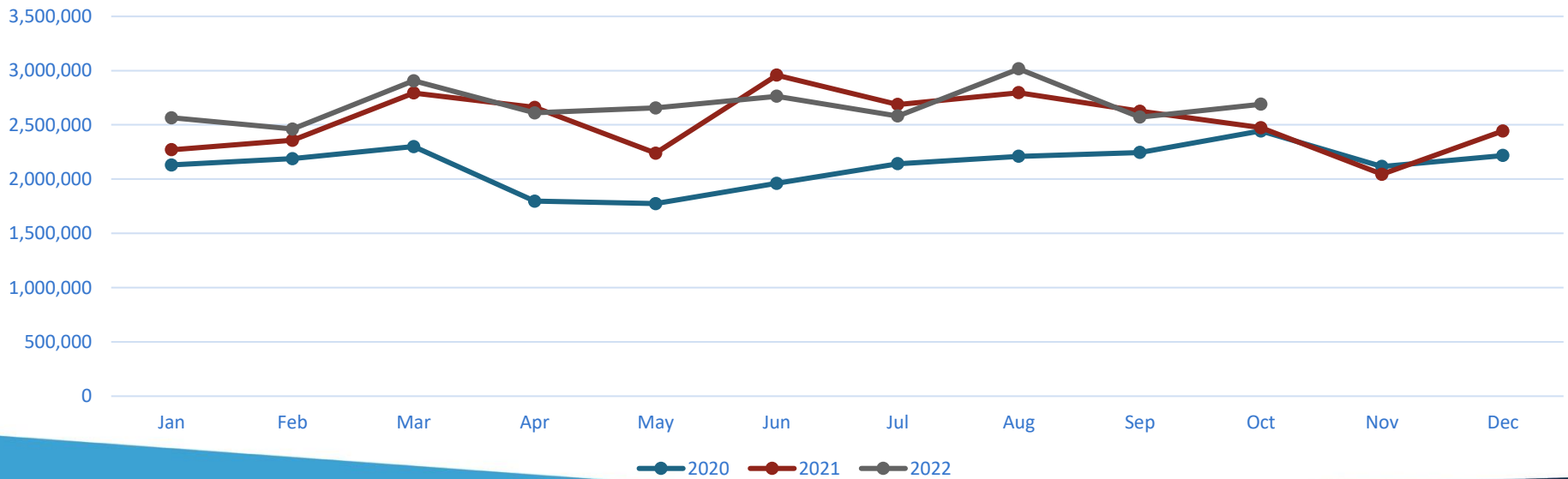
Customer Service Submissions



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	2,610,784	2,656,506	2,763,965	2,582,110	3,015,876	2,571,201	2,689,790		

