



FLORIDA COURTS
E-FILING AUTHORITY

Service Desk Report

October 2023

E-Portal Service Desk Summary

October 2023

Month	August	September	October
Total Tickets	5,241	4,914	5,334

Customer Type	Count	Volume %	Acknowledged	Resolved
Judge	↓ 10	↓ 44%	↑ 1 Hrs. 32 Mins.	↑ 1 Hrs. 16 Mins.
Self-Rep	↑ 1,745	↑ 6%	↓ 17 Mins.	↓ 27 Mins.
Attorney	↑ 3,222	↑ 10%	↑ 1 Hrs. 37 Mins.	↑ 1 Hrs. 30 Mins.
Total (Legal)	↑ 4,977	↑ 9 %	↑ 57 Mins.	↑ 1 Hr. 10 Mins.
Clerk/Staff	↑ 357	↑ 5 %	↓ 10 Mins.	↓ 56 Mins.

Month	August	September	October
DIY Tickets	83	76	92

Customer Service Incidents October 2023

Status	August 2023	September 2023	October 2023
Incidents Received	4,851	4,574	4,977
Incidents Resolved	4,587	4,330	4,783
Carry Over	264	244	194
# of Submissions	2,232,195	1,913,320	2,110,896
# of Documents	3,212,970	2,791,766	3,048,757

Average Acknowledge & Resolve Times

Acknowledge Time	.78 Days 7 Hrs. 4 Mins.	.67 Days 6 Hrs. 5 Mins.	0.78 Days 7 Hrs. 2 Mins.
Resolution Time	.99 Days 8 Hrs. 57 Mins.	.85 Days 7 Hrs. 40 Mins.	0.98 Days 8 Hrs. 50 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 2023

Status	August 2023	September 2023	October 2023
Incidents Received	10	18	10
Incidents Worked	10	18	10
Carry Over	0	0	0
# of Submissions	297,503	209,999	263,965
# of Documents	306,769	217,944	272,946

Average Acknowledge & Resolve Times

Acknowledge Time	.50 Days 4 Hrs. 28 Mins.	.23 Days 2 Hrs. 5 Mins.	.40 Days 3 Hrs. 37 Mins.
Resolution Time	.69 Days 6 Hrs. 12 Mins.	.32 Days 2 Hrs. 53 Mins.	.46 Days 4 Hrs. 9 Mins.

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

Self-Rep Litigant Incidents October 2023

Status	August 2023	September 2023	October 2023
Incidents Received	1,779	1,640	1,745
Incidents Worked	1,736	1,589	1,683
Carry Over	43	51	62
# of Submissions	21,915	19,931	21,766
# of Documents	46,960	42,906	46,418

Average Acknowledge & Resolve Times

Acknowledge Time	.76 Days 6 Hrs. 52 Mins.	.79 Days 7 Hrs. 6 Mins.	.75 Days 6 Hrs. 49 Mins.
Resolution Time	1.06 Days 9 Hrs. 35 Mins.	.97 Days 8 Hrs. 44 Mins.	.96 Days 8 Hrs. 35 Mins.

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

Attorney Incidents October 2023

Status	August 2023	September 2023	October 2023
Incidents Received	3,062	2,916	3,222
Incidents Worked	2,841	2,723	3,090
Carry Over	221	193	132
# of Submissions	1,679,281	1,473,785	1,594,642
# of Documents	2,596,280	2,295,145	2,469,353

Average Acknowledge & Resolve Times

Acknowledge Time	.76 Days 6 Hrs. 52 Mins.	.61 Days 5 Hrs. 28 Mins.	.80 Days 7 Hrs. 5 Mins.
Resolution Time	.96 Days 8 Hrs. 36 Mins.	.80 Days 7 Hrs. 10 Mins.	0.97 Days 8 Hrs. 40 Mins.

Stakeholders: Attorneys and their representatives.

Technical Incidents October 2023

Status	August 2023	September 2023	October 2023
Incidents Received	390	340	357
Incidents Worked	377	328	347
Carry Over	13	12	10
# of Submissions	17,437	15,284	17,263
# of Documents	20,891	18,233	20,965

Average Acknowledge & Resolve Times

Acknowledge Time	.05 Days 29 Mins.	.07 Days 40 Mins.	.06 Days 30 Mins.
Resolution Time	.25 Days 2 Hrs. 16 Mins.	.37 Days 3 Hrs. 18 Mins.	.26 Days 2 Hrs. 22 Mins.

Stakeholders: Clerks of Court and their staff.

Top Incident Types & Percentage of Call Volume

Self-Represented Litigants					
Access	20%	Correction Queue	4%	E-Service	1%
Filing Updated	1%	Information	39%	Training	23%

Attorneys					
Access	18%	Correction Queue	7%	E-Service	4%
Information	27%	Payment Assistance	4%	Pending Registration	15%

