



FLORIDA COURTS
E-FILING AUTHORITY

Service Desk Report

January 2023

E-Portal Service Desk Summary January 2023

Month	November	December	January
Total Tickets	4,304	6,829	4,801

Customer Type	Count	Volume %	Acknowledged	Resolved
Judge	↑ 22	↑ 120 %	↓ 40 Mins.	↓ 3 Hrs. 15 Mins.
Self-Rep	↑ 1,540	↑ 14 %	↑ 2 Hrs. 6 Mins.	↑ 2 Hrs. 4 Mins.
Attorney	↓ 2,881	↓ 44 %	↑ 4 Hr. 3 Mins.	↑ 3 Hrs. 51 Mins.
Total (Legal)	↓ 4,443	↓ 31 %	↑ 3 Hrs. 42 Mins.	↑ 3 Hrs. 29 Mins.
Clerk/Staff	↓ 358	↑ 2 %	↓ 10 Min.	↓ 25 Mins.

Month	November	December	January
DIY Tickets	59	52	81

Customer Service Incidents January 2023

Status	November 2022	December 2022	January 2023
Incidents Received	4,002	6,514	4,443
Incidents Resolved	3,793	6,349	4,228
Carry Over	209	165	215
# of Submissions	1,714,683	1,686,328	1,880,572
# of Documents	2,529,090	2,462,229	2,739,941

Average Acknowledge & Resolve Times

Acknowledge Time	.40 Days 3 Hrs. 37 Mins.	.23 Days 2 Hrs. 6 Mins.	.64 Days 5 Hrs. 48 Mins.
Resolution Time	.59 Days 5 Hrs. 17 Mins.	.48 Days 4 Hrs. 17 Mins.	.86 Days 7 Hrs. 46 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 January 2023

Status	November 2022	December 2022	January 2023
Incidents Received	8	10	22
Incidents Worked	8	9	20
Carry Over	0	1	2
# of Submissions	200,316	199,499	217,460
# of Documents	207,810	207,105	225,541

Acknowledge Time	.23 Days 2 Hrs. 6 Mins.	.30 Days 2 Hrs. 43 Mins.	.23 Days 2 Hrs. 3 Mins.
Resolution Time	.5 Days 5 Hrs. 11 Mins.	.55 Days 5 Hrs. 54 Mins.	.30 Days 2 Hrs. 39 Mins.

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

Self-Rep Litigant Incidents January 2023

Status	November 2022	December 2022	January 2023
Incidents Received	1,326	1,350	1,540
Incidents Worked	1,265	1,300	1,465
Carry Over	61	50	75
# of Submissions	16,263	16,176	18,278
# of Documents	35,284	34,807	39,776

Average Acknowledge & Resolve Times

Acknowledge Time	.47 Days 4 Hrs. 12 Mins.	.45 Days 4 Hrs. 5 Mins.	.69 Days 6 Hrs. 11 Mins.
Resolution Time	.69 Days 6 Hrs. 15 Mins.	.66 Days 5 Hrs. 54 Mins.	.88 Days 7 Hrs. 58 Mins.

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

Attorney Incidents January 2023

Status	November 2022	December 2022	January 2023
Incidents Received	2,668	5,154	2,881
Incidents Worked	2,520	5,040	2,743
Carry Over	148	114	138
# of Submissions	1,329,606	1,303,243	1,458,948
# of Documents	2,092,760	2,027,165	2,261,939

Average Acknowledge & Resolve Times

Acknowledge Time	.37 Days 3 Hrs. 20 Mins.	.18 Days 1 Hrs. 35 Mins.	.63 Days 5 Hrs. 38 Mins.
Resolution Time	.54 Days 4 Hrs. 50 Mins.	.43 Days 3 Hrs. 51 Mins.	.86 Days 7 Hrs. 42 Mins.

Stakeholders: Attorneys and their representatives.

Technical Incidents January 2023

Status	November 2022	December 2022	January 2023
Incidents Received	302	315	358
Incidents Worked	285	306	345
Carry Over	17	9	13
# of Submissions	14,114	14,352	16,025
# of Documents	17,323	17,608	19,311

Average Acknowledge & Resolve Times

Acknowledge Time	.06 Days 30 Mins.	.07 Days 38 Mins.	.05 Days 28 Mins.
Resolution Time	.43 Days 3 Hrs. 54 Mins.	.32 Days 2 Hrs. 53 Mins.	.27 Days 2 Hrs. 28 Mins.

Stakeholders: Clerks of Court and their staff.

Top Incident Types & Percentage of Call Volume

Self-Represented Litigants					
Access	19%	Correction Queue	5%	E-Service	1%
Information	48%	Payment Assistance	1%	Training	16%

Attorneys					
Access	21%	Connectivity	5%	Correction Queue	15%
E-Service	13%	Information	29%	Pending Registration	5%

Judiciary					
Access	20%	Information	20%	Pending Registration	20%

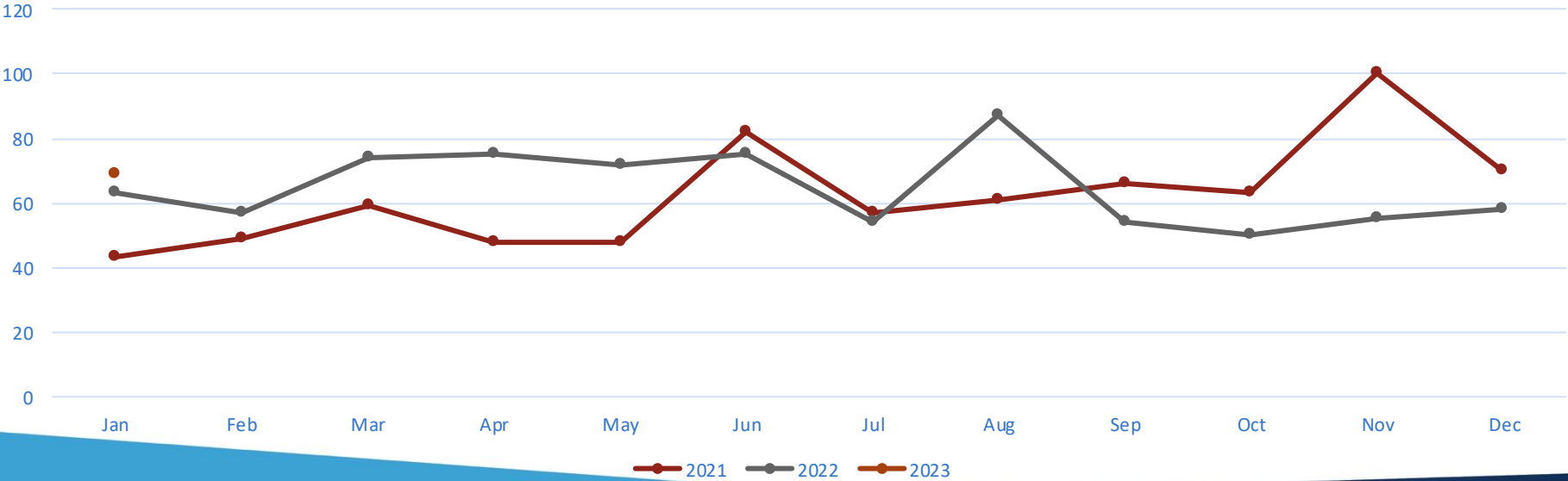
At a Glance Statistics

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

County Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	43	49	59	48	48	82	57	61	66	63	100	70
2022	63	57	74	75	72	75	54	87	54	50	55	58
2023	69											