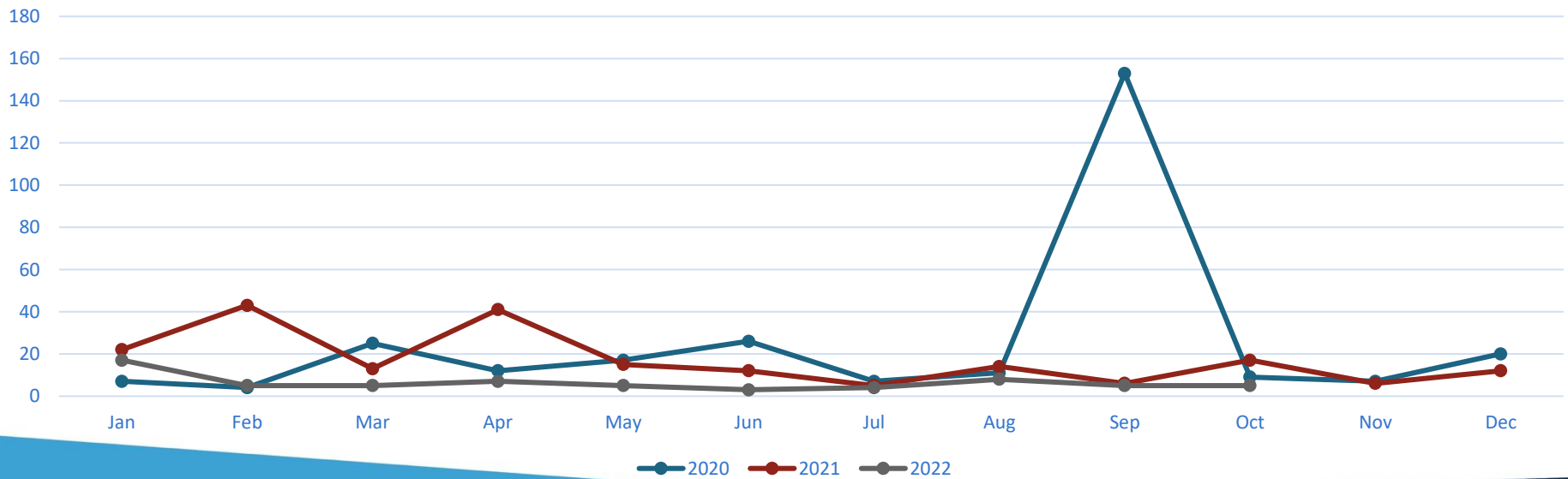
Customer Service Documents



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	7	5	3	4	8	5	5		

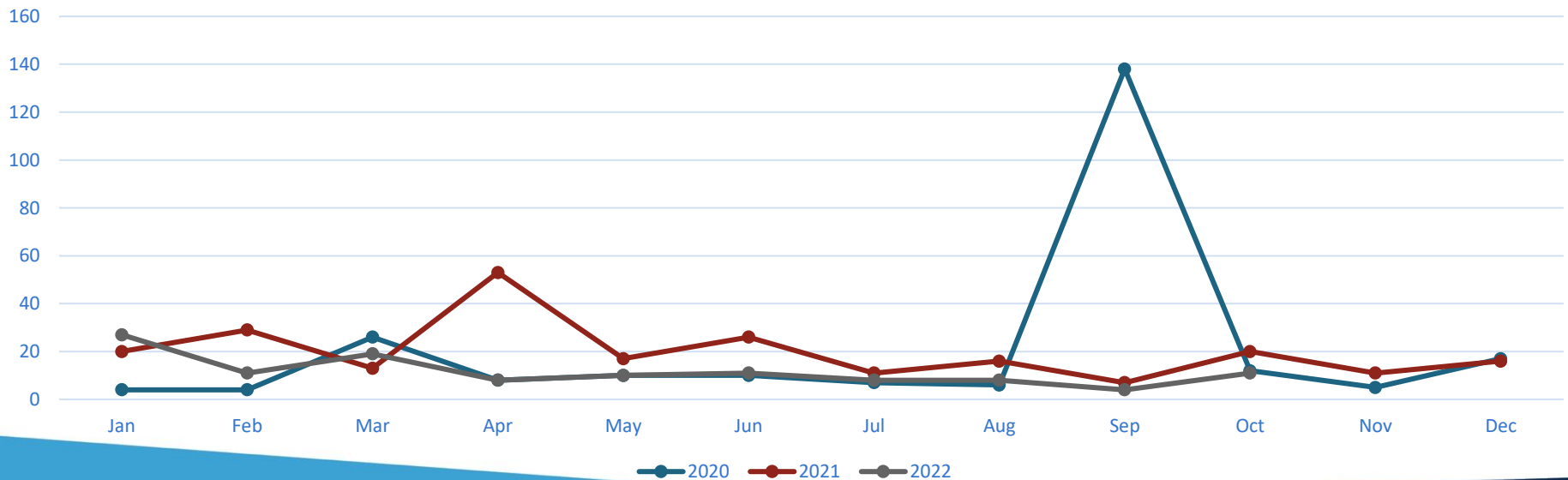
Judicial Accounts