Judiciary					
Access	20%	Information	50%	Pending Registration	20%

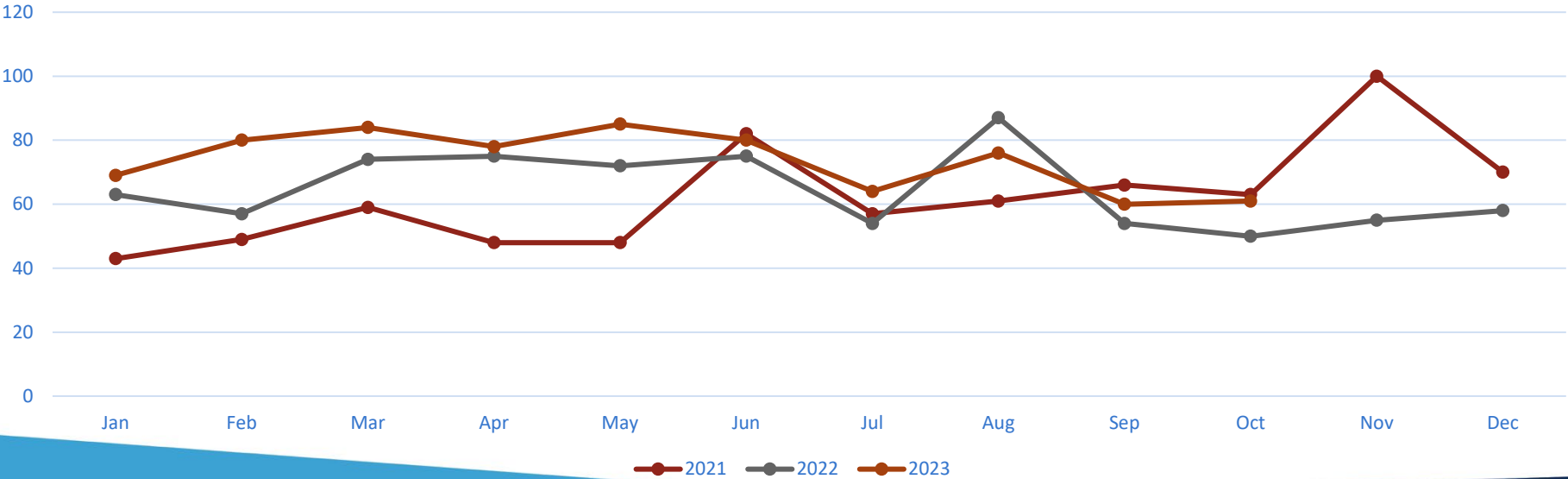
At a Glance Statistics

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	80	84	78	85	80	64	76	60	61		

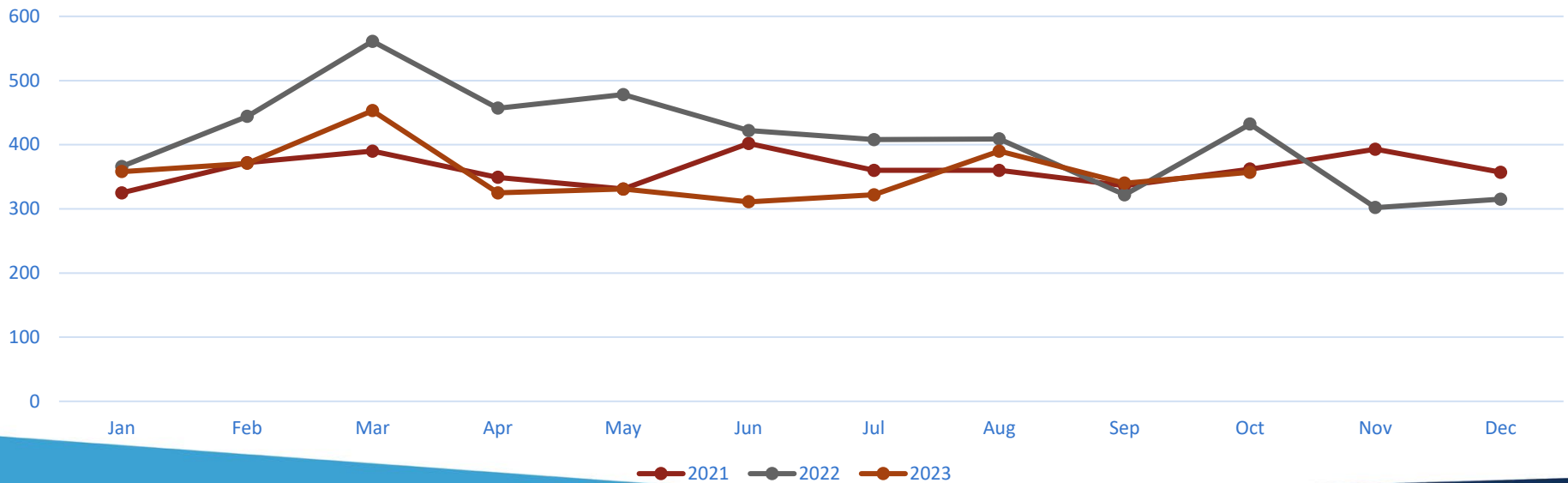
County Accounts



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	371	453	325	331	311	322	390	340	357		

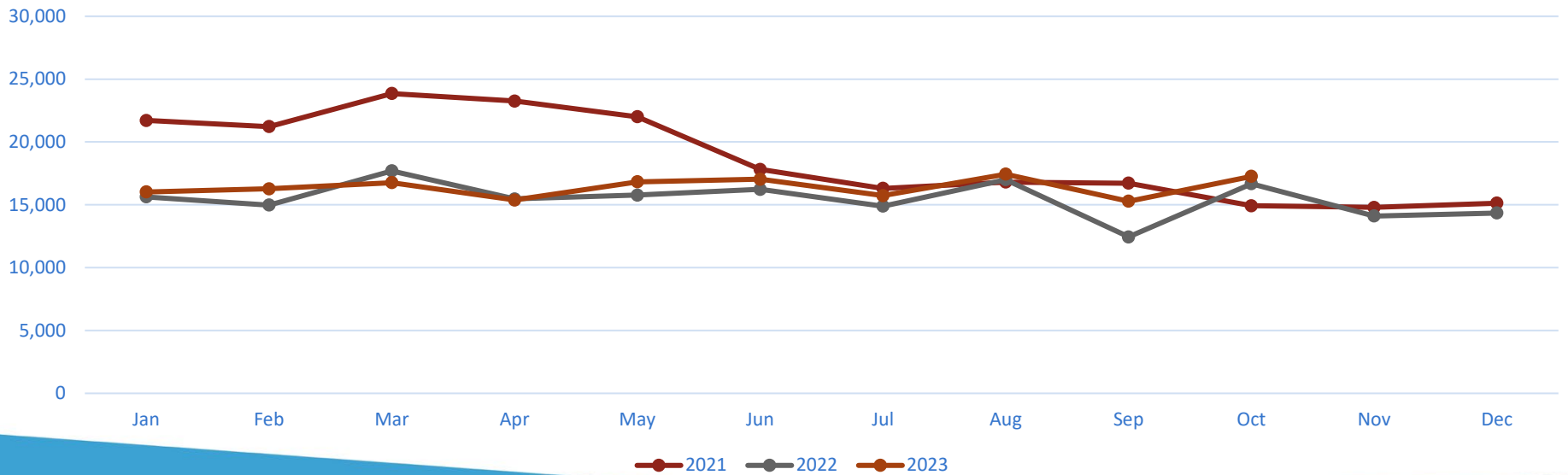
County Tickets



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	16,275	16,764	15,380	16,826	17,037	15,726	17,437	15,284	17,263		

