



FLORIDA COURTS
E-FILING AUTHORITY

Service Desk Report

January 2024

E-Portal Service Desk Summary January 2024

Month	November	December	January
Total Tickets	4,856	3,900	5,073

Customer Type	Count	Volume %	Acknowledged	Resolved
Judge	↑ 15	↑ 15%	↑ 2 Hrs. 20 Mins.	↑ 7 Hrs. 53 Mins.
Self-Rep	↑ 1,956	↑ 36%	↑ 4 Hrs. 12 Mins.	↑ 3 Hrs. 14 Mins.
Attorney	↑ 2,731	↑ 28%	↑ 4 Hrs. 21 Mins.	↑ 3 Hrs. 58 Mins.
Total (Legal)	↑ 4,702	↑ 31 %	↑ 4 Hrs. 26 Mins.	↑ 3 Hr. 55 Mins.
Clerk/Staff	↑ 371	↑ 16 %	↓ 12 Mins.	↓ 1 Hr. 27 Mins.

Month	November	December	January
DIY Tickets	52	38	41

Customer Service Incidents January 2024

Status	November 2023	December 2023	January 2024
Incidents Received	4,473	3,580	4,702
Incidents Resolved	4,172	3,424	4,463
Carry Over	301	156	239
# of Submissions	1,839,734	1,643,945	2,023,830
# of Documents	2,664,400	2,367,885	2,883,251

Average Acknowledge & Resolve Times

Acknowledge Time	.64 Days 5 Hrs. 48 Mins.	.32 Days 2 Hrs. 51 Mins.	.81 Days 7 Hrs. 17 Mins.
Resolution Time	.86 Days 7 Hrs. 45 Mins.	.50 Days 4 Hrs. 29 Mins.	.93 Days 8 Hrs. 24 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 2024

Status	November 2023	December 2023	January 2024
Incidents Received	24	13	15
Incidents Worked	24	13	14
Carry Over	0	0	1
# of Submissions	193,568	181,106	226,074
# of Documents	202,448	188,675	234,482

Average Acknowledge & Resolve Times

Acknowledge Time	.23 Days 2 Hrs. 3 Mins.	.14 Days 1 Hr. 17 Mins.	.40 Days 3 Hr. 37 Mins.
Resolution Time	.30 Days 2 Hrs. 39 Mins.	.19 Days 1 Hr. 43 Mins.	. Days 9 Hr. 36 Mins.

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

Self-Rep Litigant Incidents January 2024

Status	November 2023	December 2023	January 2024
Incidents Received	1,632	1,432	1,956
Incidents Worked	1,532	1,363	1,881
Carry Over	100	69	75
# of Submissions	20,403	19,194	22,241
# of Documents	43,412	41,395	45,895

Average Acknowledge & Resolve Times

Acknowledge Time	.69 Days 6 Hrs. 10 Mins.	.40 Days 3 Hrs. 37 Mins.	.87 Days 7 Hrs. 49 Mins.
Resolution Time	.88 Days 7 Hrs. 57 Mins.	.64 Days 5 Hrs. 45 Mins.	.99 Days 8 Hrs. 59 Mins.

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

Attorney Incidents January 2024

Status	November 2023	December 2023	January 2024
Incidents Received	2,817	2,135	2,731
Incidents Worked	2,616	2,048	2,568
Carry Over	201	87	163
# of Submissions	1,423,003	1,250,389	1,546,150
# of Documents	2,189,952	1,920,732	2,345,890

Average Acknowledge & Resolve Times

Acknowledge Time	.63 Days 5 Hrs. 38 Mins.	.28 Days 2 Hrs. 33 Mins.	.77 Days 6 Hrs. 54 Mins.
Resolution Time	.86 Days 7 Hrs. 42 Mins.	.45 Days 4 Hrs. 1 Min.	.89 Days 7 Hrs. 59 Min.

Stakeholders: Attorneys and their representatives.

Technical Incidents January 2024

Status	November 2023	December 2023	January 2024
Incidents Received	383	320	371
Incidents Worked	374	312	356
Carry Over	9	8	15
# of Submissions	16,281	16,299	17,160
# of Documents	19,773	19,594	21,171

Average Acknowledge & Resolve Times

Acknowledge Time	.08 Days 41 Mins.	.04 Days 23 Mins.	.02 Days 11 Mins.
Resolution Time	.21 Days 1 Hr. 55 Mins.	.34 Days 3 Hr. 3 Mins.	.18 Days 1 Hr. 36 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 Update	1%	Information	40%	Training	22%

Attorneys					
Access	19%	Connectivity	4%	Correction Queue	8%
E-Service	5%	Information	26%	Pending Registration	14%

Judiciary					
Access	33%	Information	20%	Pending Registration	26%

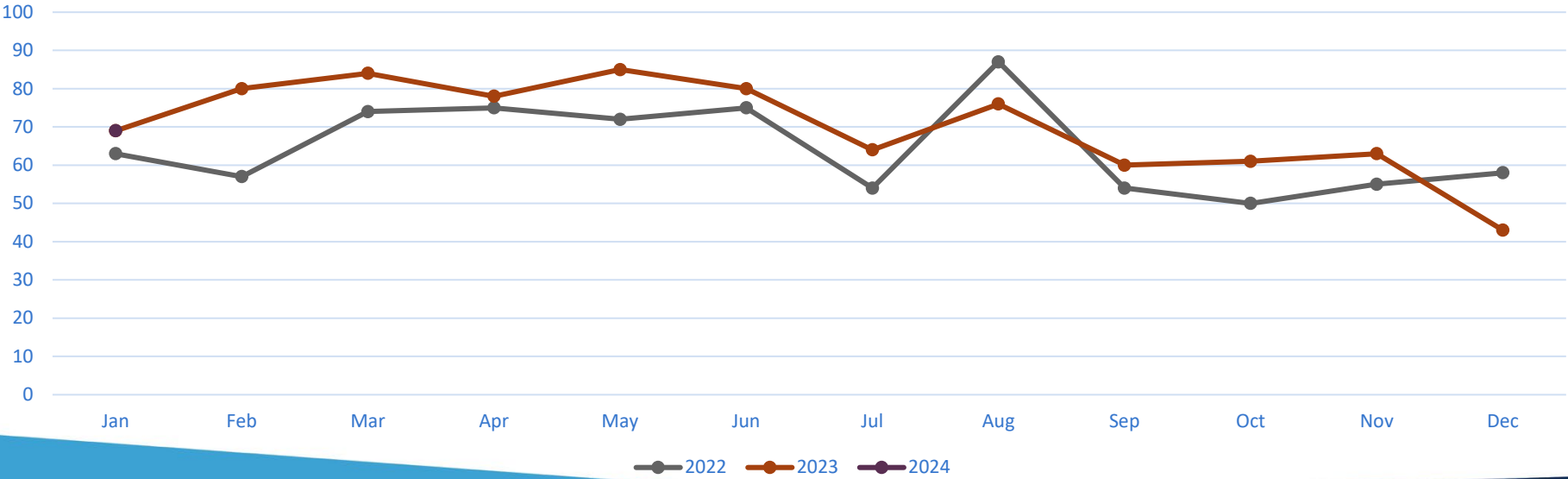
At a Glance Statistics

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
2022	63	57	74	75	72	75	54	87	54	50	55	58
2023	69	80	84	78	85	80	64	76	60	61	63	43
2024	69											