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	8	10	11	8	8	4	11		

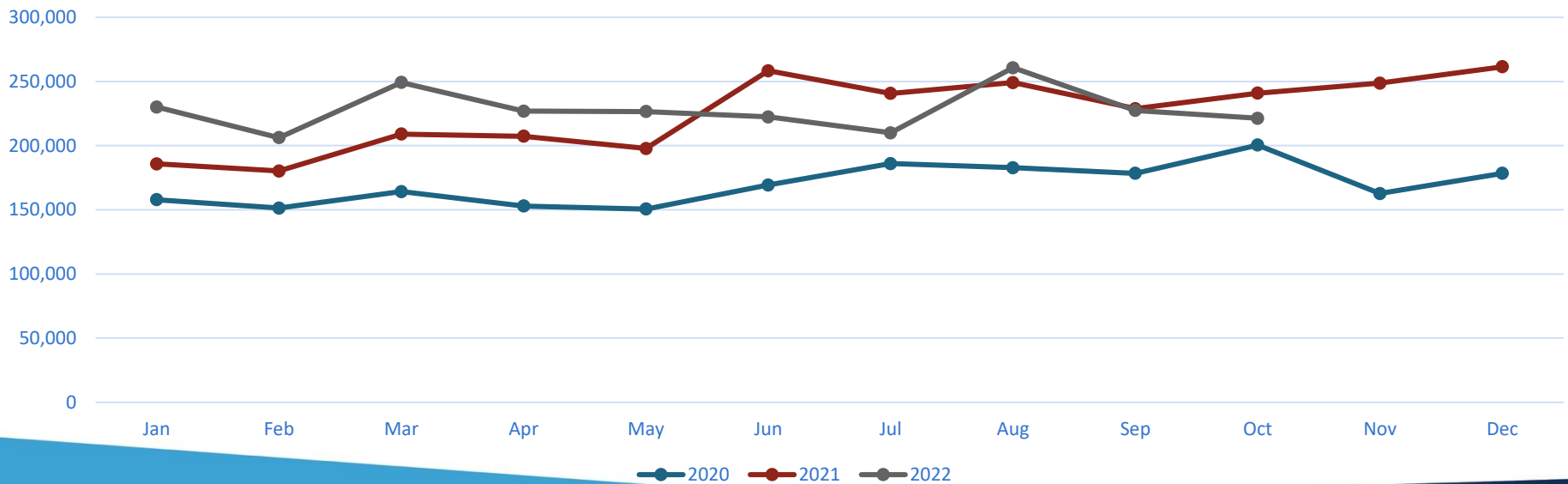
Judicial Tickets



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	226,830	226,557	222,337	209,903	260,665	227,422	221,303		