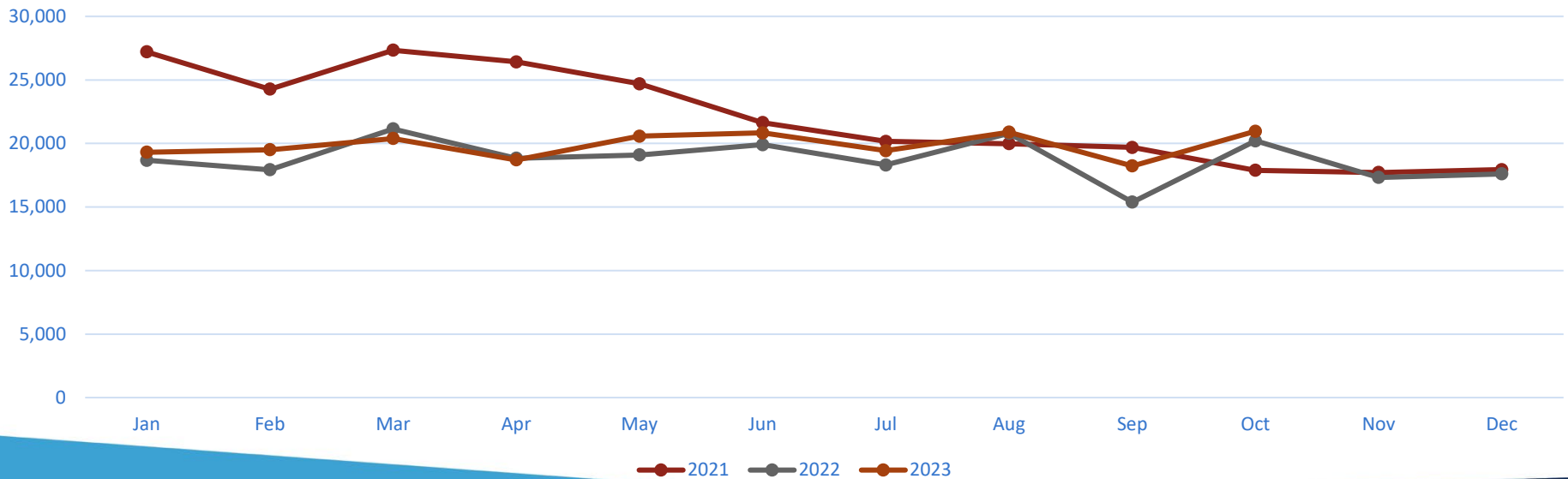
County Submissions



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	19,505	20,392	18,707	20,569	20,828	19,434	20,891	18,233	20,965		

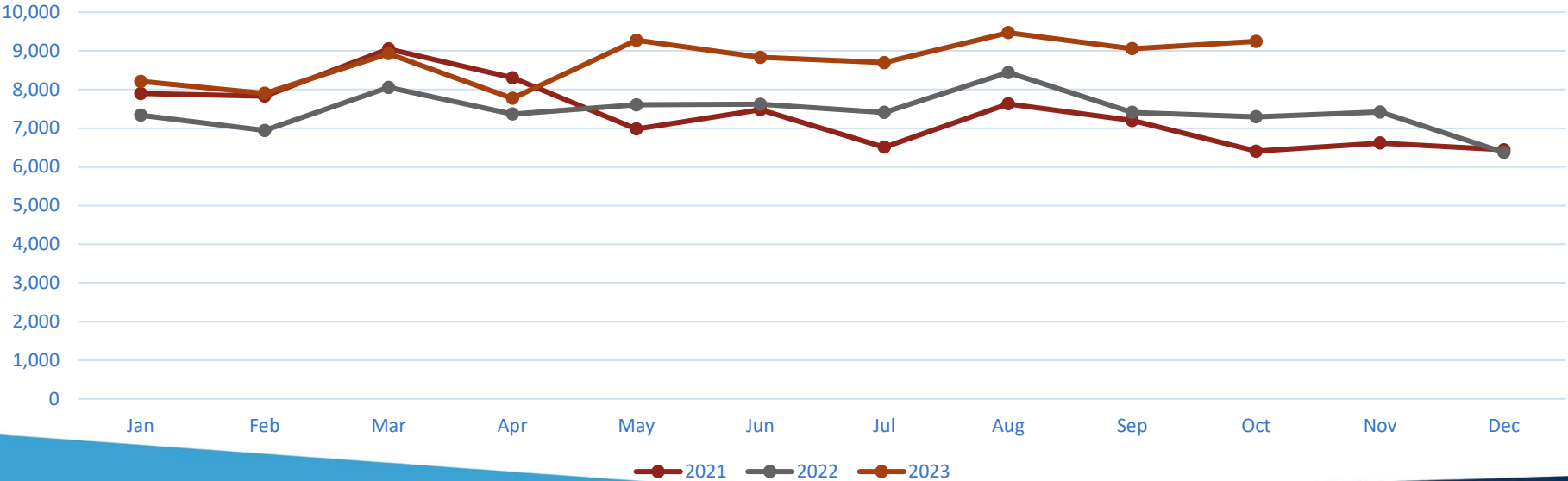
County Documents



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	7,901	8,927	7,771	9,275	8,831	8,694	9,471	9,057	9,243		

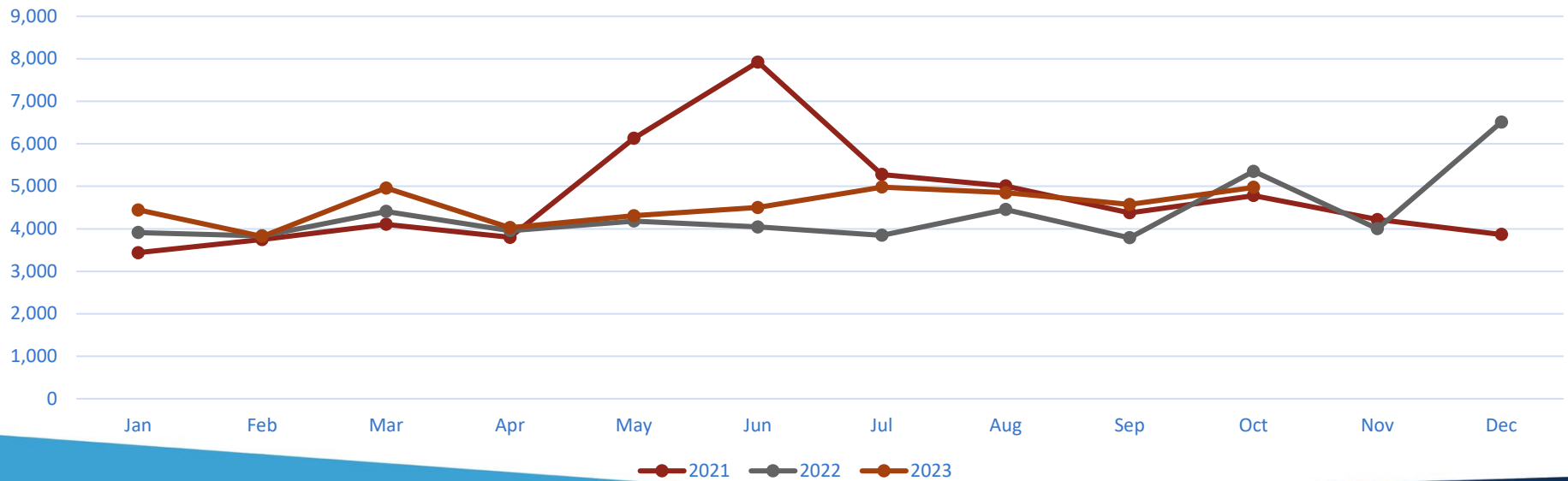
Customer Service Accounts



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	3,821	4,961	4,029	4,307	4,502	4,982	4,851	4,574	4,977		