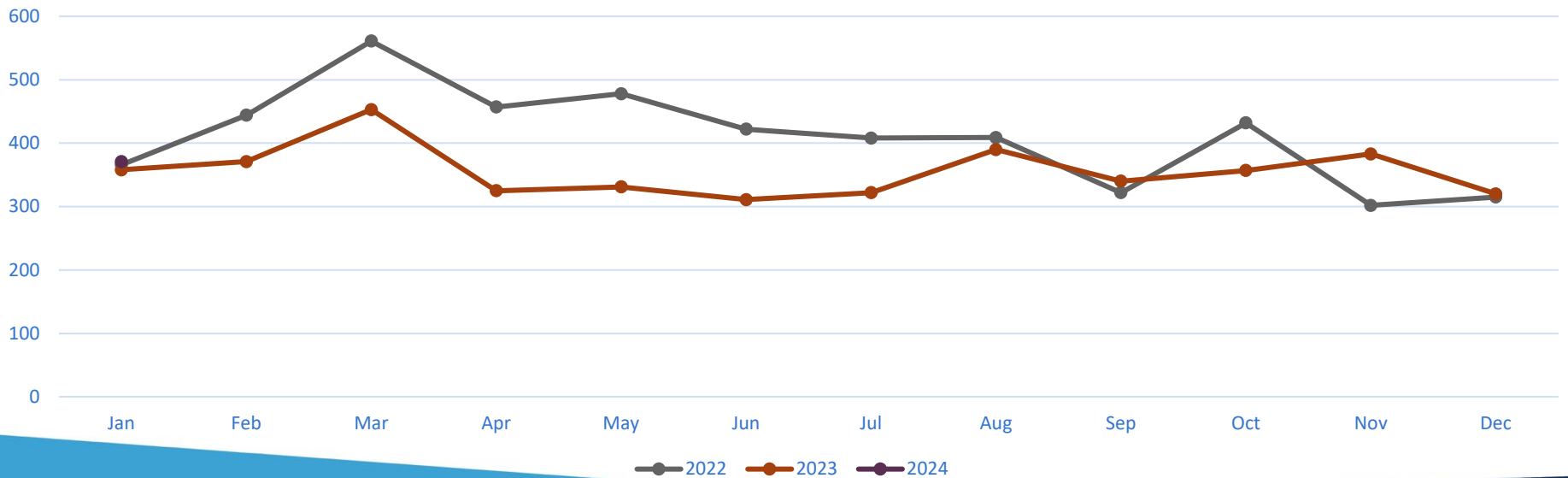
County Accounts



County Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022	366	444	561	457	478	422	408	409	322	432	302	315
2023	358	371	453	325	331	311	322	390	340	357	383	320
2024	371											

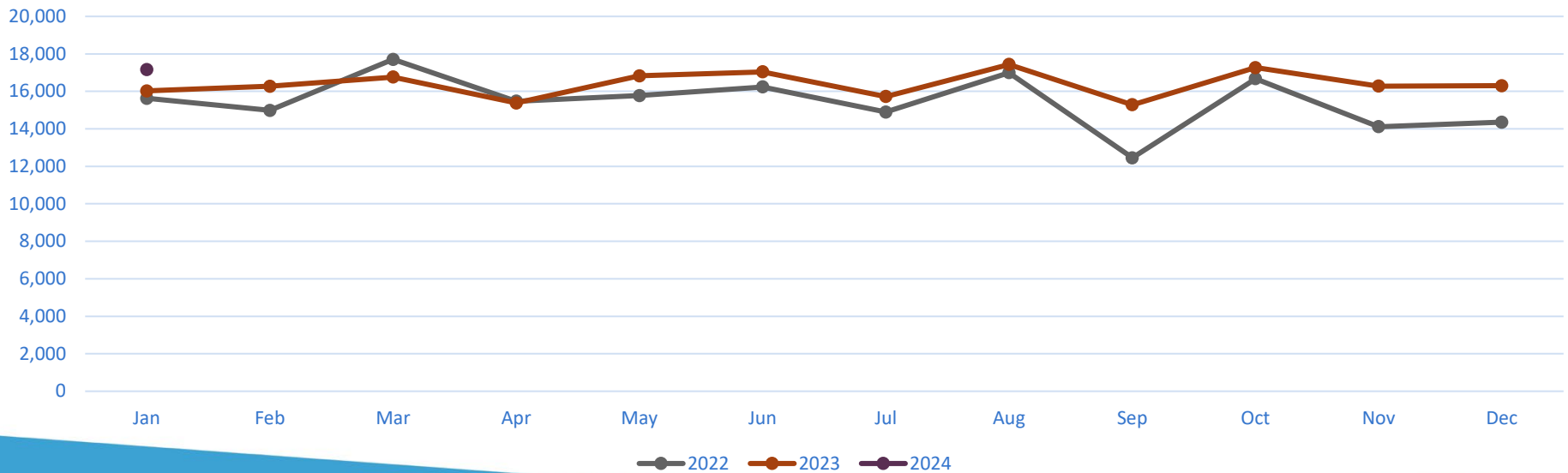
County Tickets



County Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	16,281	16,299
2024	17,160											