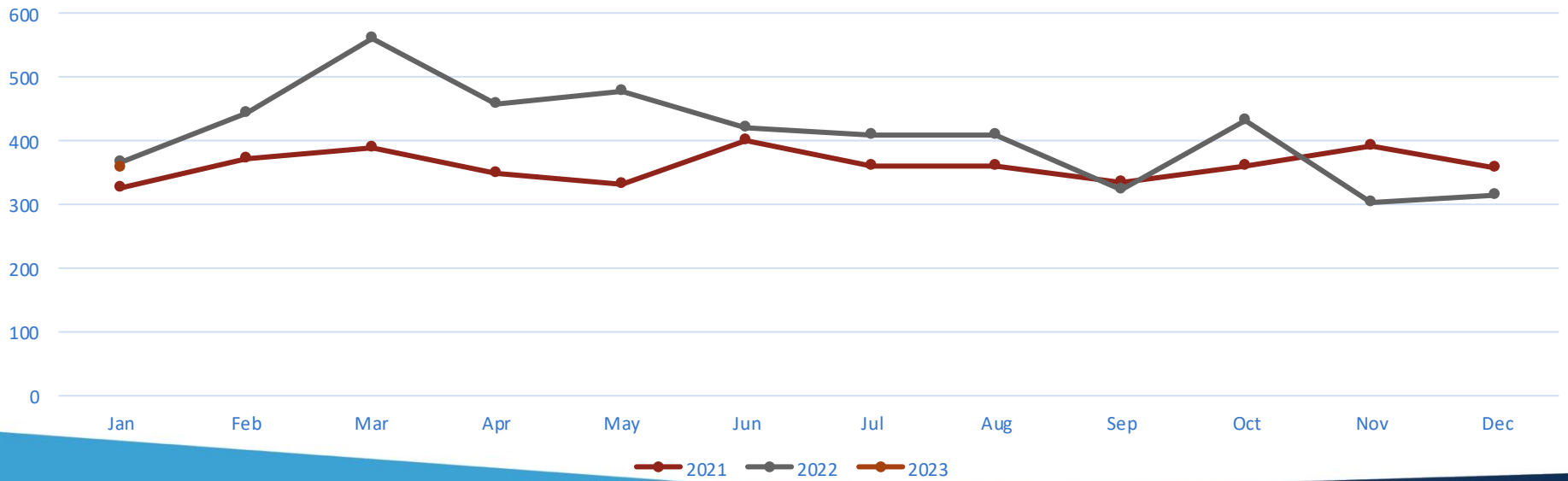
County Accounts



County Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	325	372	390	349	331	402	360	360	336	362	393	357
2022	366	444	561	457	478	422	408	409	322	432	302	315
2023	358											

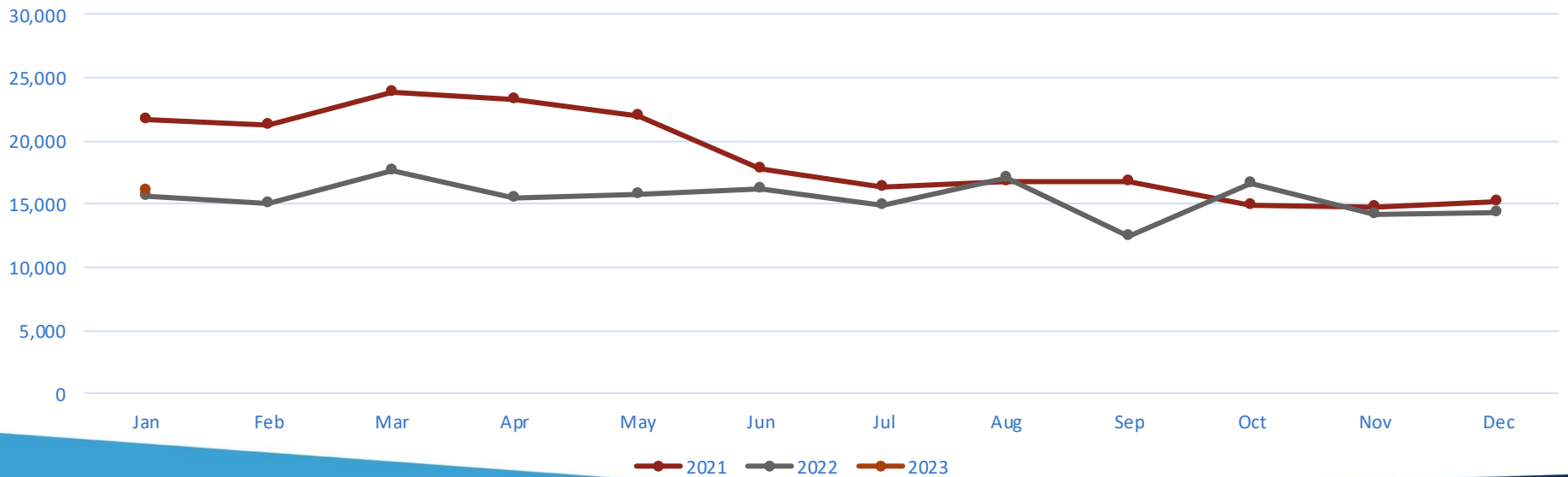
County Tickets



County Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	14,114	14,352
2023	16,025											

