



FLORIDA COURTS
E-FILING AUTHORITY

Service Desk Report

April 2024

E-Portal Service Desk Summary

April 2024

Month	February	March	April
Total Tickets	4,796	5,084	5,074

Customer Type	Count	Volume %	Acknowledged	Resolved
Judge	↓ 8	↓ 53%	↓ 1 Hr. 8Mins.	↓ 1 Hr. 13 Mins.
Self-Rep	↓ 1,742	↓ 4%	↓ 6 Mins.	↓ 44 Mins.
Attorney	↑ 2,943	↑ 5%	↓ 4 Mins.	↑ 1 Hr. 0 Mins.
Total (Legal)	↑ 4,693	↑ 1%	↓ 6 Mins.	↑ 20 Mins.
Clerk/Staff	↓ 381	↓ 13%	↓ 3 Mins.	↑ 7 Mins.

Month	February	March	April
DIY Tickets	56	22	37

Customer Service Incidents

April 2024

Status	February 2024	March 2024	April 2024
Incidents Received	4,396	4,646	4,693
Incidents Resolved	4,230	4,460	4,346
Carry Over	166	186	347
# of Submissions	1,983,445	1,966,791	2,084,014
# of Documents	2,834,597	2,798,608	2,975,382

Average Acknowledge & Resolve Times

Acknowledge Time	.75 Days 6 Hrs. 44 Mins.	.82 Days 7 Hrs. 22 Mins.	.81 Days 7 Hrs. 16 Mins.
Resolution Time	.87 Days 7 Hrs. 47 Mins.	.97 Days 8 Hrs. 43 Mins.	1.00 Days 9 Hrs. 3 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

April 2024

Status	February 2024	March 2024	April 2024
Incidents Received	16	17	8
Incidents Worked	16	17	8
Carry Over	0	0	9
# of Submissions	232,892	231,160	240,114
# of Documents	241,592	239,696	248,252

Average Acknowledge & Resolve Times			
Acknowledge Time	.30 Days 2 Hr. 41 Mins.	.23 Days 2 Hr. 4 Mins.	.17 Days 1 Hr. 33 Mins.
Resolution Time	.31 Days 2 Hr. 48 Mins.	.23 Days 2 Hr. 6 Mins.	.18 Days 1 Hr. 35 Mins.
Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers.			

Self-Rep Litigant Incidents

April 2024

Status	February 2024	March 2024	April 2024
Incidents Received	1,798	1,832	1,742
Incidents Worked	1,738	1,789	1,636
Carry Over	60	43	106
# of Submissions	21,631	16,844	22,743
# of Documents	45,174	20,569	48,861

Average Acknowledge & Resolve Times

Acknowledge Time	.85 Days 7 Hrs. 41 Mins.	.92 Days 8 Hrs. 18 Mins.	.91 Days 8 Hrs. 12 Mins.
Resolution Time	.99 Days 8 Hrs. 54 Mins.	1.11 Days 9 Hrs. 57 Mins.	1.02 Days 9 Hrs. 13 Mins.

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

Attorney Incidents April 2024

Status	February 2024	March 2024	April 2024
Incidents Received	2,582	2,797	2,943
Incidents Worked	2,476	2,654	2,702
Carry Over	106	143	241
# of Submissions	1,500,253	1,485,072	1,508,874
# of Documents	2,292,140	2,256,833	2,409,638

Average Acknowledge & Resolve Times

Acknowledge Time	.68 Days 6 Hrs. 6 Mins.	.75 Days 6 Hrs. 47 Mins.	.75 Days 6 Hrs. 43 Mins.
Resolution Time	.78 Days 7 Hrs. 3 Min.	.88 Days 7 Hrs. 57 Min.	.99 Days 8 Hrs. 57 Min.

Stakeholders: Attorneys and their representatives.