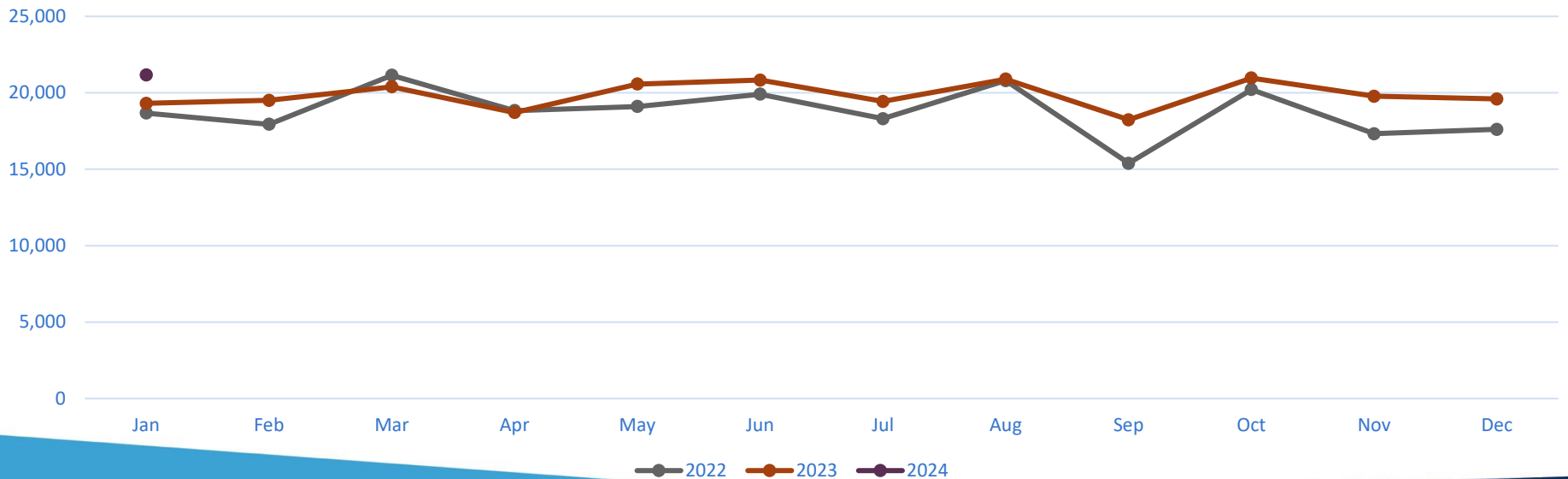
County Submissions



County Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	19,773	19,594
2024	21,171											

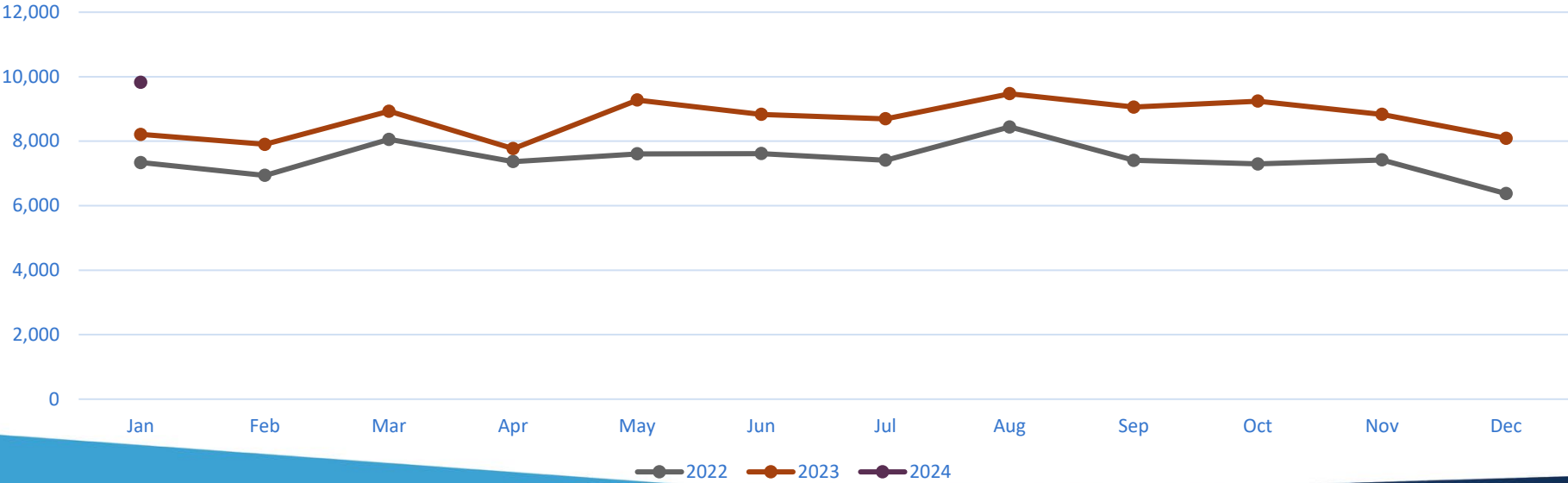
County Documents



Customer Service Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	8,831	8,088
2024	9,828											

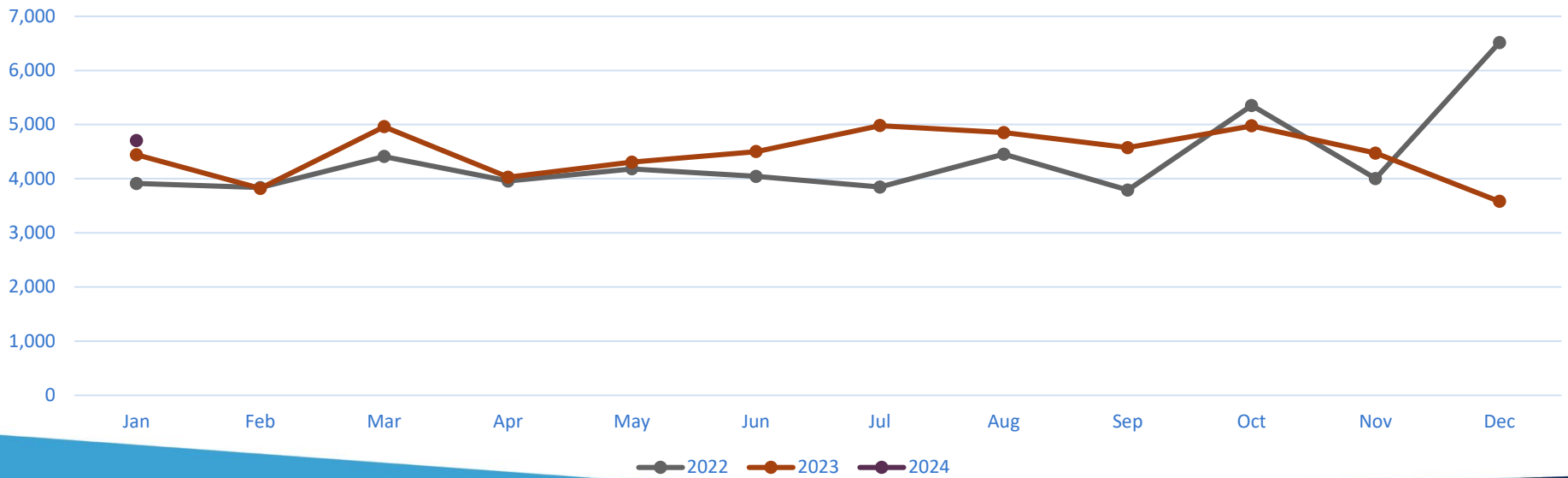
Customer Service Accounts



Customer Service Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	4,473	3,580
2024	4,702											