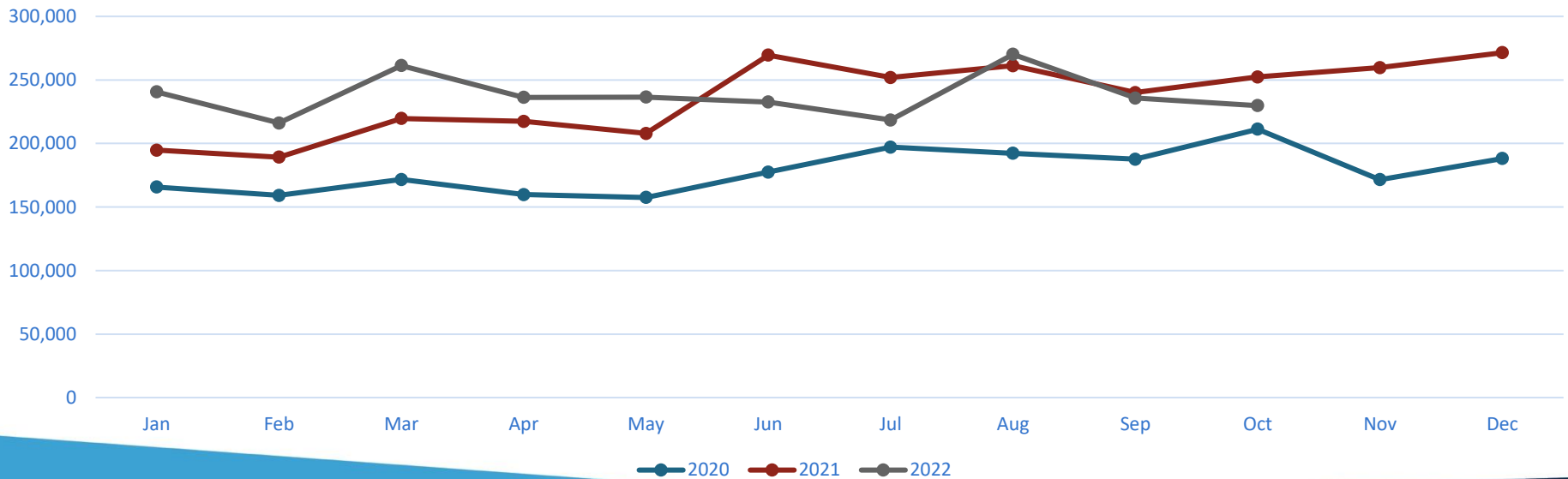
Judicial Submissions



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	236,291	236,465	232,643	218,456	270,184	235,682	229,787		

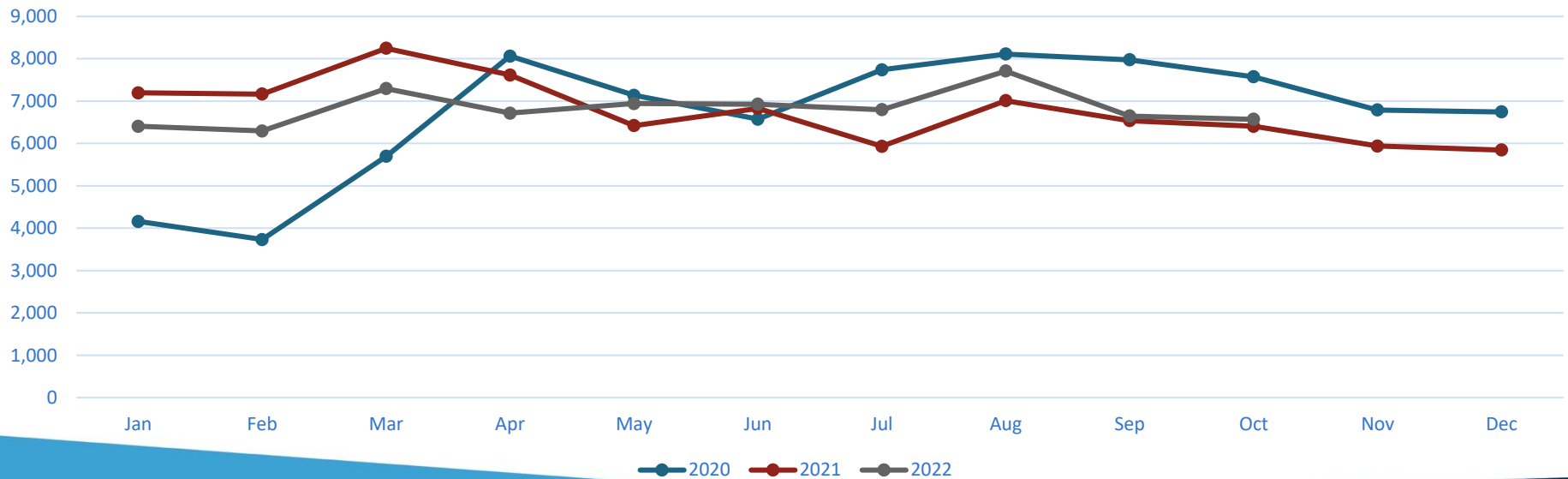
Judicial Documents



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	6,716	6,942	6,927	6,798	7,708	6,648	6,571		