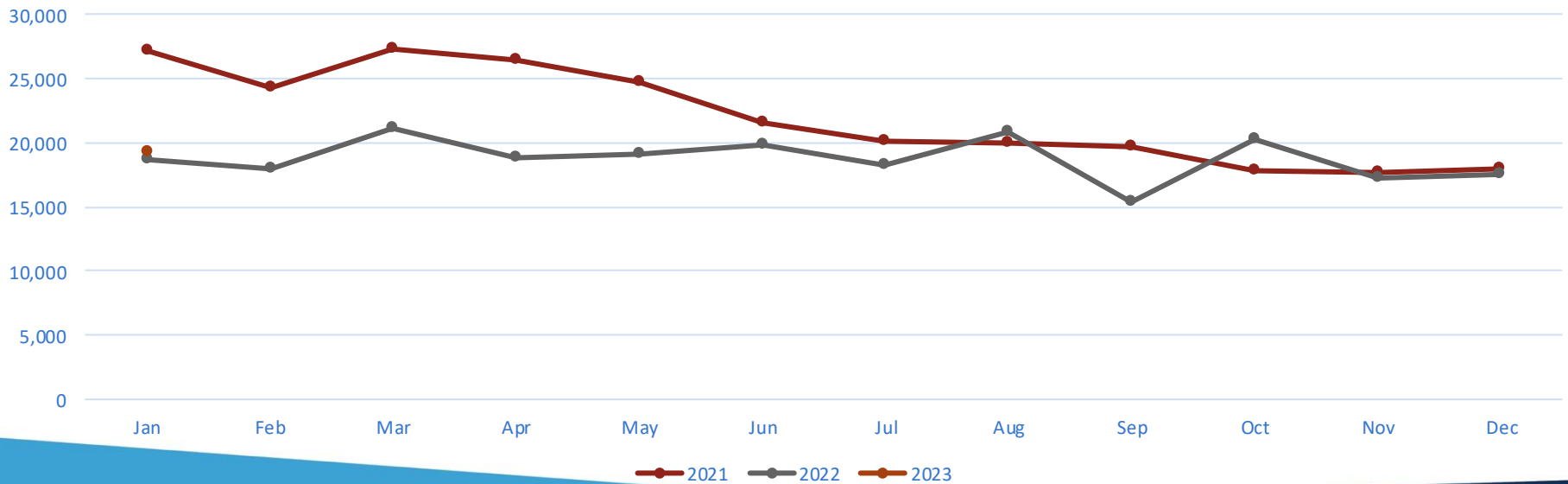
County Submissions



County Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	17,323	17,608
2023	19,311											

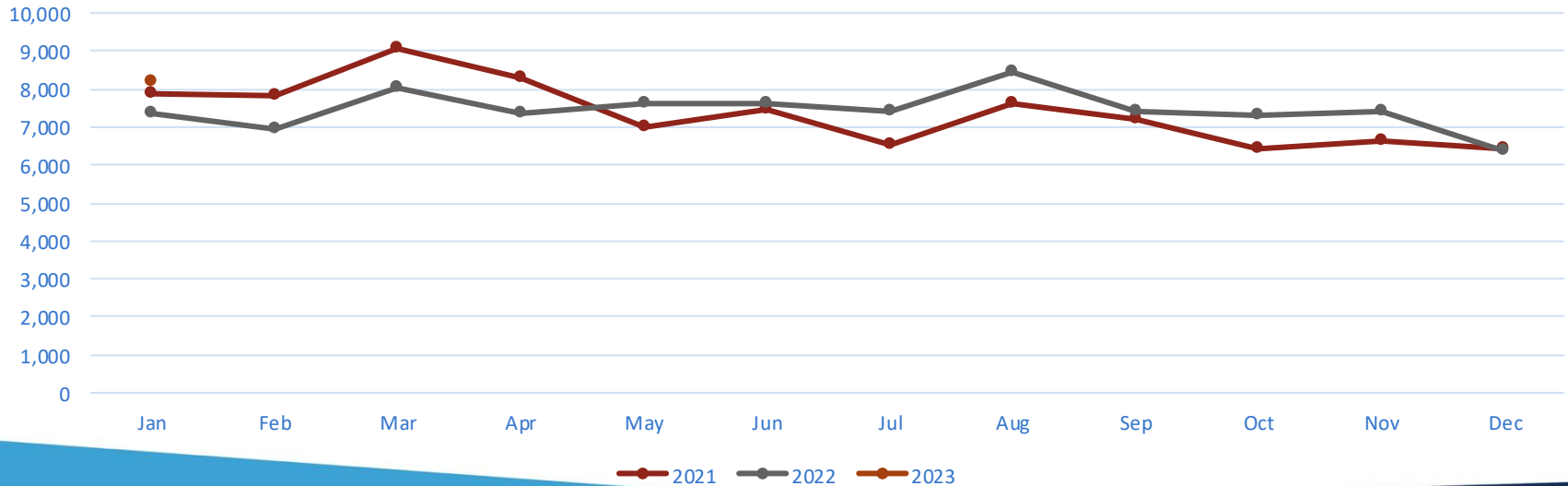
County Documents



Customer Service Account Comparison

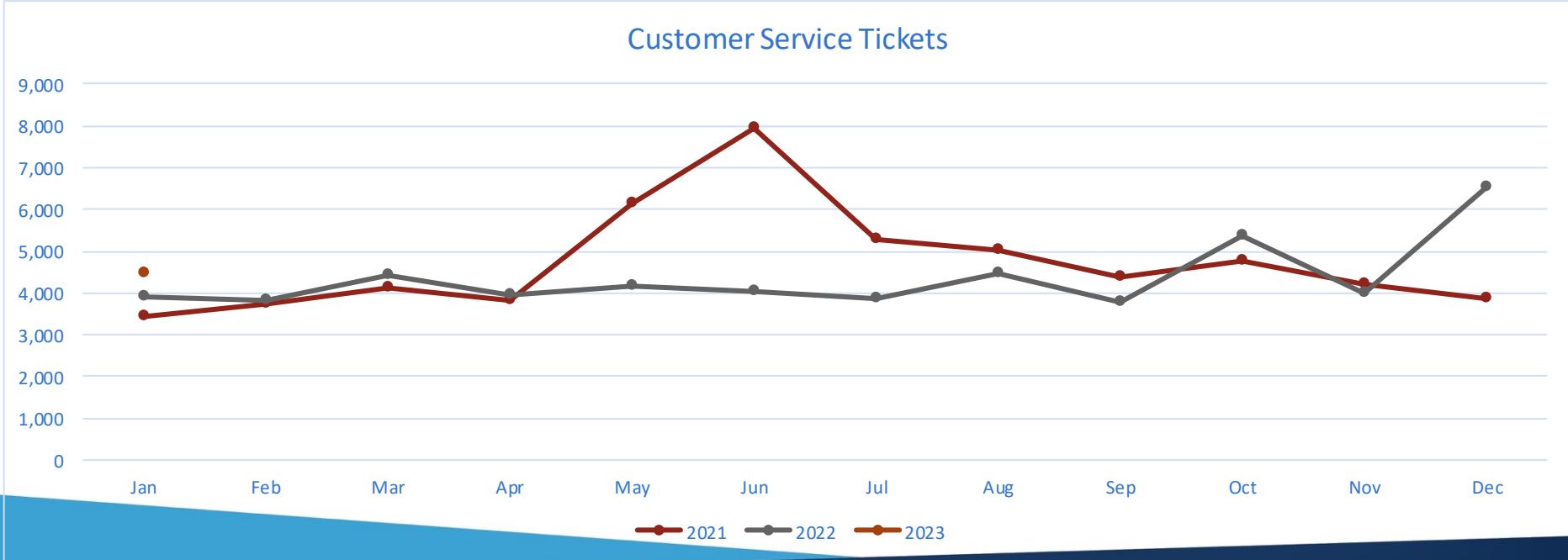
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	7,896	7,828	9,050	8,305	6,979	7,479	6,510	7,630	7,199	6,405	6,616	6,441
2022	7,336	6,941	8,054	7,367	7,606	7,617	7,409	8,440	7,407	7,293	7,419	6,375
2023	8,210											