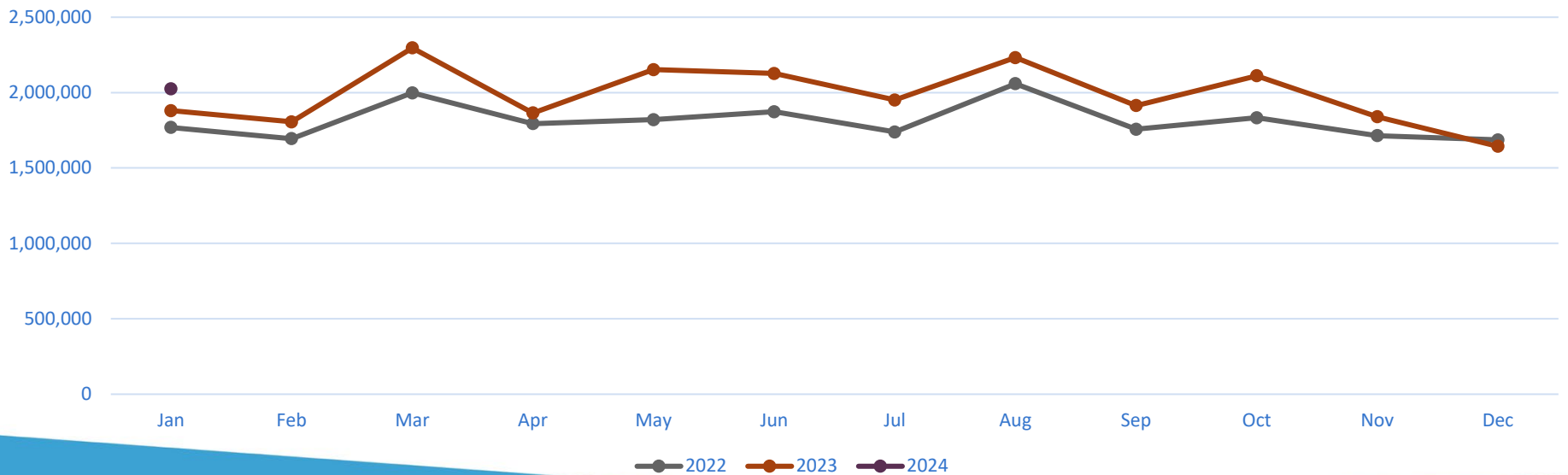
Customer Service Tickets



Customer Service Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,839,734	1,643,945
2024	2,023,830											

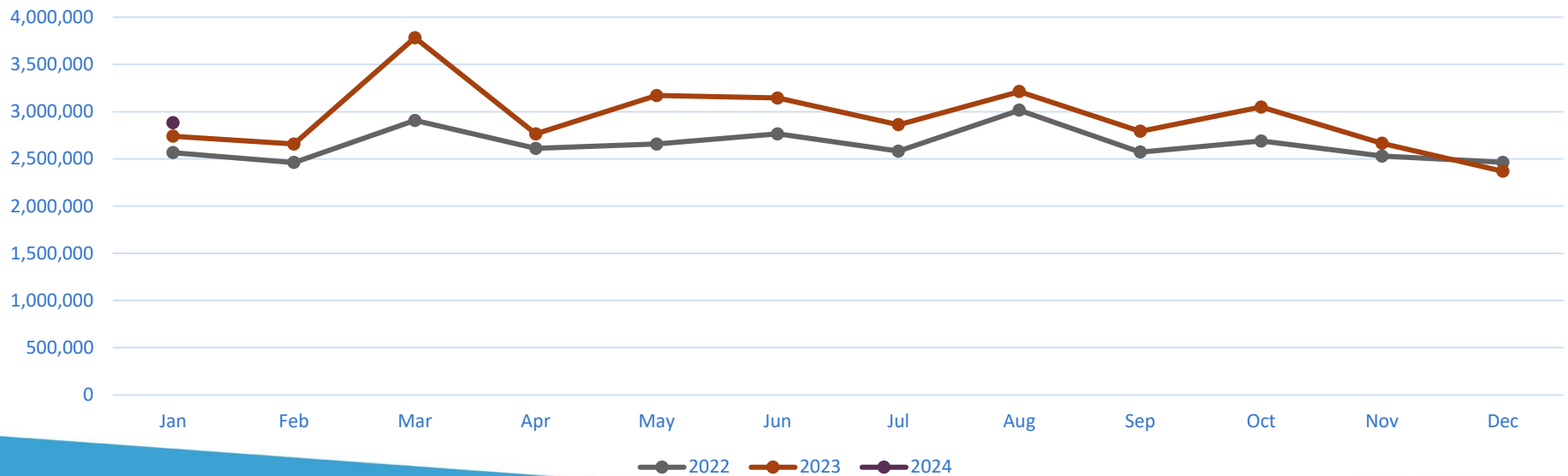
Customer Service Submissions



Customer Service Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	2,664,400	2,367,885
2024	2,883,251											