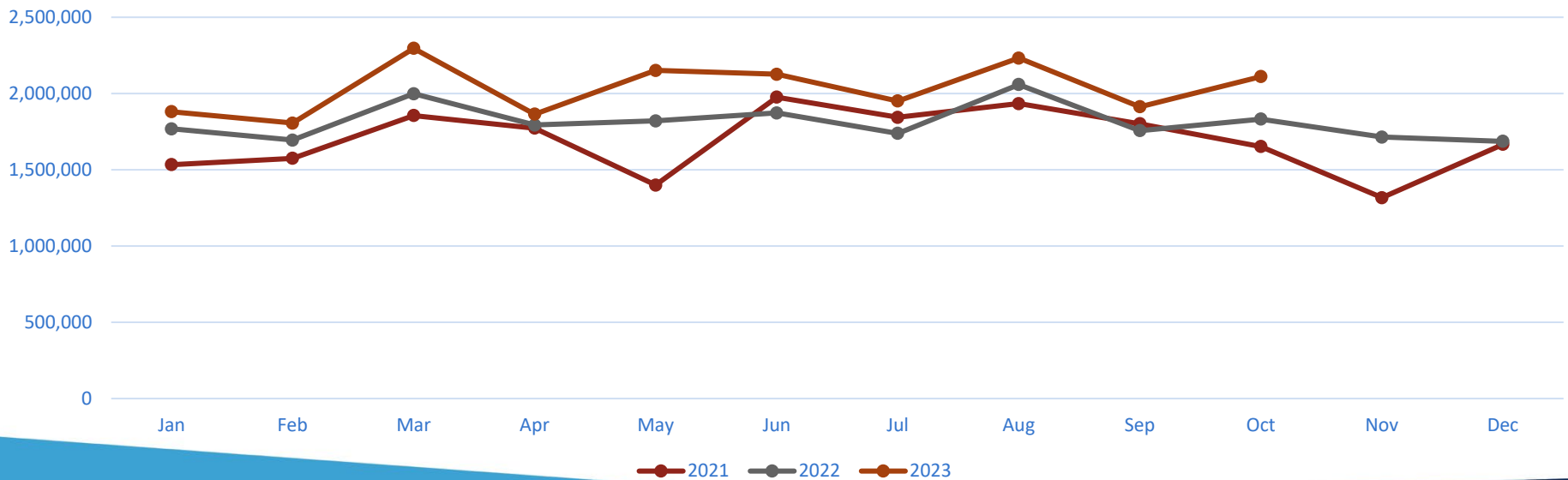
Customer Service Tickets



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	1,806,137	2,296,346	1,864,772	2,151,684	2,126,451	1,950,699	2,232,195	1,913,320	2,110,896		

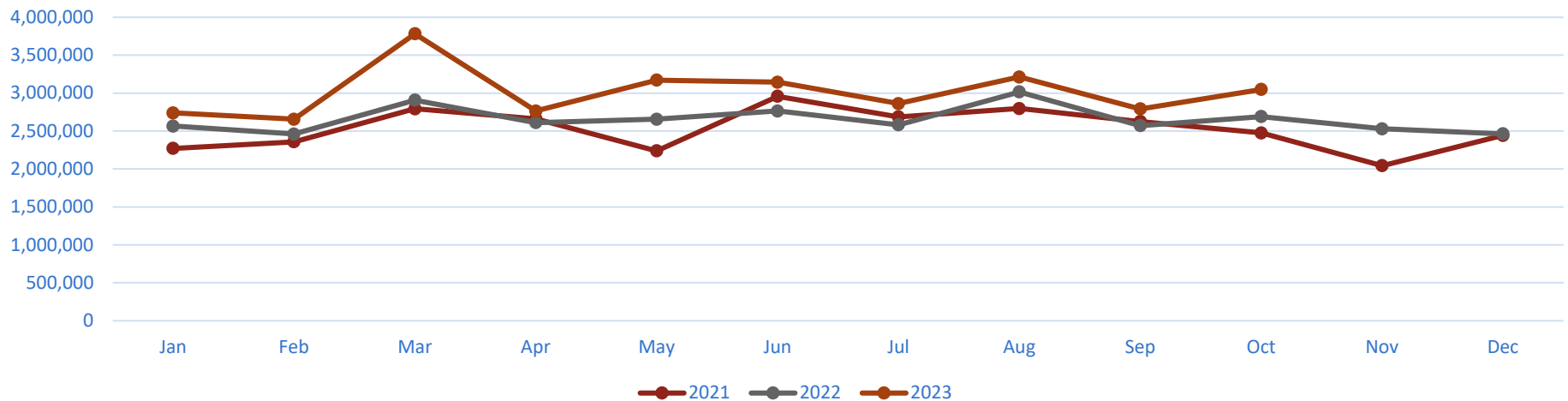
Customer Service Submissions



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	2,656,887	3,782,454	2,764,747	3,171,177	3,144,049	2,862,278	3,212,970	2,791,766	3,048,757		