Customer Service Accounts



Customer Service Ticket Comparison

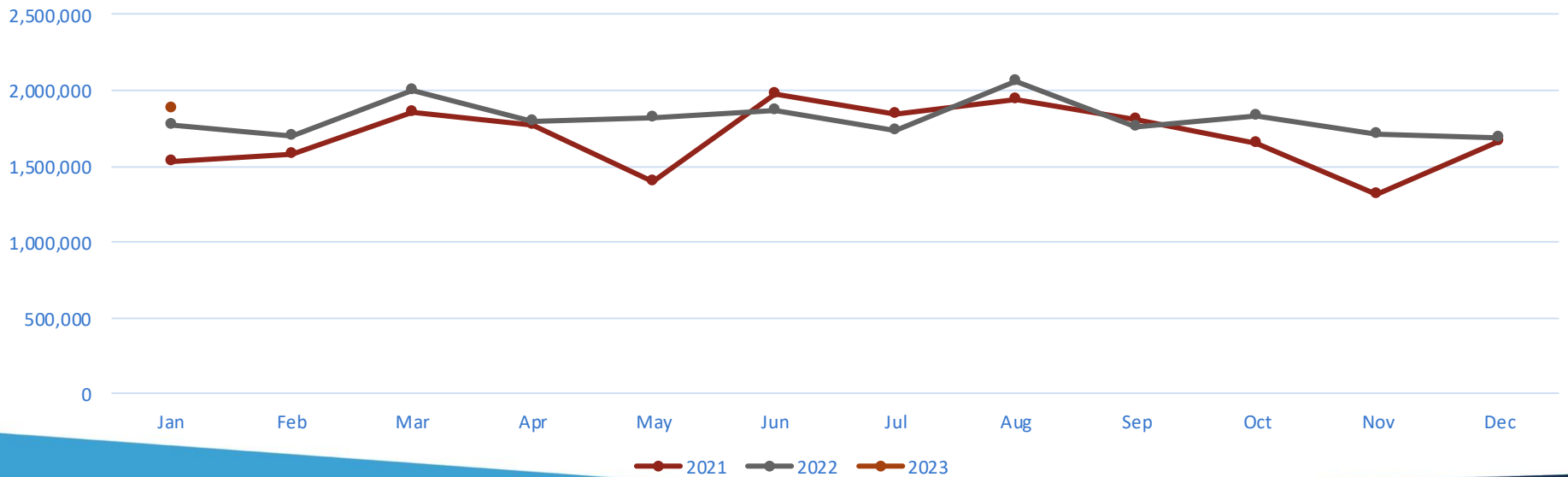
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	3,440	3,748	4,105	3,799	6,132	7,924	5,279	5,008	4,377	4,783	4,217	3,868
2022	3,912	3,835	4,409	3,957	4,183	4,044	3,847	4,454	3,790	5,353	4,002	6,514
2023	4,443											



Customer Service Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,714,683	1,686,328
2023	1,880,572											

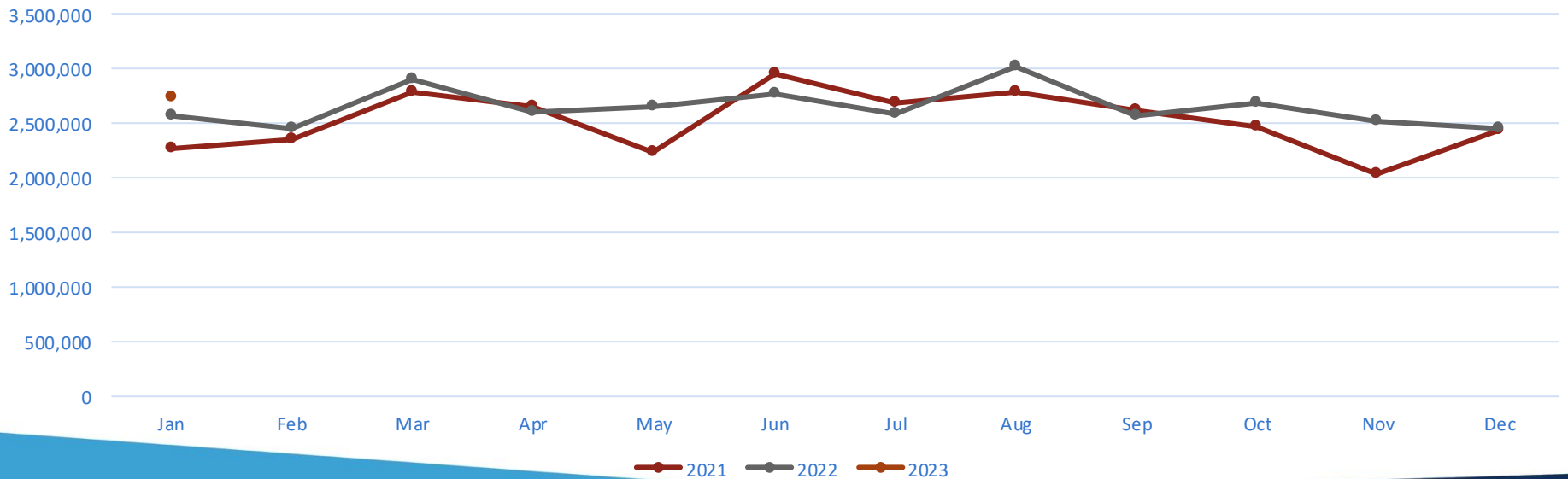
Customer Service Submissions



Customer Service Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	2,529,090	2,462,229
2023	2,739,941											