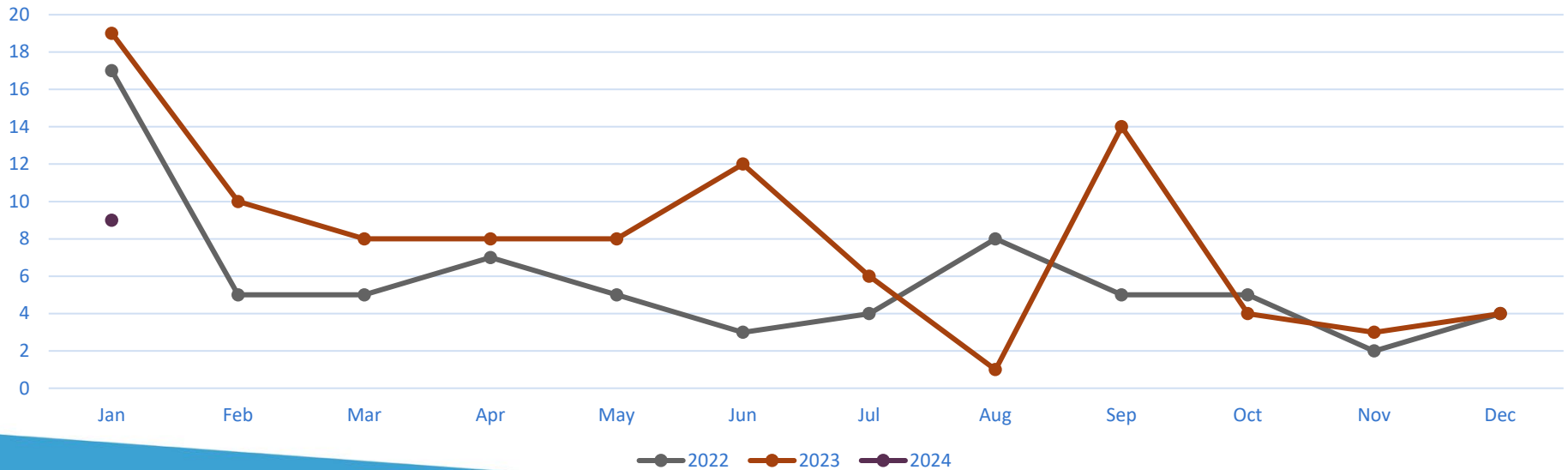
Customer Service Documents



Judicial Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022	17	5	5	7	5	3	4	8	5	5	2	4
2023	19	10	8	8	8	12	6	1	14	4	3	4
2024	9											

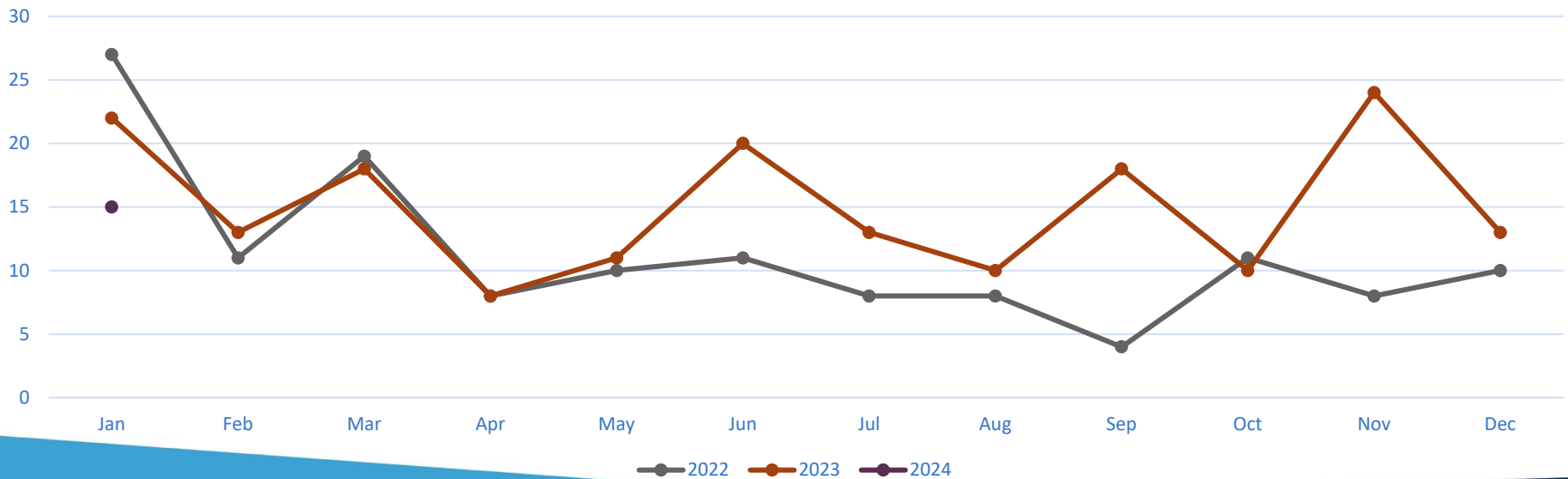
Judge Accounts



Judicial Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022	27	11	19	8	10	11	8	8	4	11	8	10
2023	22	13	18	8	11	20	13	10	18	10	24	13
2024	15											

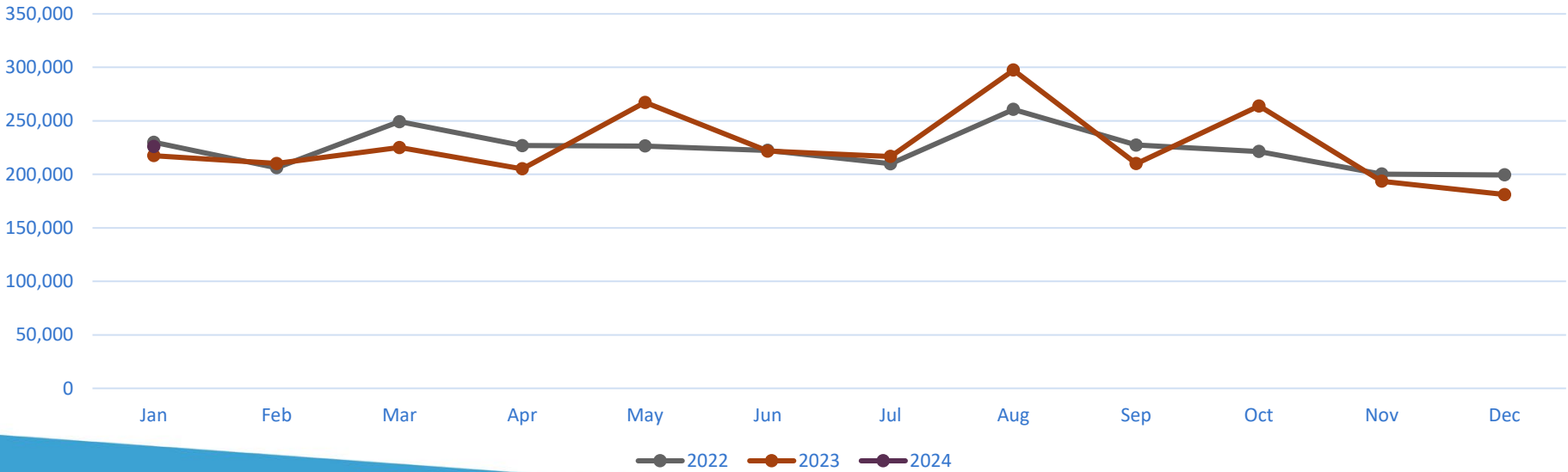
Judge Tickets



Judicial Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	193,568	181,106
2024	226,074											