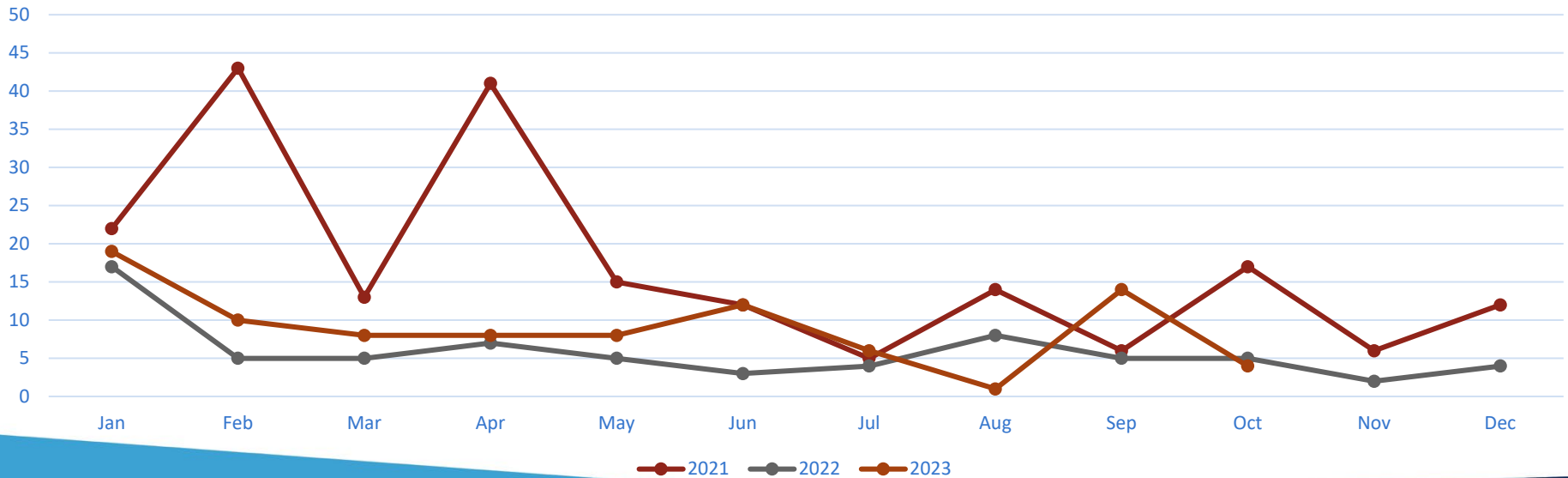
Customer Service Documents



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	10	8	8	8	12	6	1	14	4		

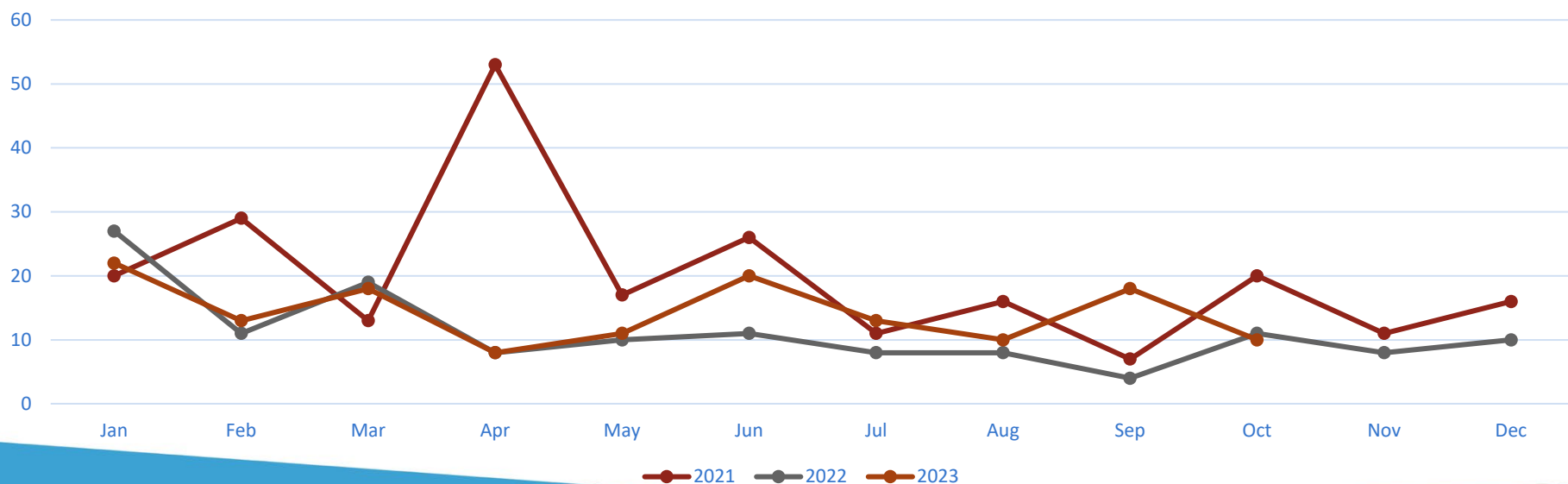
Judge Accounts



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	13	18	8	11	20	13	10	18	10		

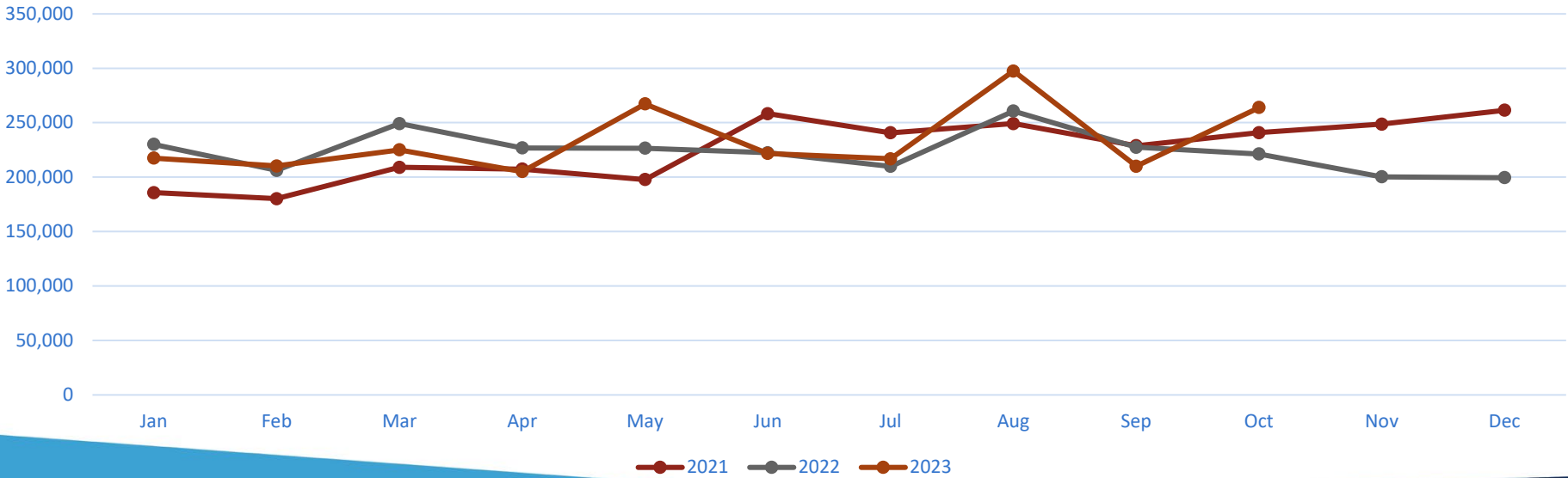
Judge Tickets



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	210,212	225,051	205,131	267,209	221,715	216,762	297,503	209,999	263,965		