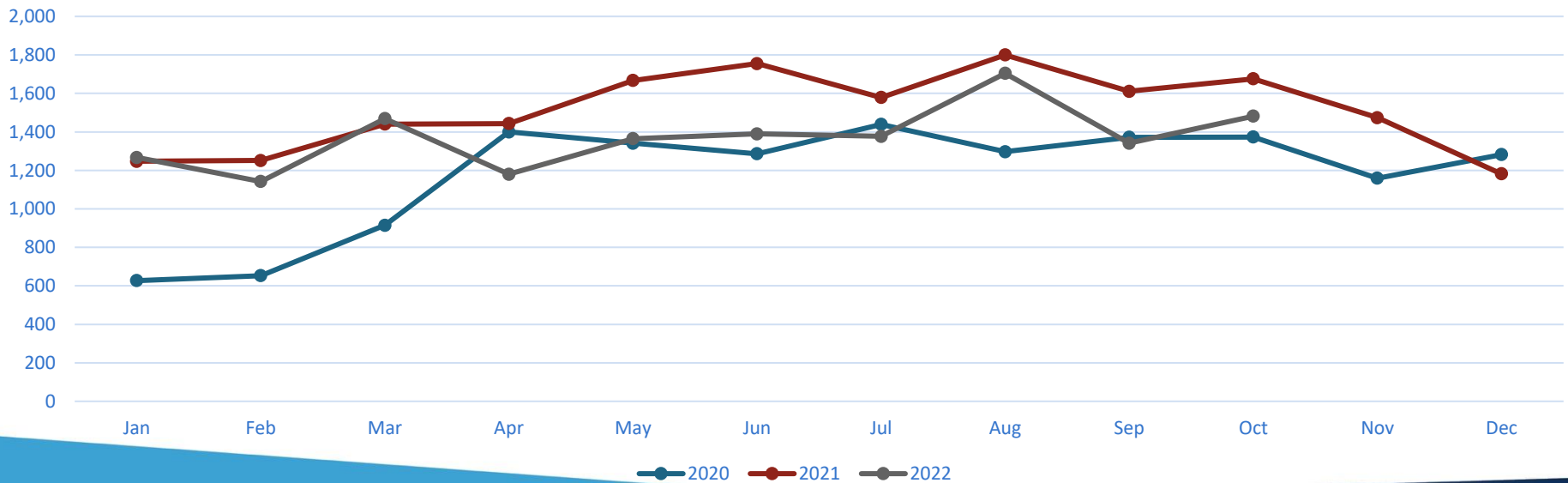
Self-Rep Accounts



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	1,180	1,365	1,390	1,377	1,704	1,341	1,482		