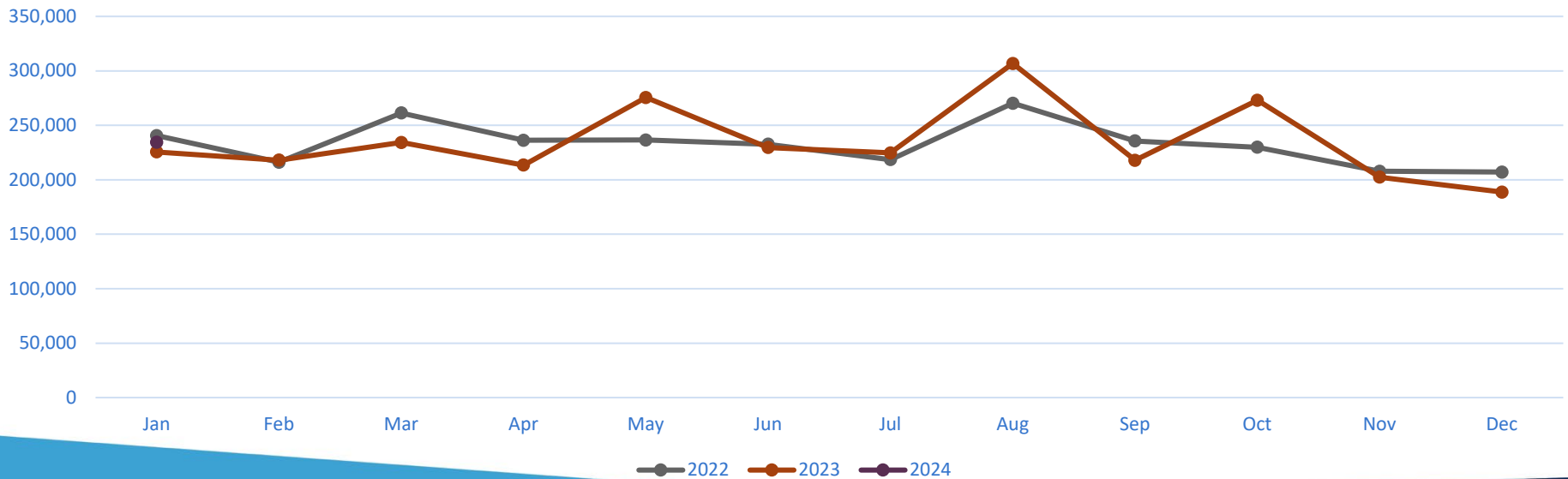
Judge Submissions



Judicial Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	202,448	188,675
2024	234,482											

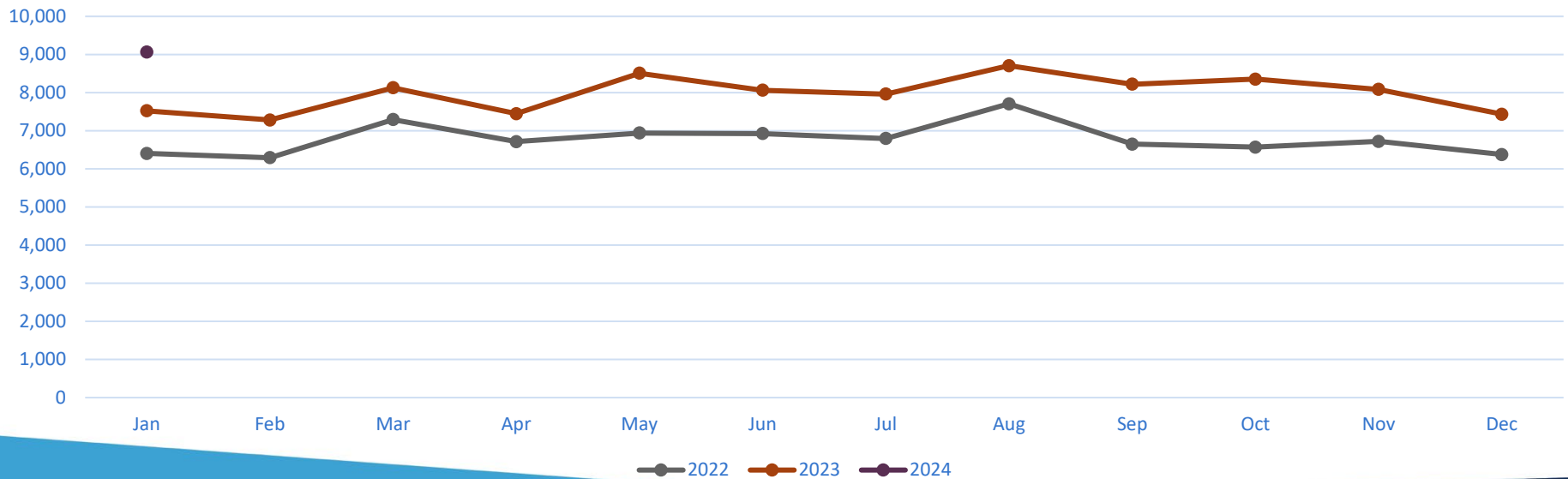
Judge Documents



Self-Rep Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	8,086	7,432
2024	9,063											

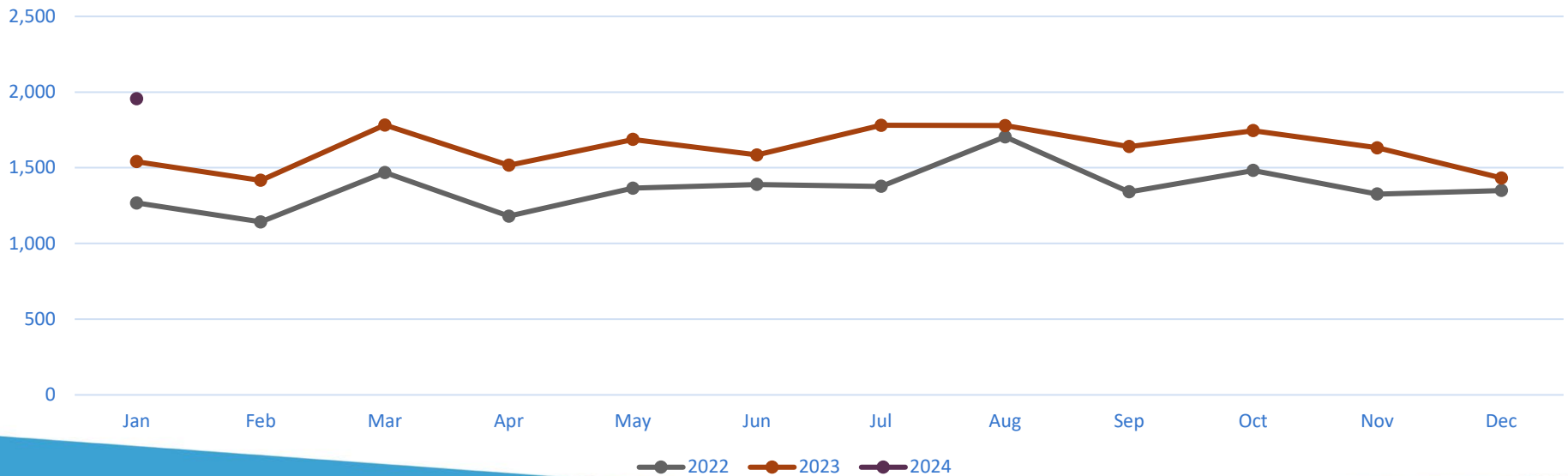
Self Rep Accounts



Self-Rep Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,632	1,432
2024	1,956											