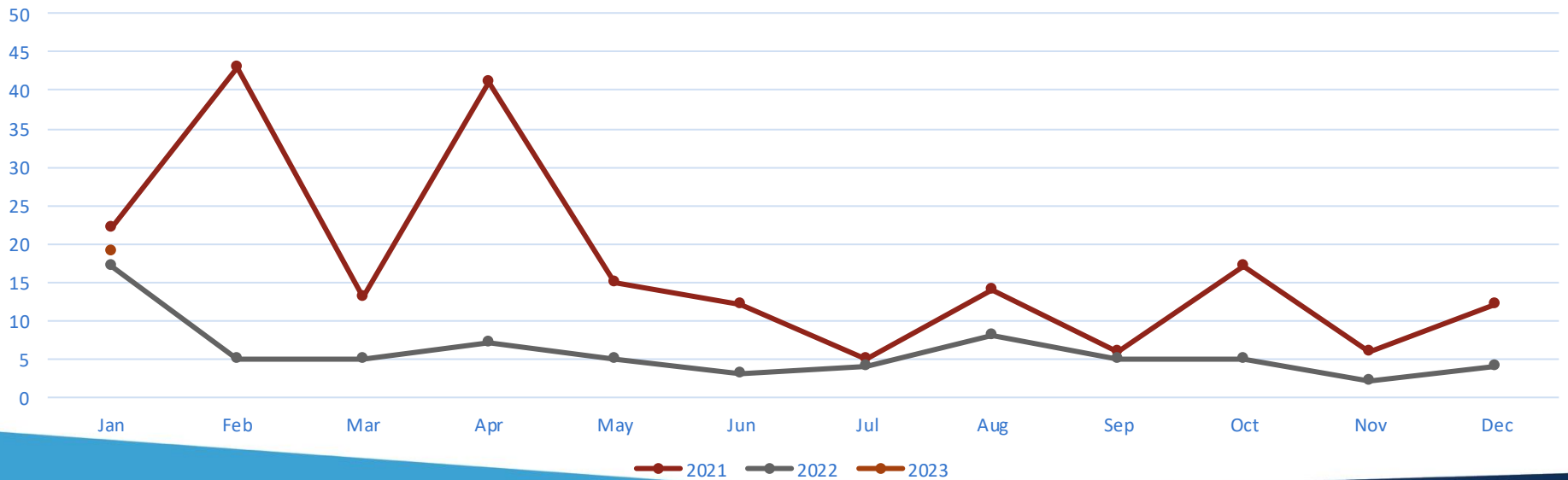
Customer Service Documents



Judicial Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	22	43	13	41	15	12	5	14	6	17	6	12
2022	17	5	5	7	5	3	4	8	5	5	2	4
2023	19											

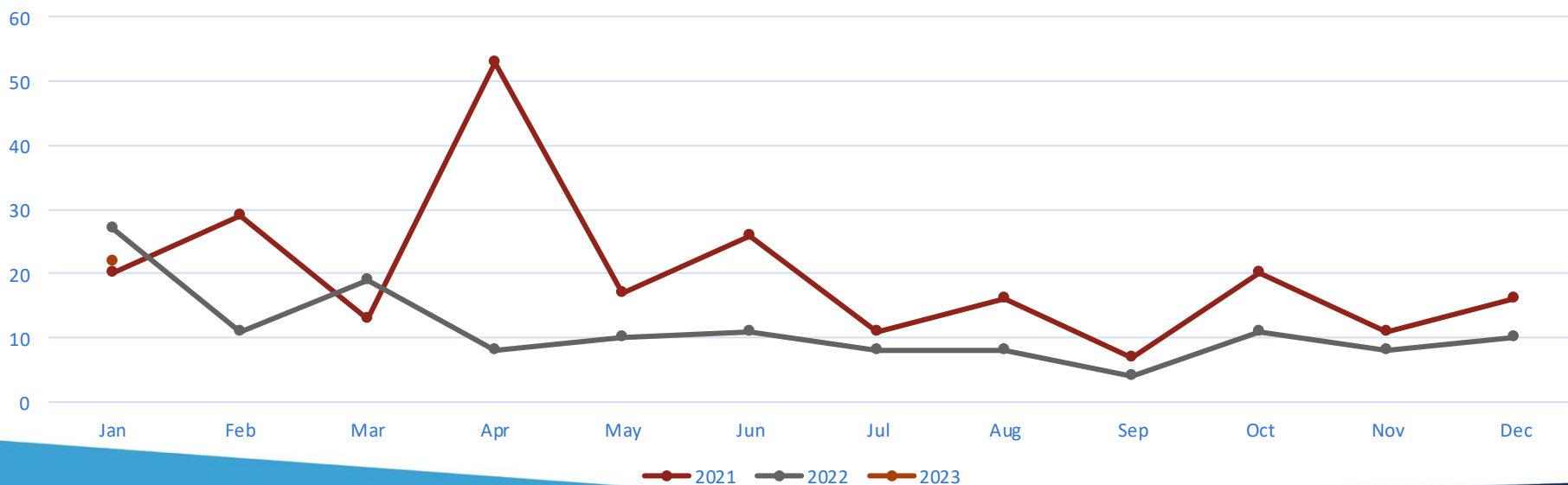
Judicial Accounts



Judicial Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	20	29	13	53	17	26	11	16	7	20	11	16
2022	27	11	19	8	10	11	8	8	4	11	8	10
2023	22											

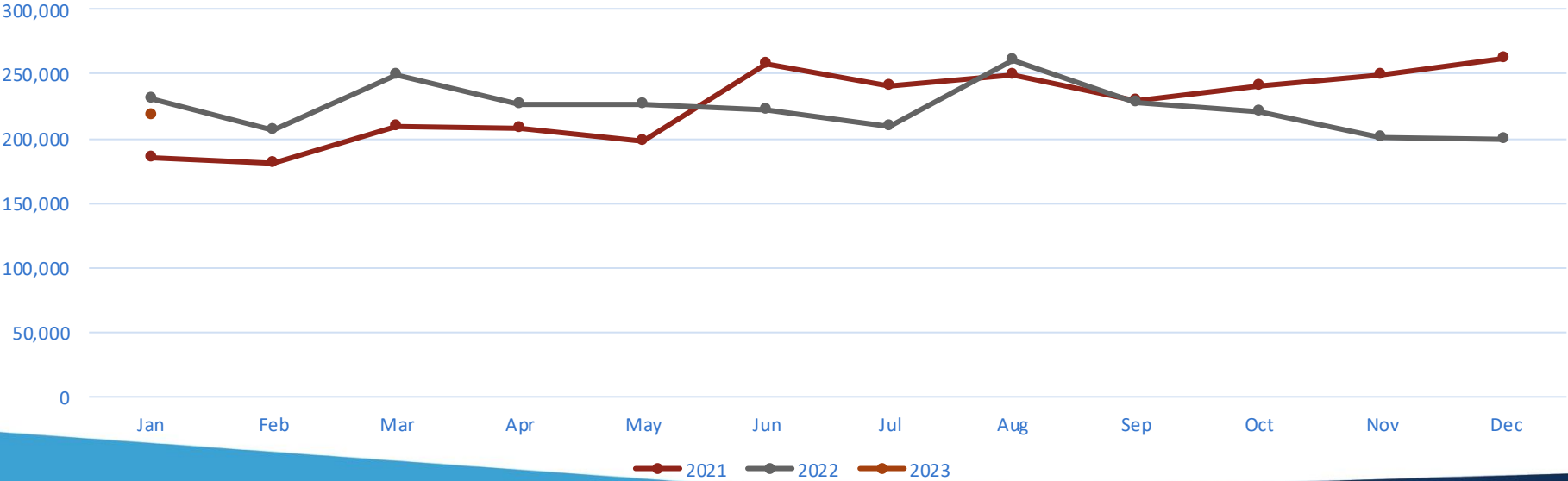
Judicial Tickets



Judicial Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	200,316	199,499
2023	217,460											