Technical Incidents

April 2024

Status	February 2024	March 2024	April 2024
Incidents Received	400	438	381
Incidents Worked	391	432	369
Carry Over	9	6	12
# of Submissions	17,820	16,844	19,468
# of Documents	21,625	20,569	23,307

Average Acknowledge & Resolve Times

Acknowledge Time	.05 Days 26 Mins.	.06 Days 30 Mins.	.05 Days 27 Mins.
Resolution Time	.29 Days 2 Hr. 39 Mins.	.27 Days 2 Hr. 23 Mins.	.28 Days 2 Hr. 30 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	34%	Payment Assistance	1%	Training	26%

Attorneys					
Access	20%	Connectivity	6%	Correction Queue	8%
County Down	4%	Information	25%	Pending Registration	11%

Judiciary					
Access	25%	E-Service	25%	Pending Registration	37%

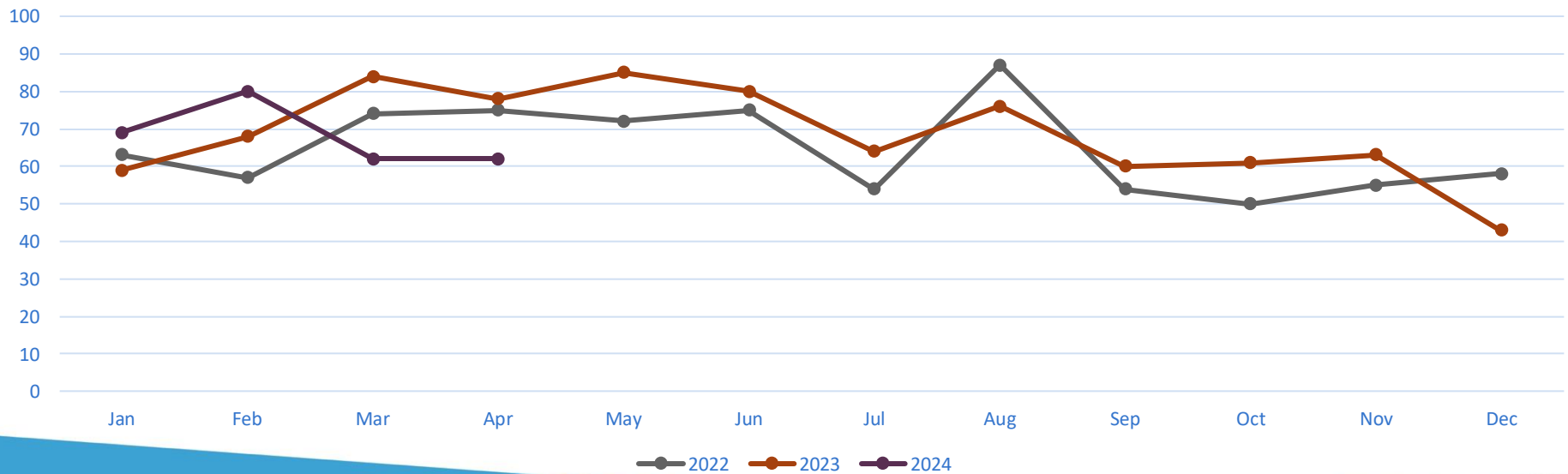
At a Glance Statistics

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	59	68	84	78	85	80	64	76	60	61	63	43
2024	69	80	62	62								