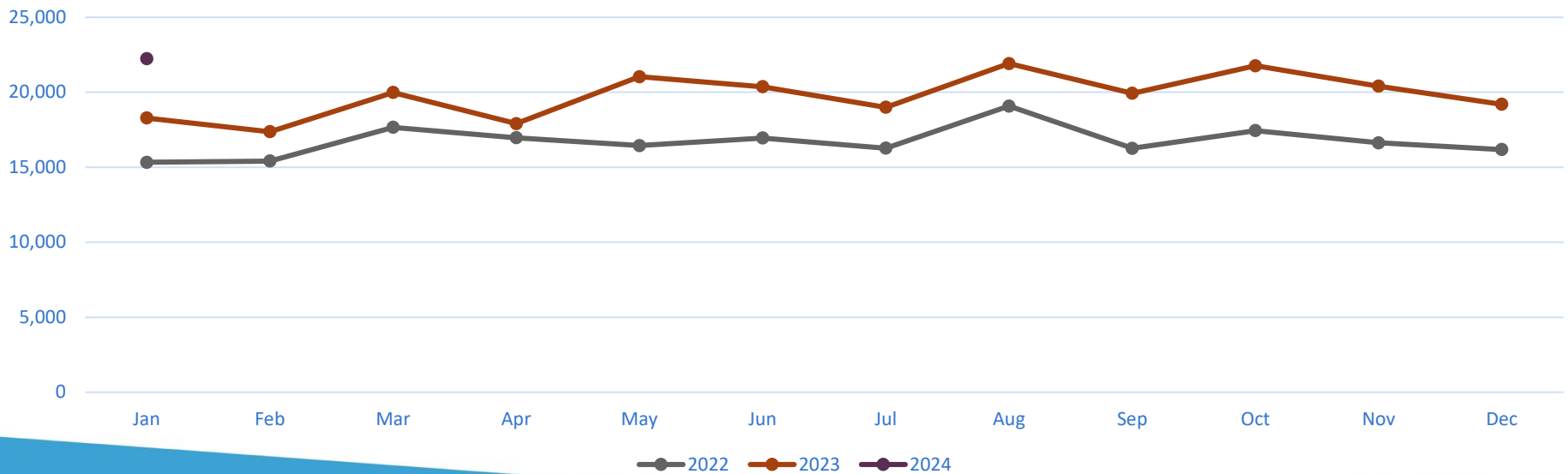
Self Rep Tickets



Self-Rep Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	20,403	19,194
2024	22,241											

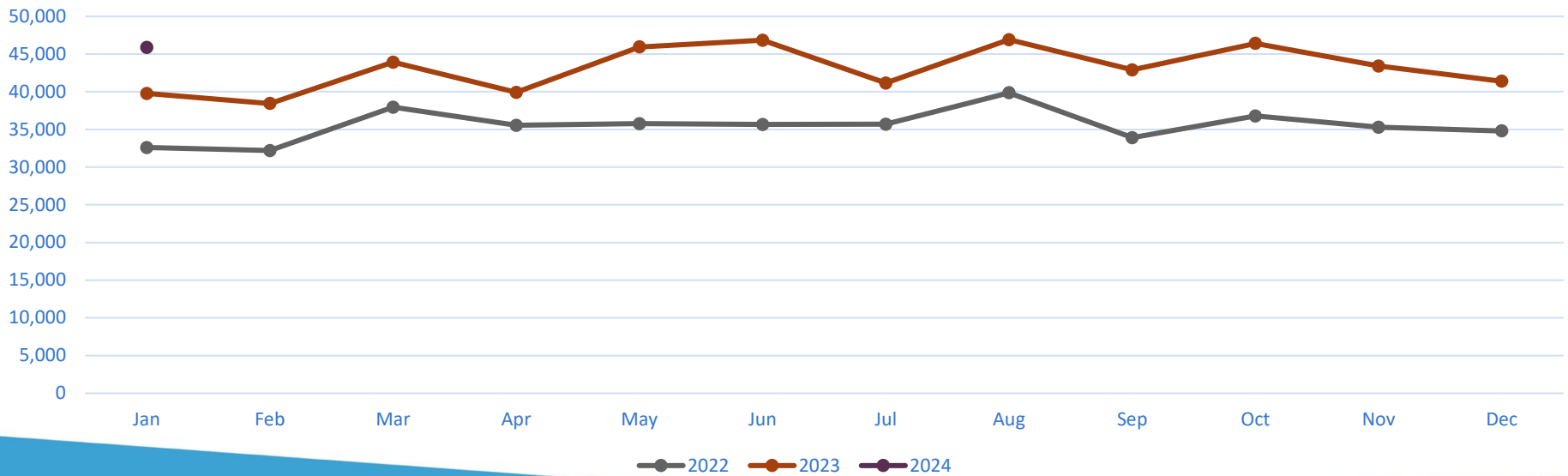
Self Rep Submissions



Self-Rep Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	43,412	41,395
2024	45,895											