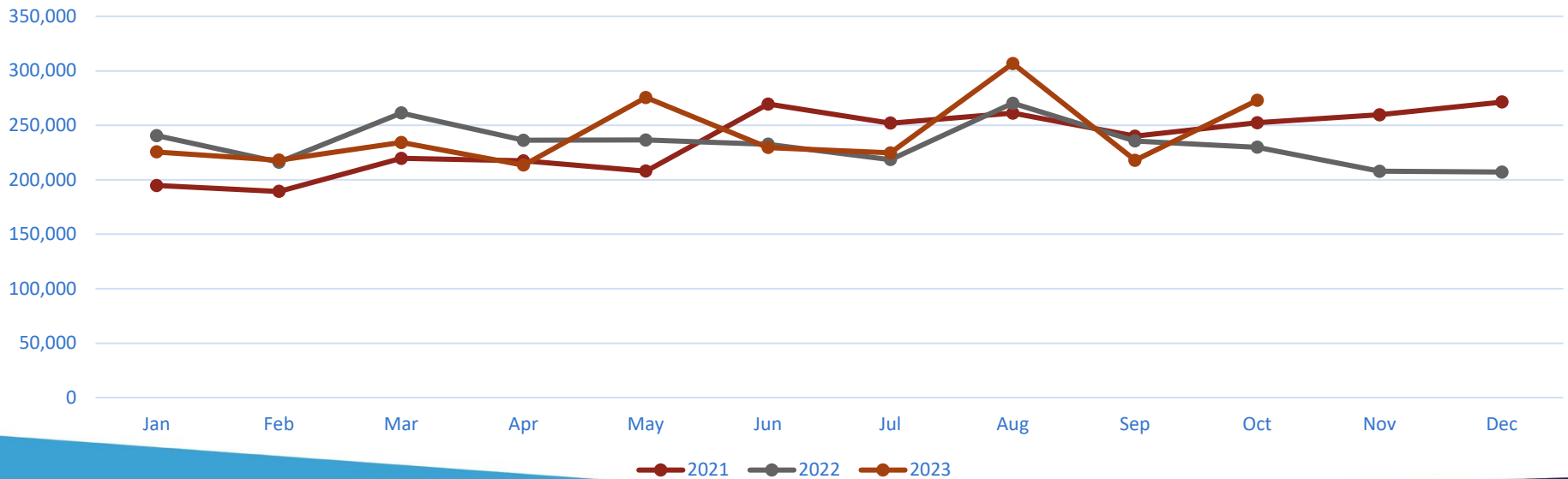
Judge Submissions



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	218,063	234,290	213,542	275,544	229,605	224,686	306,769	217,944	272,946		

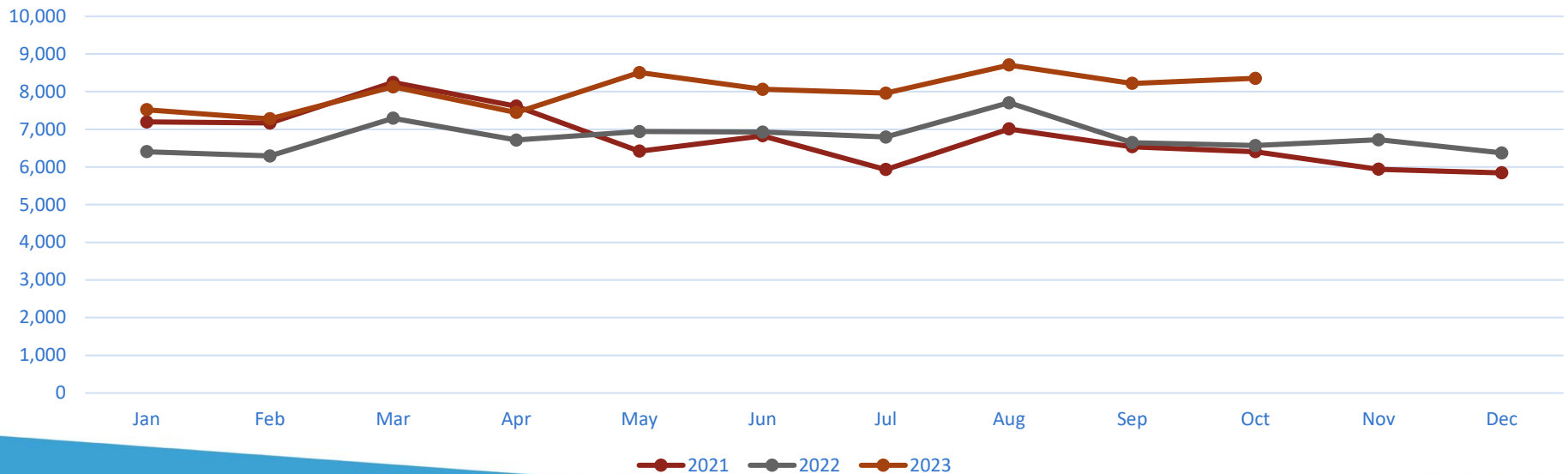
Judge Documents



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	7,282	8,128	7,448	8,508	8,062	7,962	8,707	8,221	8,353		

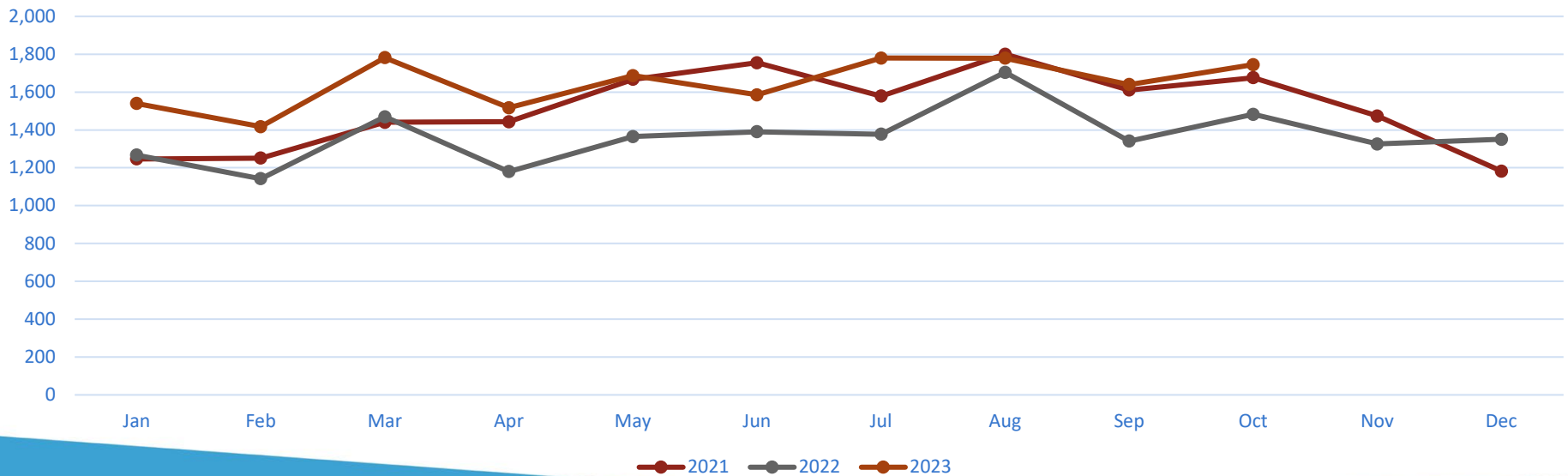
Self Rep Accounts



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	1,417	1,782	1,517	1,687	1,585	1,780	1,779	1,640	1,745		