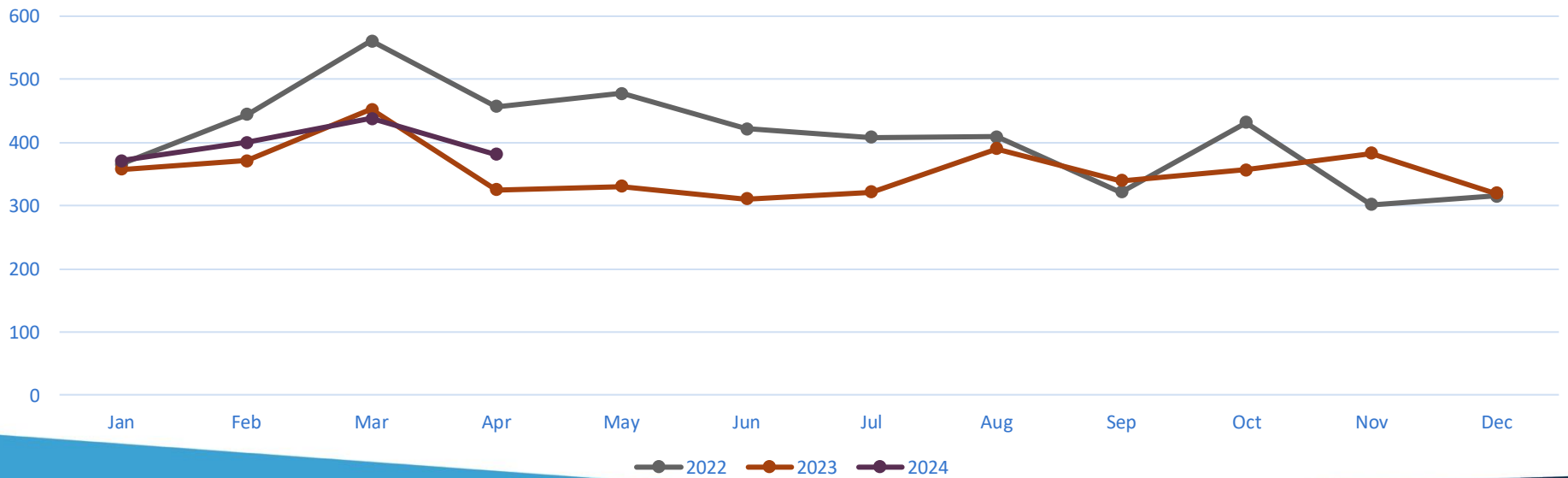
County Accounts



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	400	438	381								

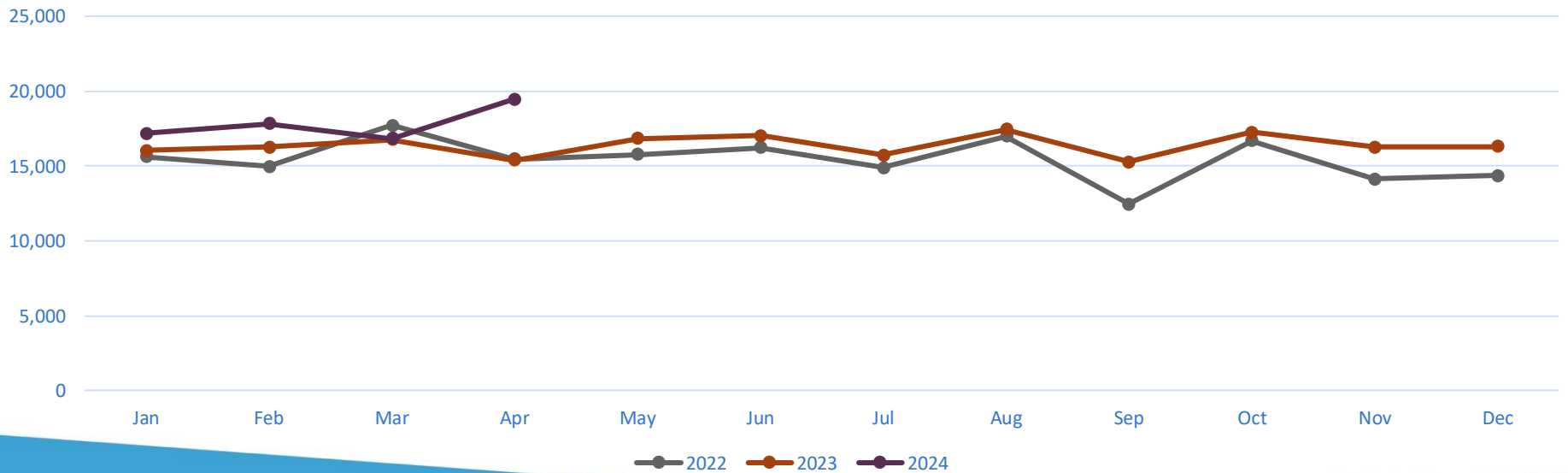
County Tickets



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	17,820	16,844	19,468								