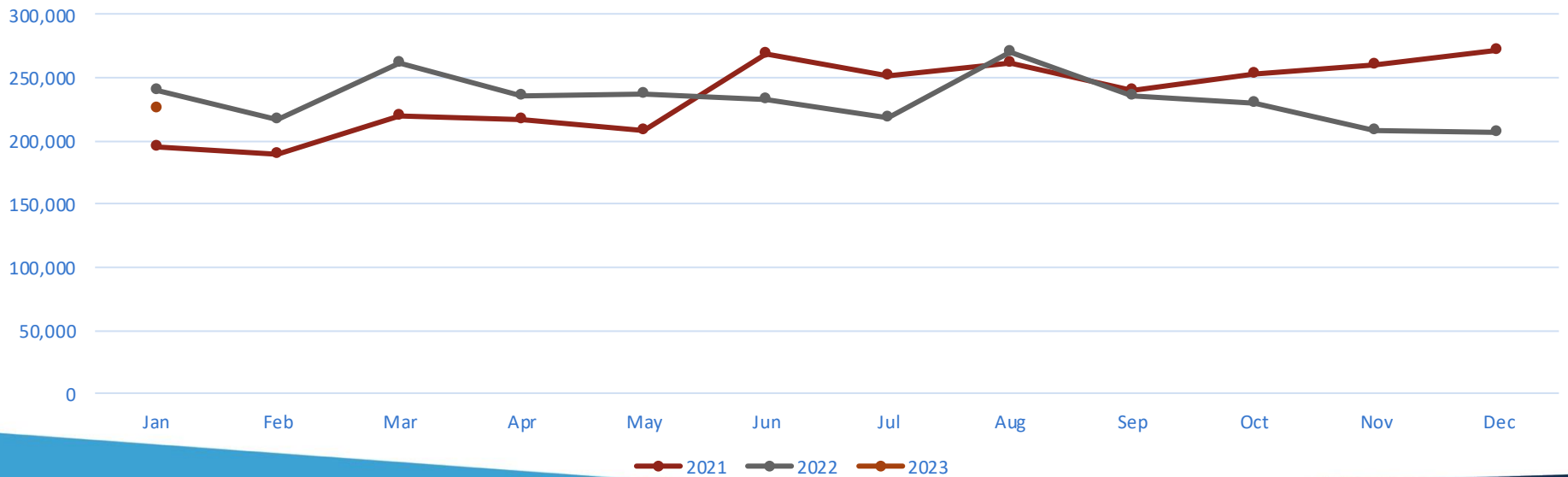
Judicial Submissions



Judicial Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	207,810	207,105
2023	225,541											

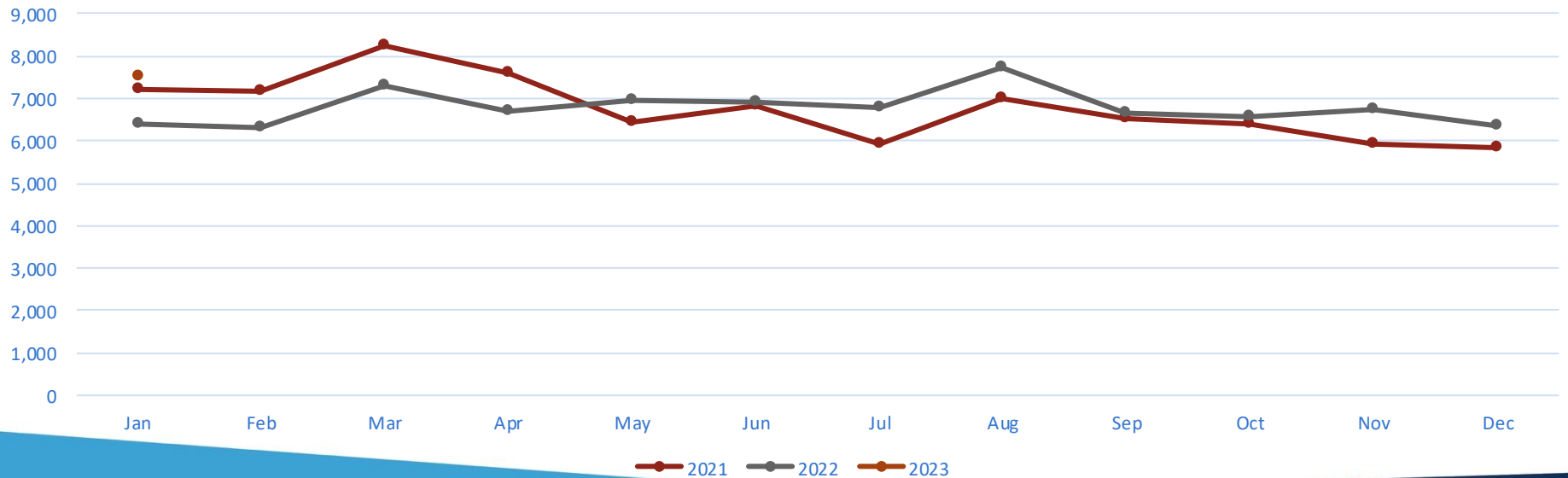
Judicial Documents



Self-Rep Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	6,723	6,375
2023	7,522											

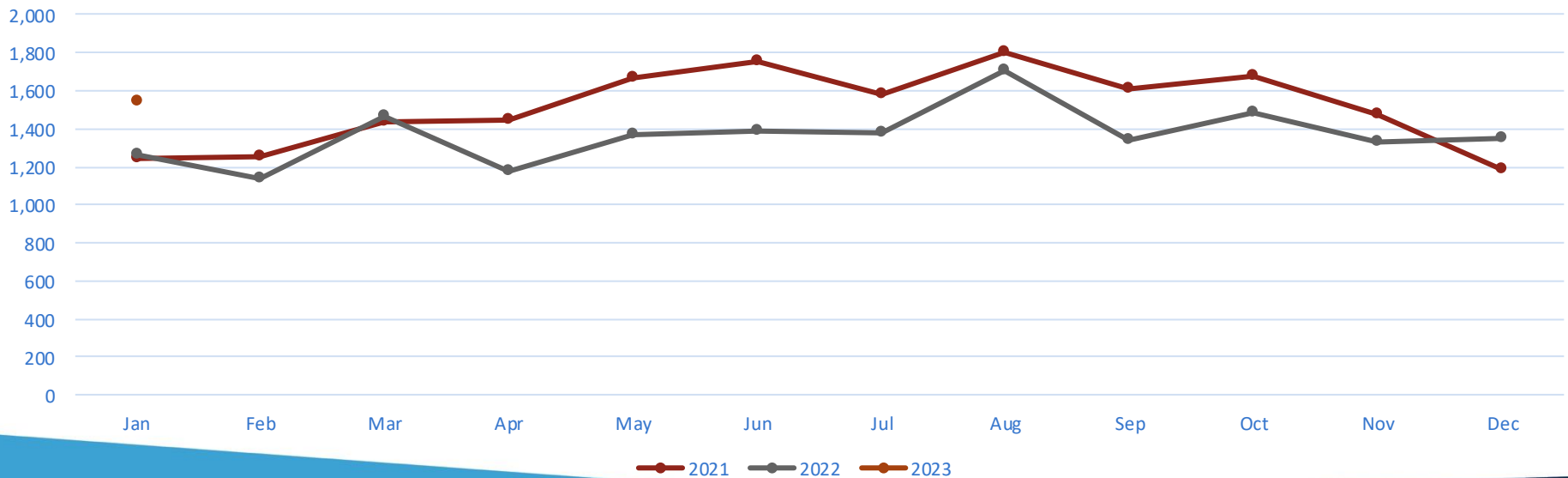
Self-Rep Accounts



Self-Rep Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,326	1,350
2023	1,540											