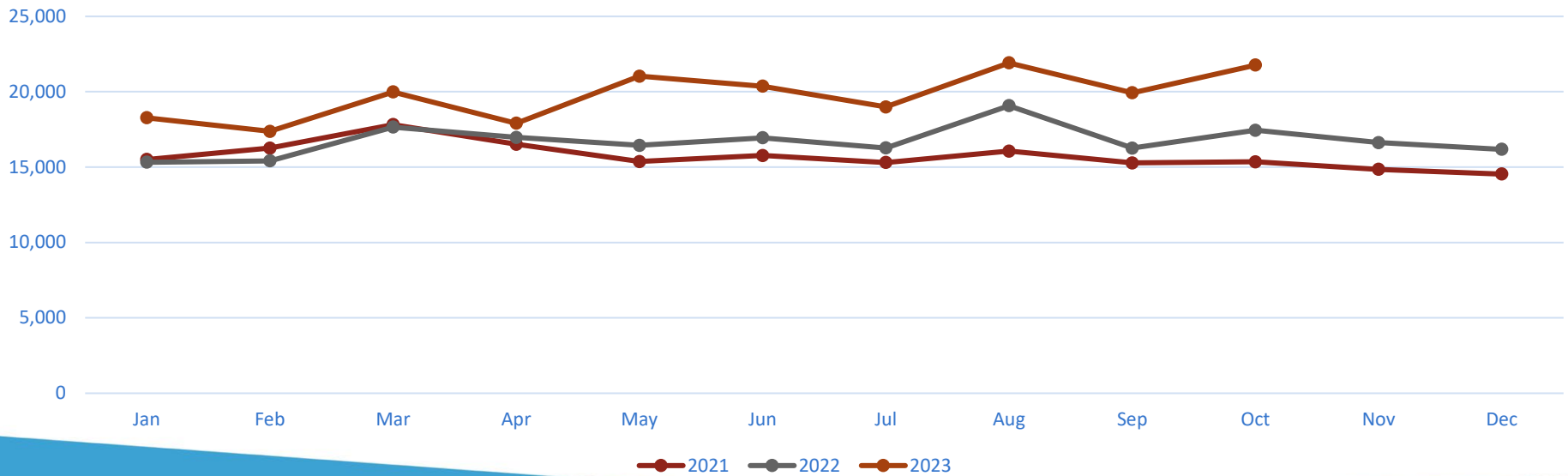
Self Rep Tickets



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	17,371	19,987	17,908	21,034	20,371	18,996	21,915	19,931	21,766		

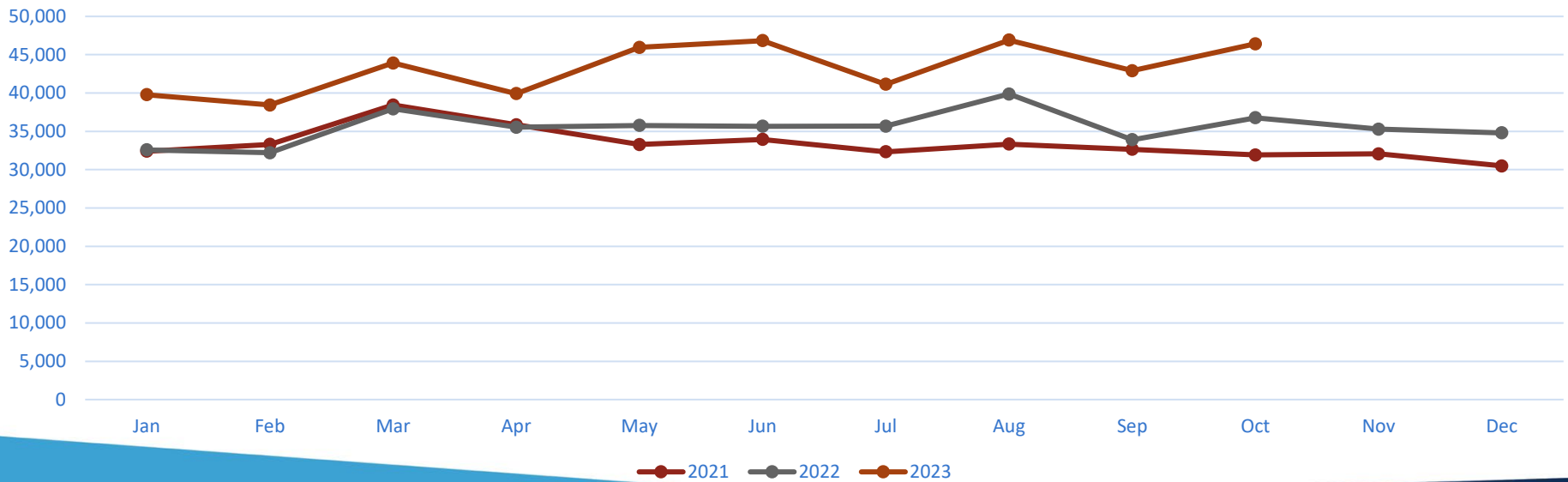
Self Rep Submissions



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	38,442	43,918	39,917	45,952	46,834	41,147	46,906	42,906	46,418		