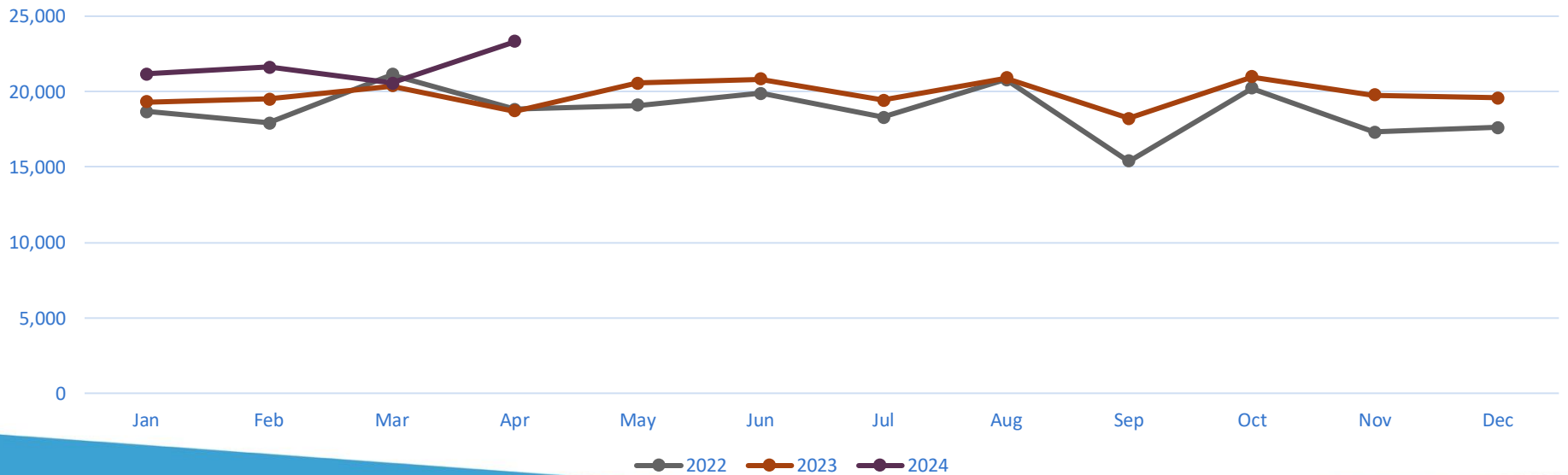
County Submissions



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	21,625	20,569	23,307								

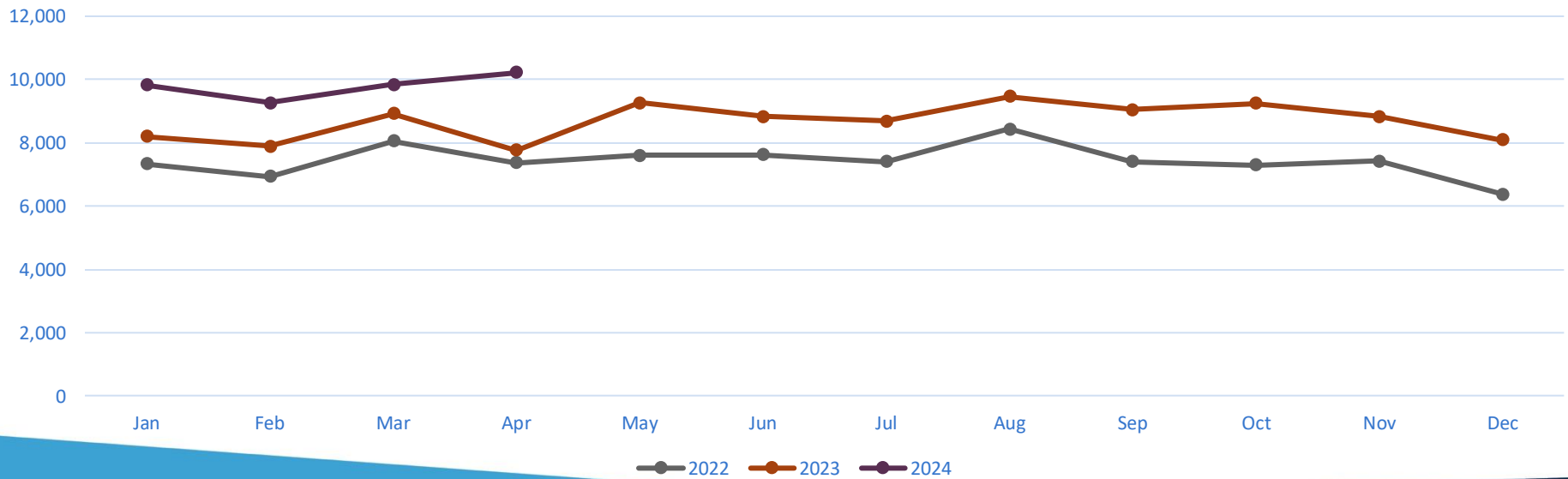
County Documents



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	9,265	9,845	10,228								