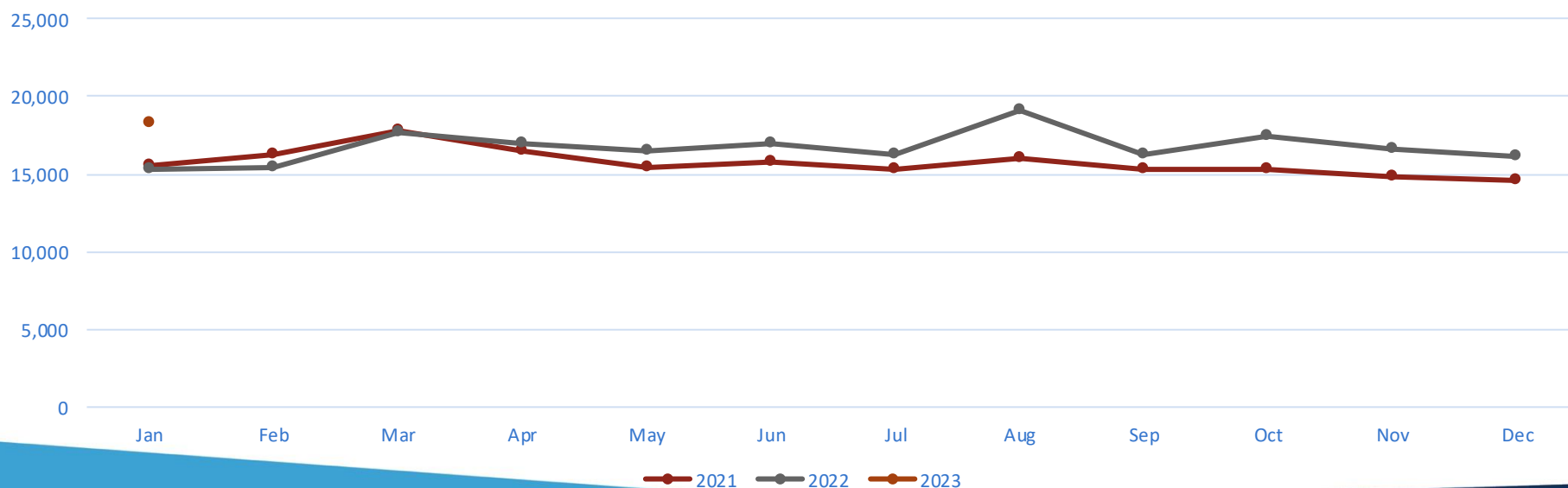
Self-Rep Tickets



Self-Rep Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	16,623	16,176
2023	18,278											

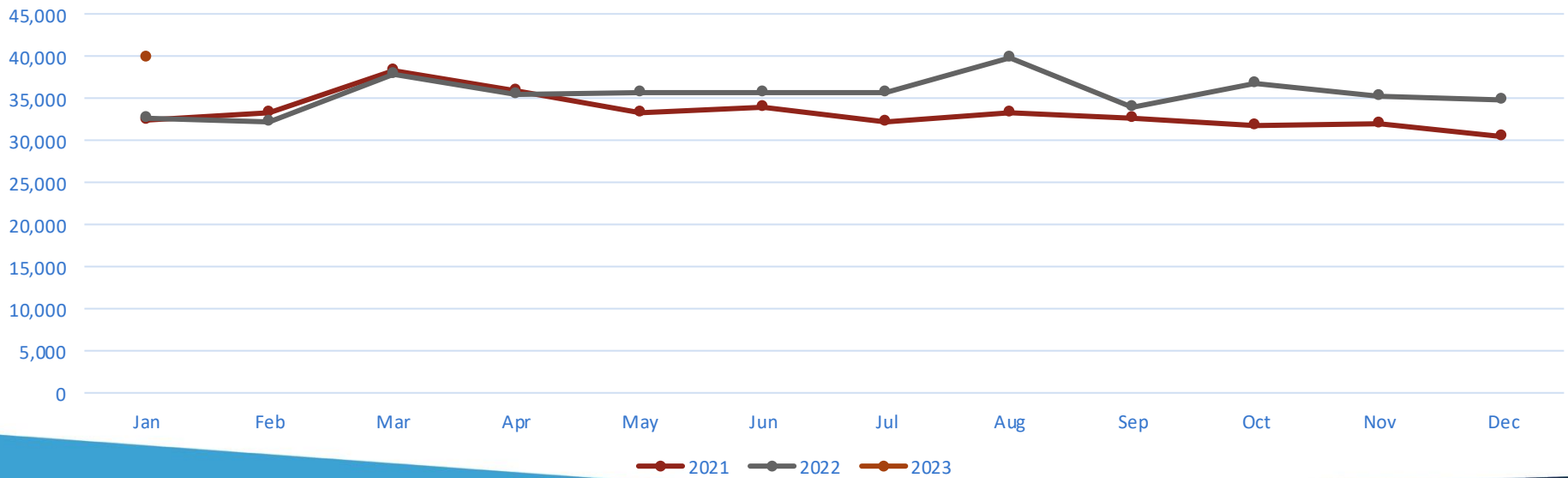
Self-Rep Submissions



Self-Rep Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	35,284	34,807
2023	39,776											