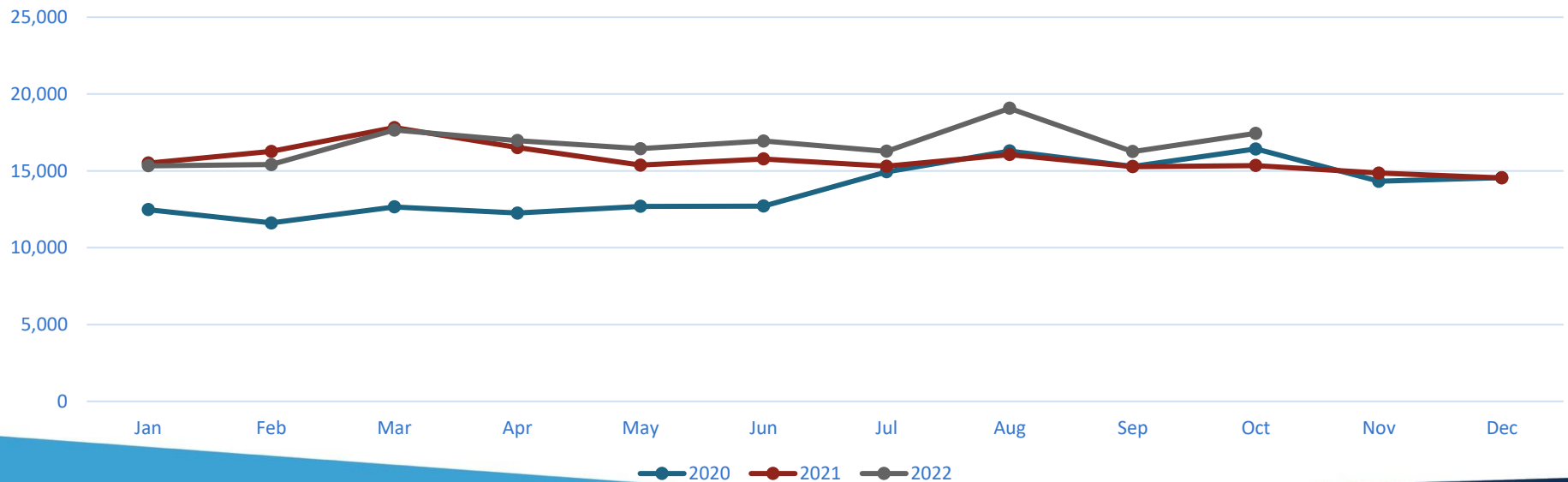
Self-Rep Tickets



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	16,969	16,441	16,947	16,273	19,078	16,258	17,442		

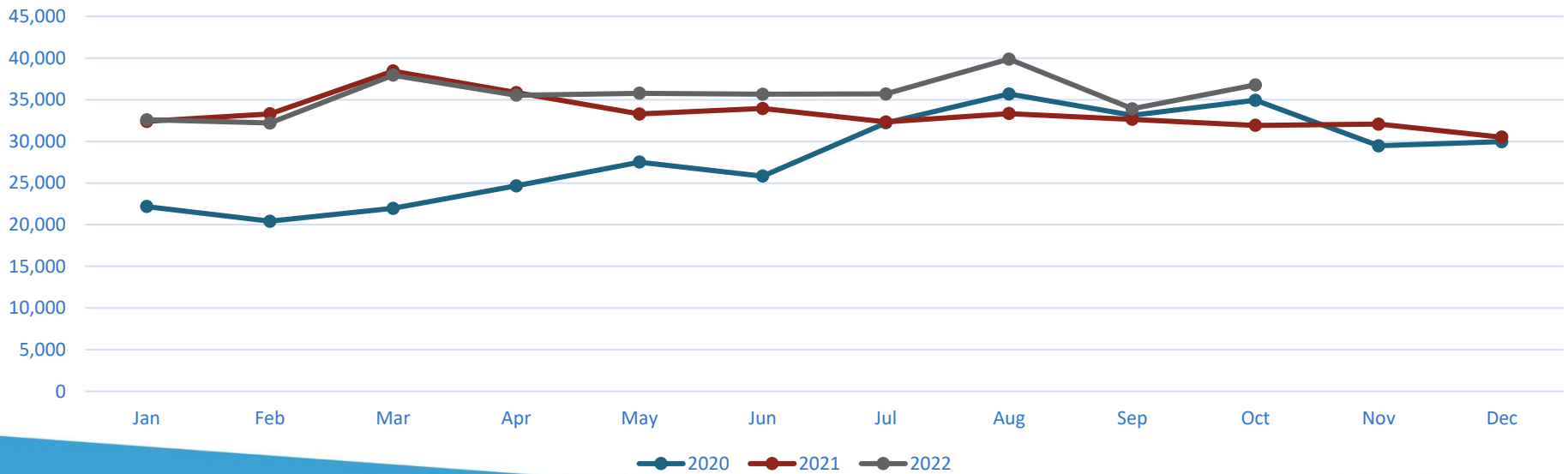
Self-Rep Submissions



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	35,544	35,774	35,664	35,688	39,863	33,911	36,778		