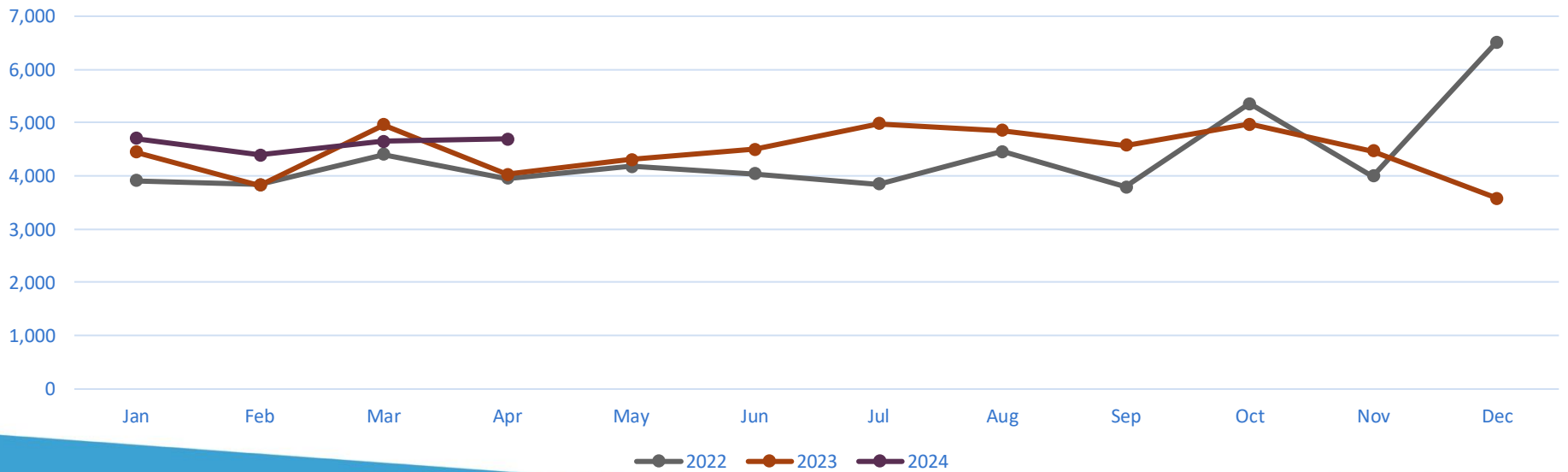
Customer Service Accounts



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	4,396	4,646	4,693								

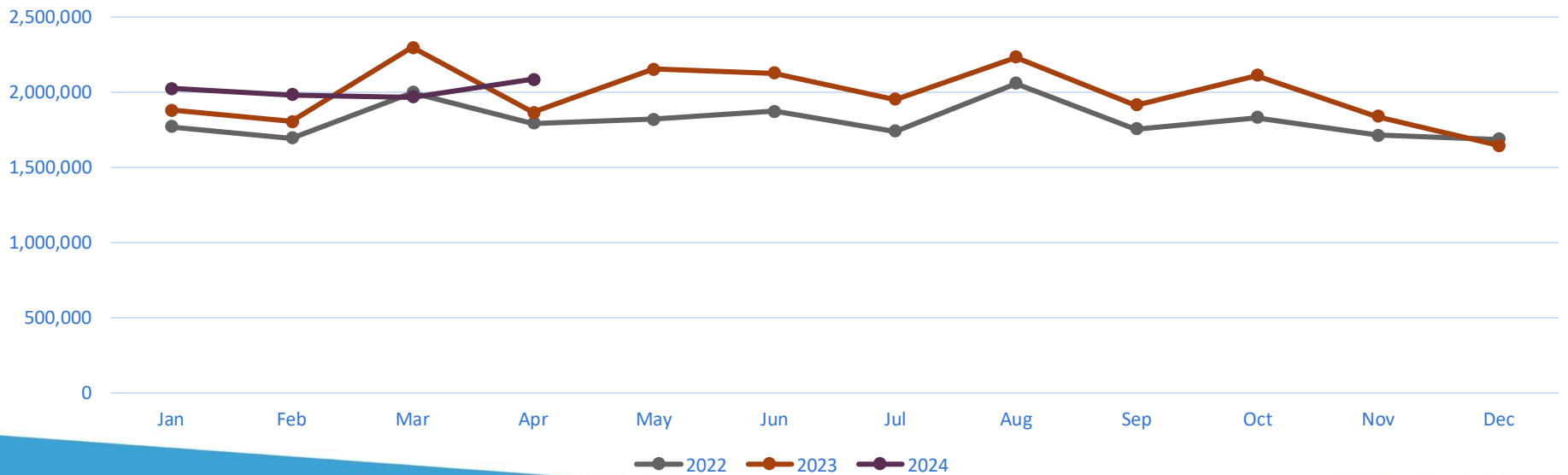
Customer Service Tickets



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	1,983,445	1,966,791	2,084,014								