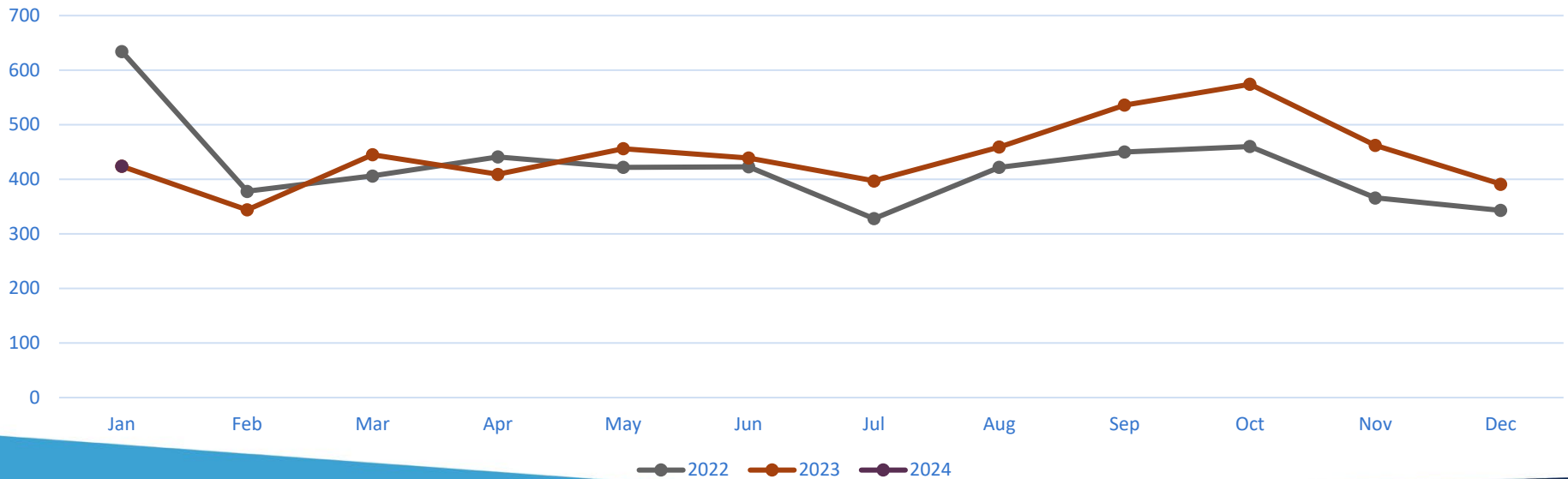
Self Rep Documents



Attorney Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022	634	378	406	441	422	423	328	422	450	460	366	343
2023	424	344	445	409	456	439	397	459	536	574	462	391
2024	424											

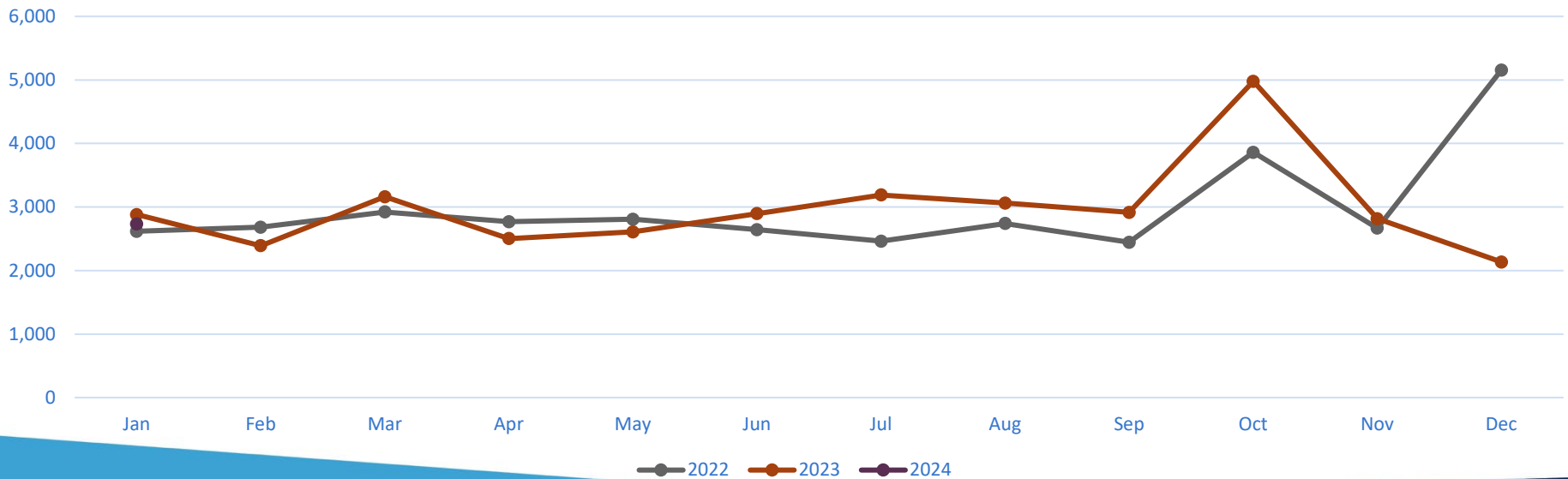
Attorney Accounts



Attorney Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	3,222	2,817	2,135
2024	2,731											

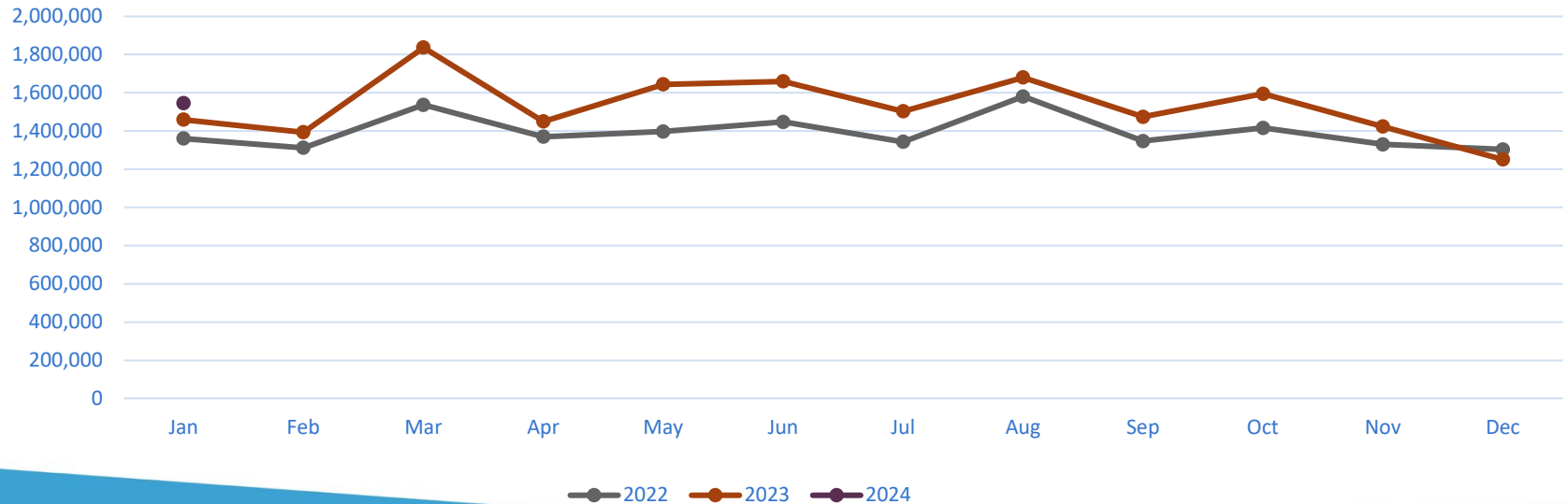
Attorney Tickets



Attorney Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,423,003	1,250,389
2024	1,546,150											

Attorney Submissions



Attorney Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	2,189,952	1,920,732
2024	2,345,890											

Attorney Documents