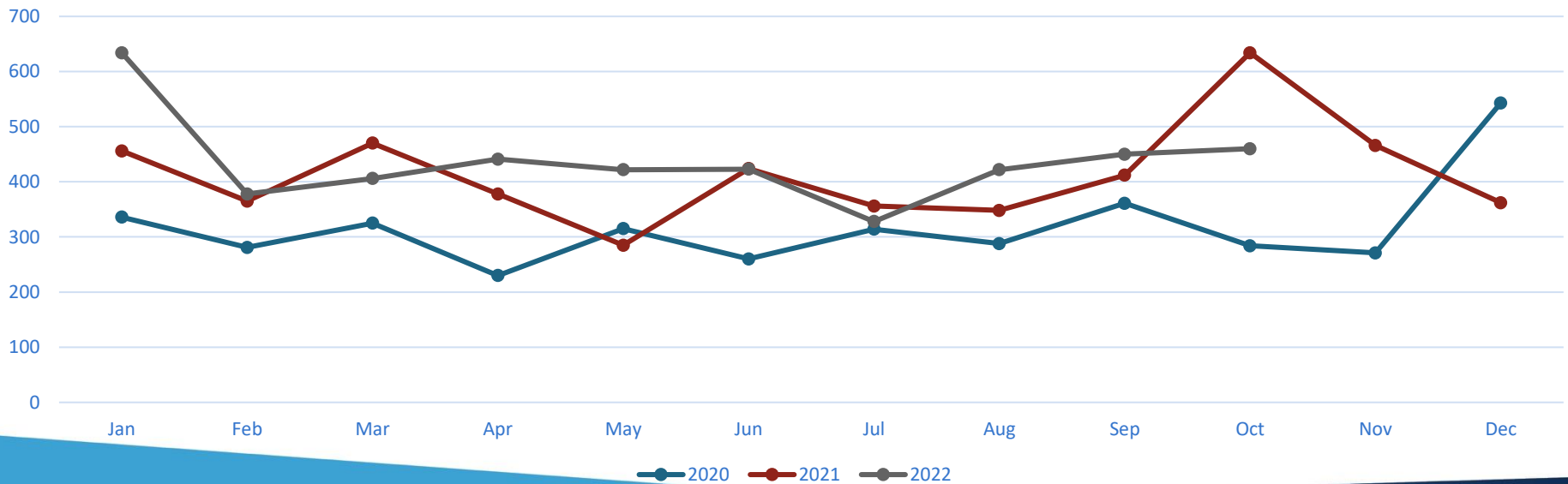
Self-Rep Documents



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	441	422	423	328	422	450	460		