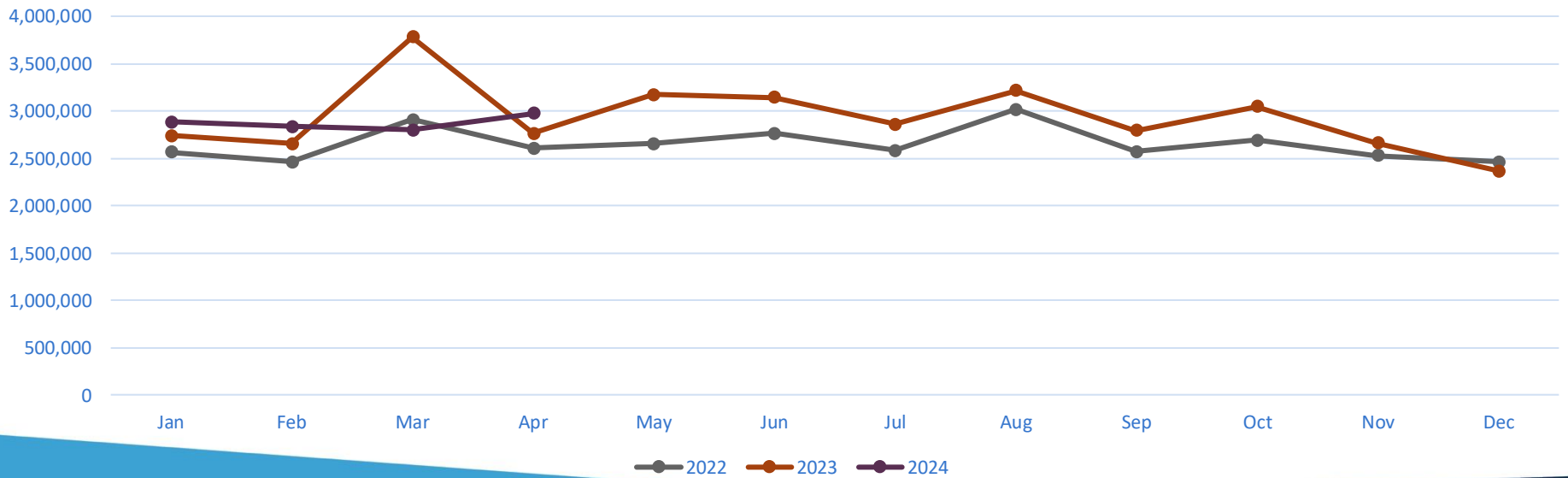
Customer Service Submissions



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	2,834,597	2,798,608	2,975,382								