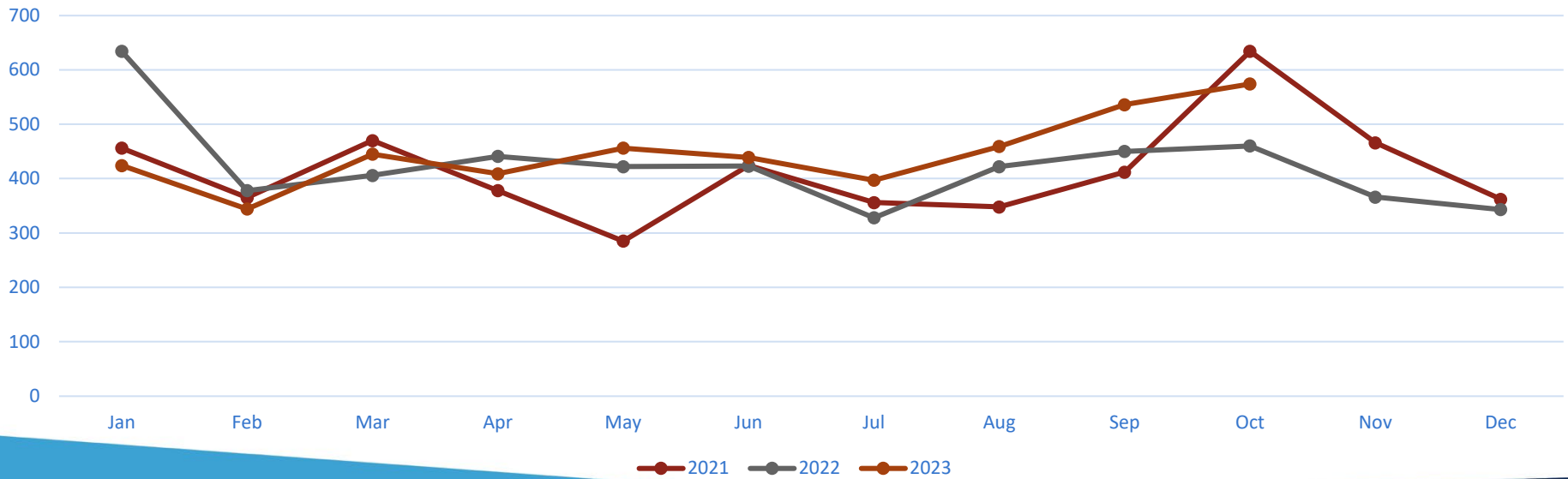
Self Rep Documents



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	344	445	409	456	439	397	459	536	574		

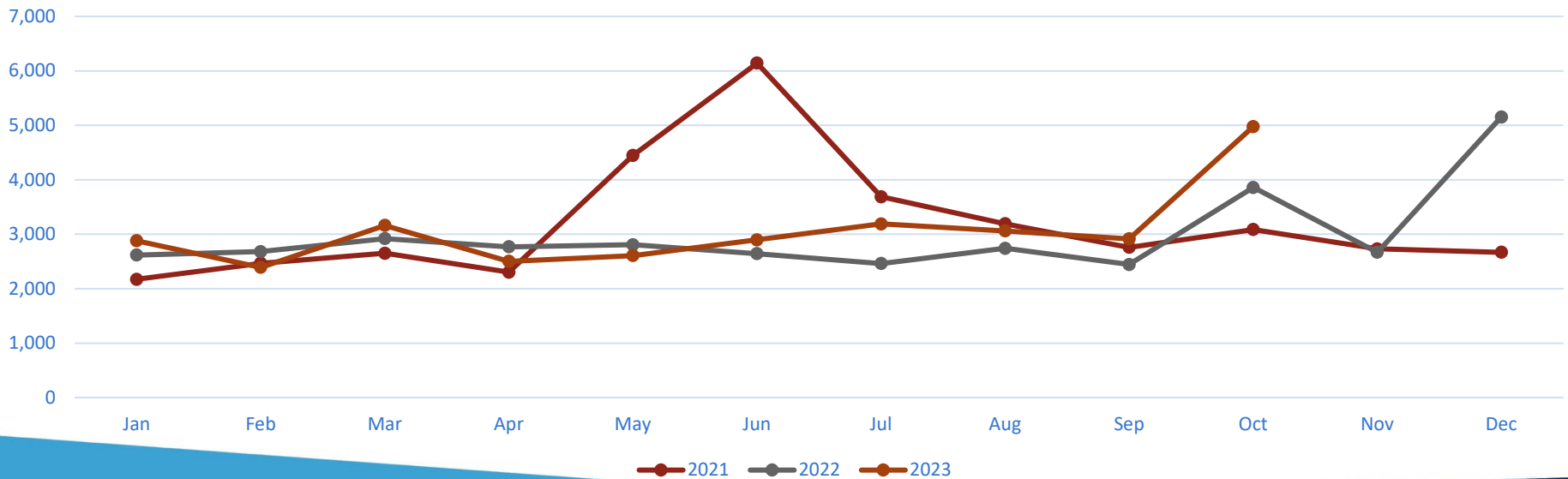
Attorney Accounts



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	2,391	3,161	2,504	2,609	2,897	3,189	3,062	2,916	4,977		

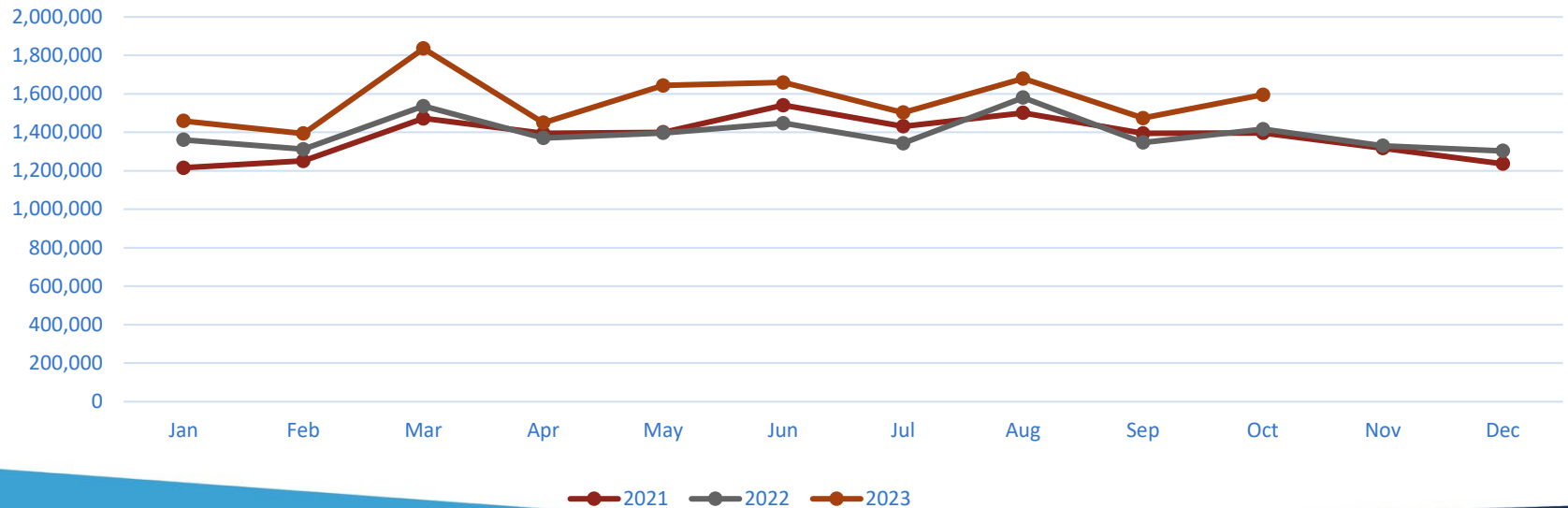
Attorney Tickets



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	1,393,425	1,835,851	1,449,614	1,643,398	1,658,924	1,502,733	1,679,281	1,473,785	1,594,642		

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	2,187,953	3,255,859	2,291,783	2,598,542	2,612,600	2,357,362	2,596,280	2,295,145	2,469,353		

Attorney Documents