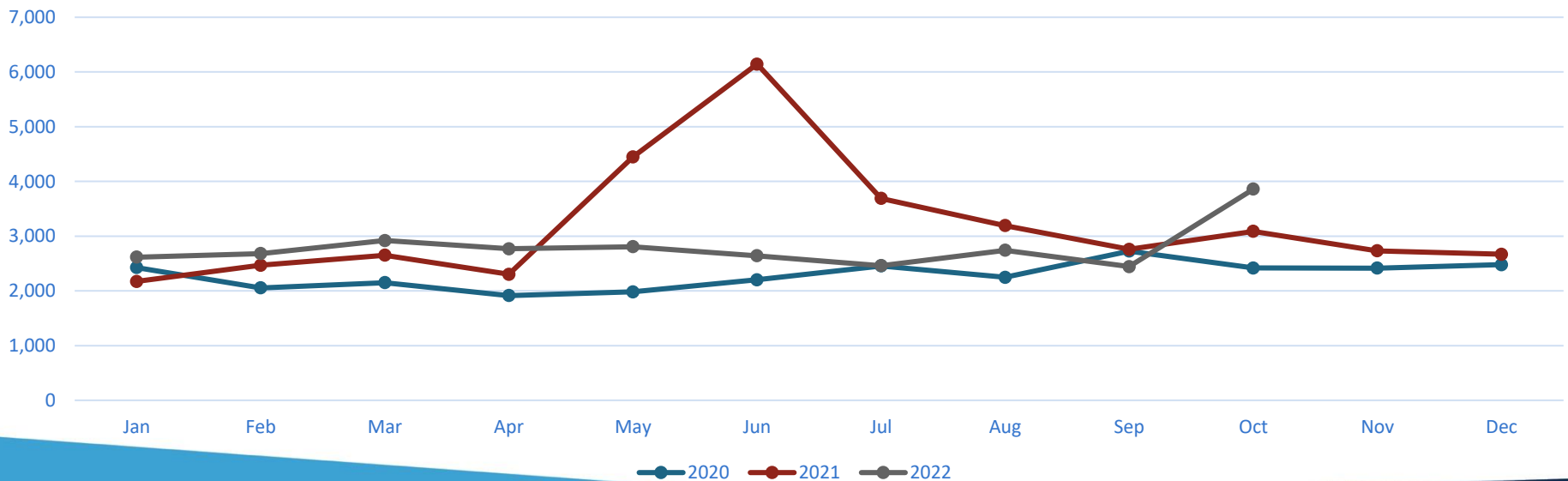
Attorney Accounts



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	2,769	2,808	2,643	2,462	2,741	2,445	3,860		

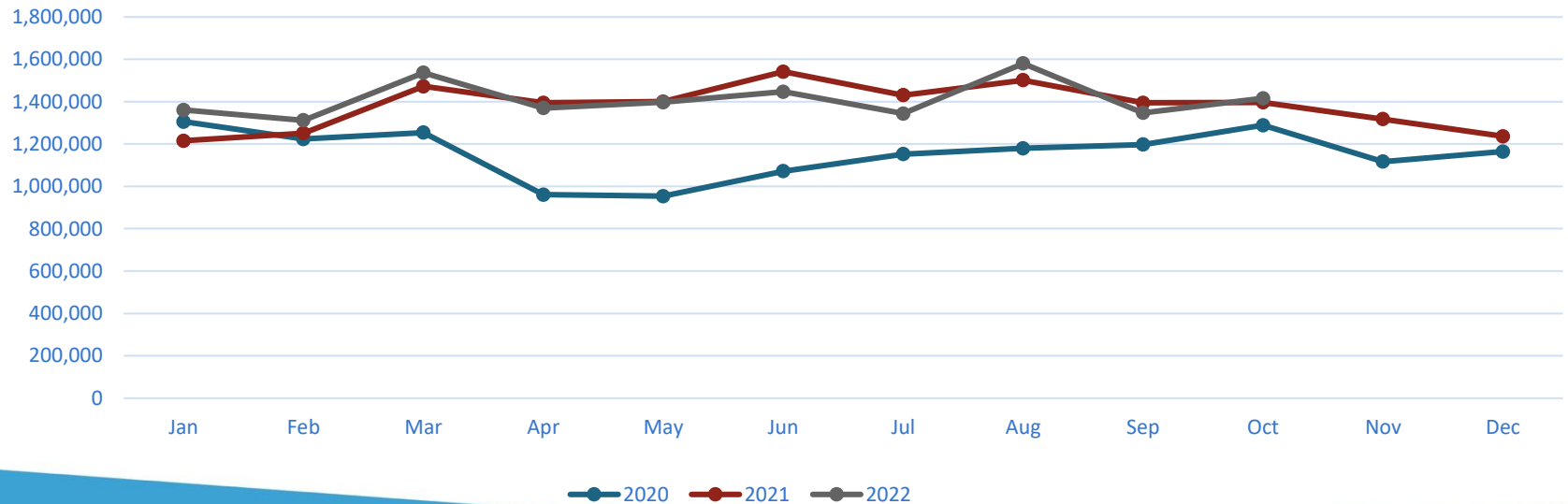
Attorney Tickets



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	1,369,919	1,396,854	1,446,898	1,343,130	1,580,110	1,346,690	1,415,795		

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	2,132,681	2,176,266	2,279,729	2,133,131	2,447,981	2,108,555	2,218,022		

Attorney Documents