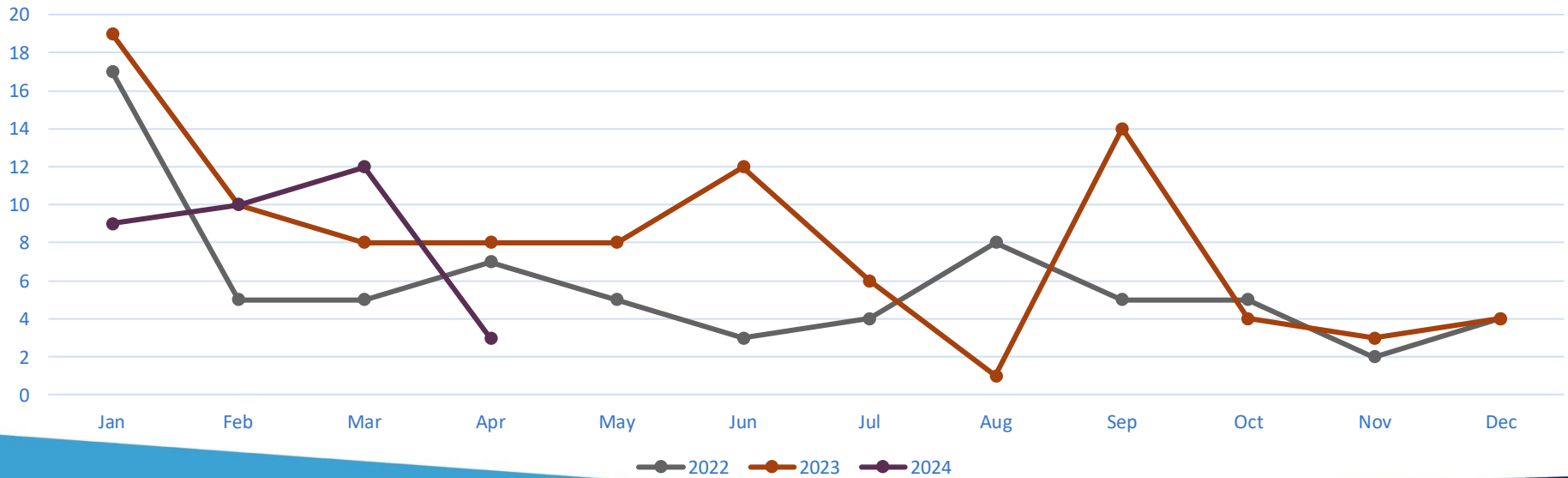
Customer Service Documents



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	10	12	3								

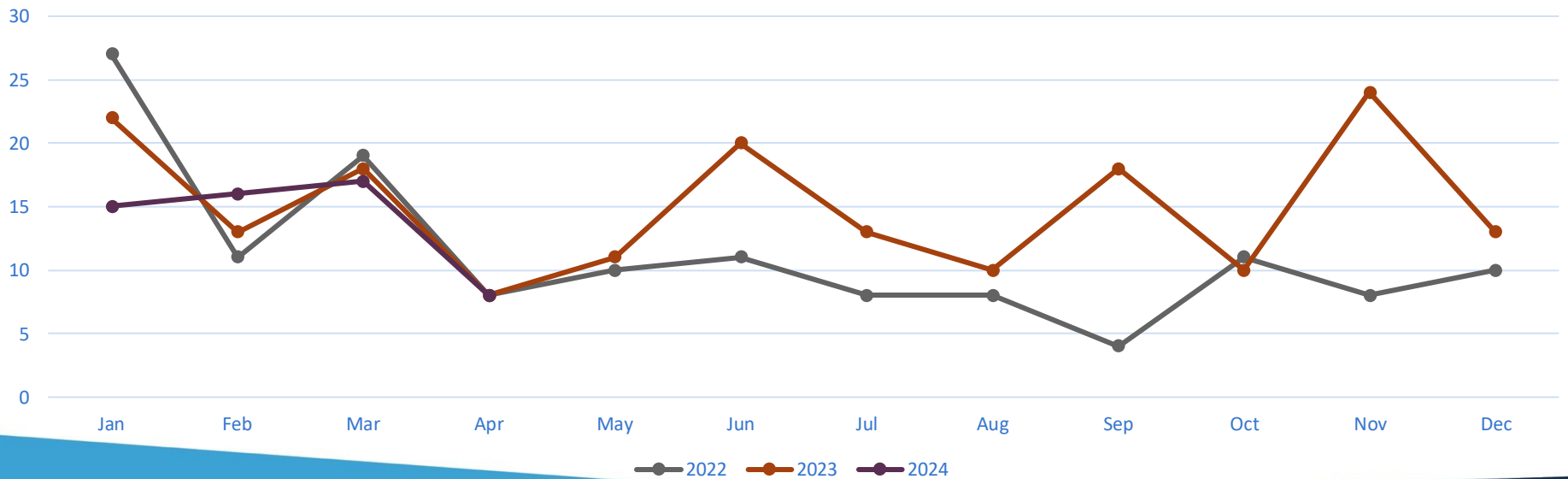
Judge Accounts



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	16	17	8								