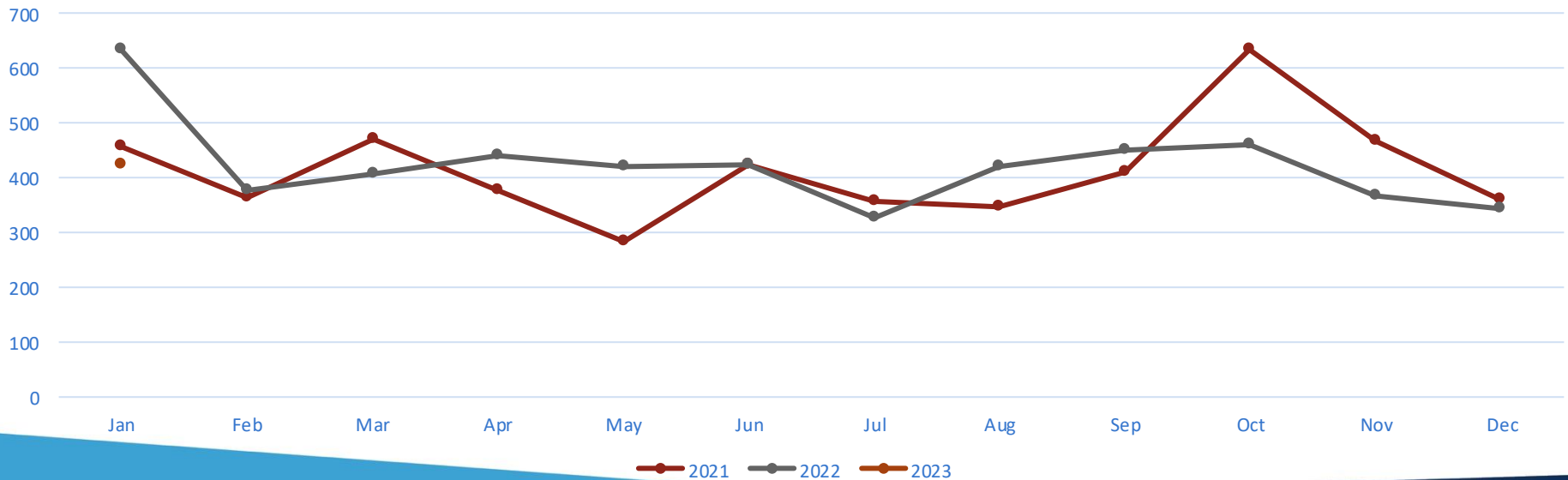
Self-Rep Documents



Attorney Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	456	365	470	378	285	424	356	348	412	634	466	362
2022	634	378	406	441	422	423	328	422	450	460	366	343
2023	424											

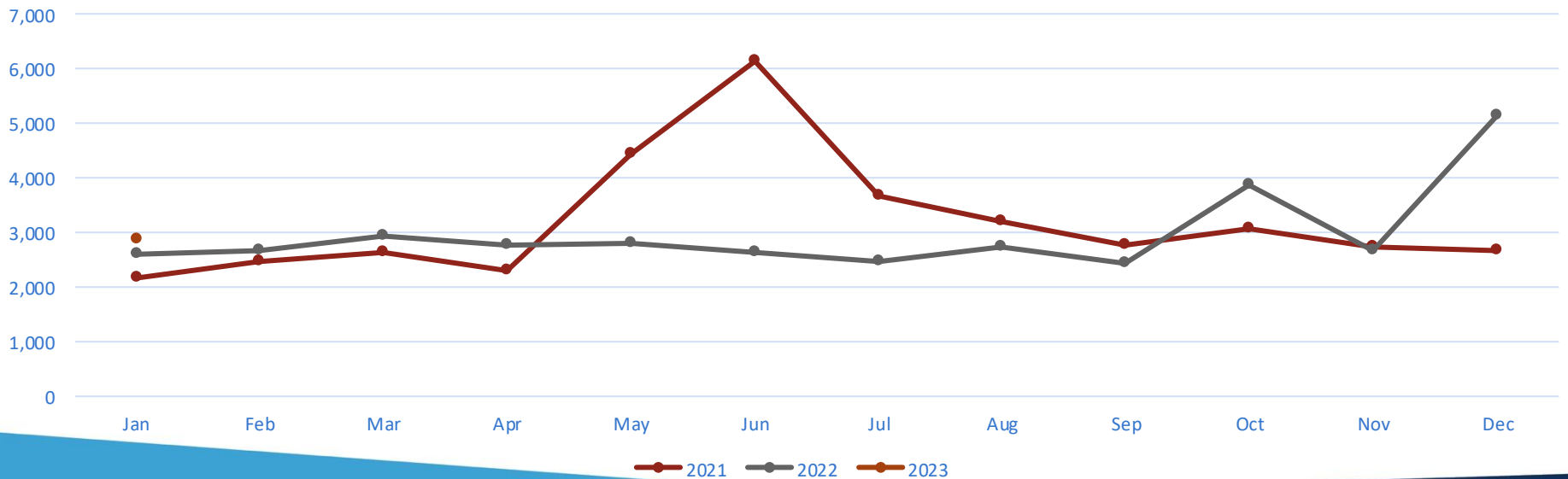
Attorney Accounts



Attorney Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	2,668	5,154
2023	2,881											

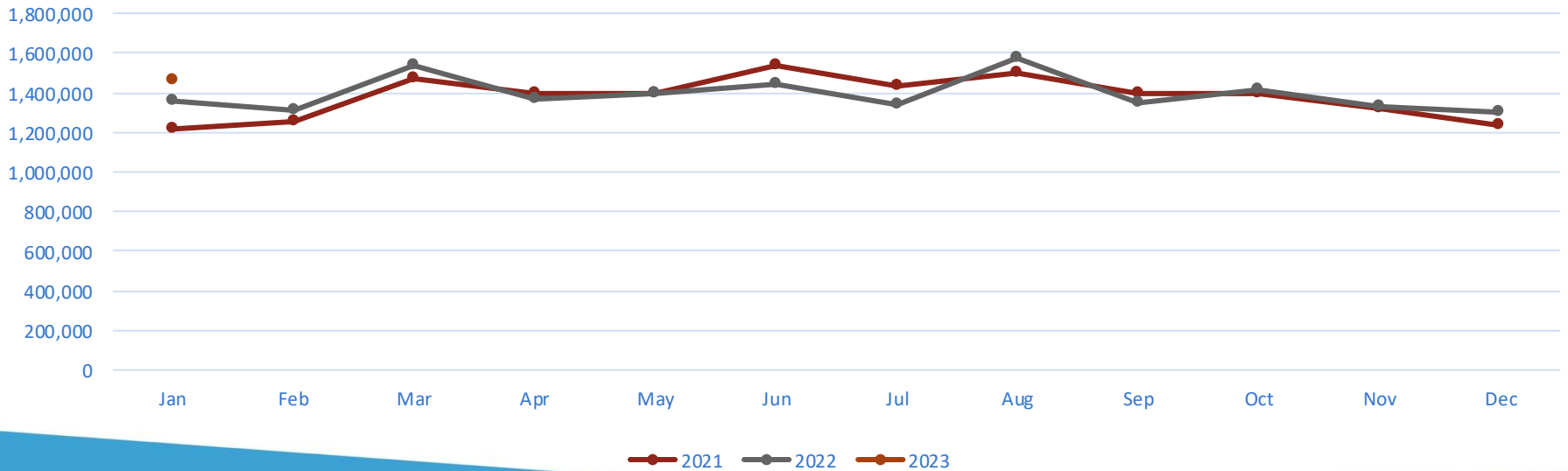
Attorney Tickets



Attorney Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,329,606	1,303,243
2023	1,458,948											

Attorney Submissions



Attorney Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	2,092,760	2,027,165
2023	2,261,939											

Attorney Documents