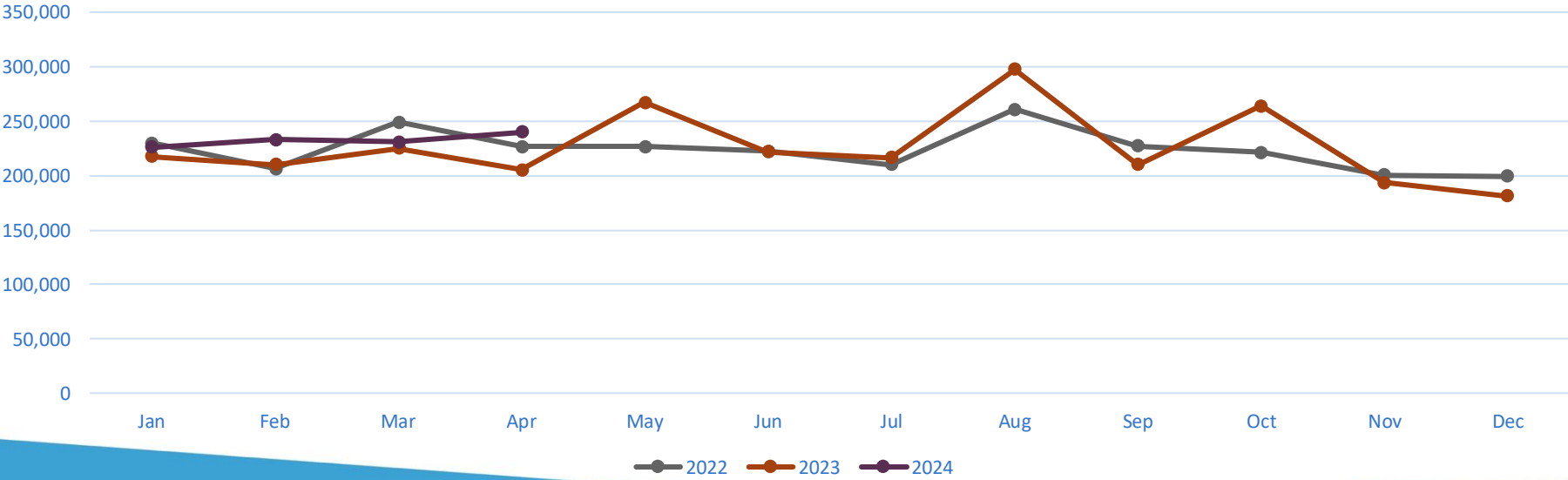
Judge Tickets



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	232,892	231,160	240,114								

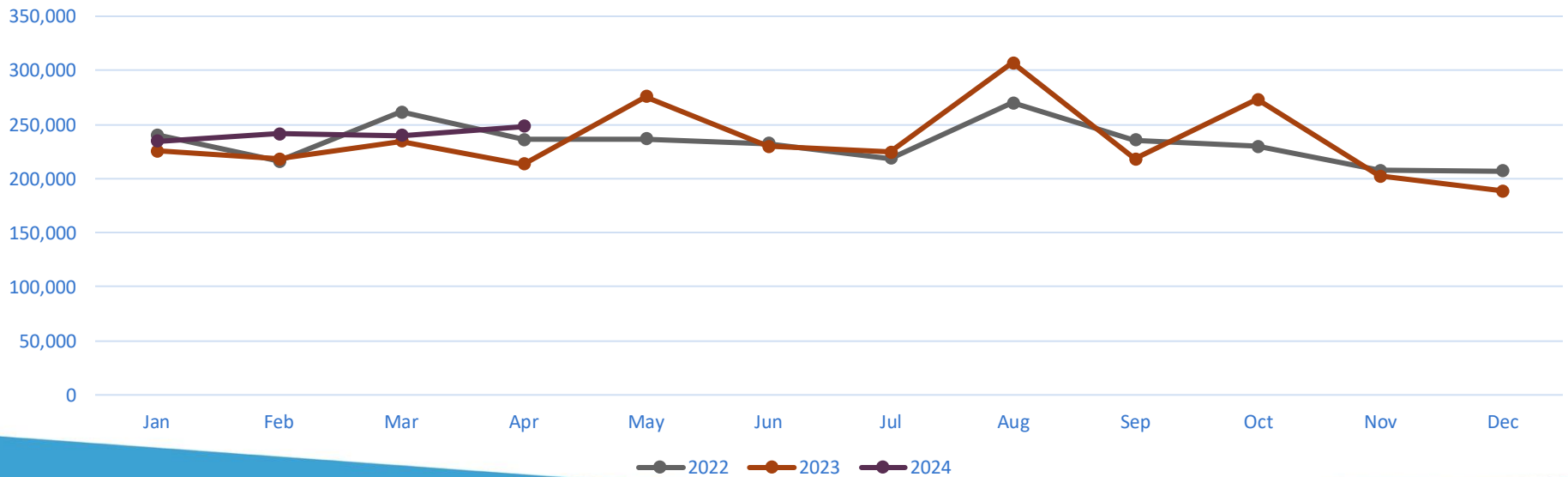
Judge Submissions



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	241,592	239,696	248,252								

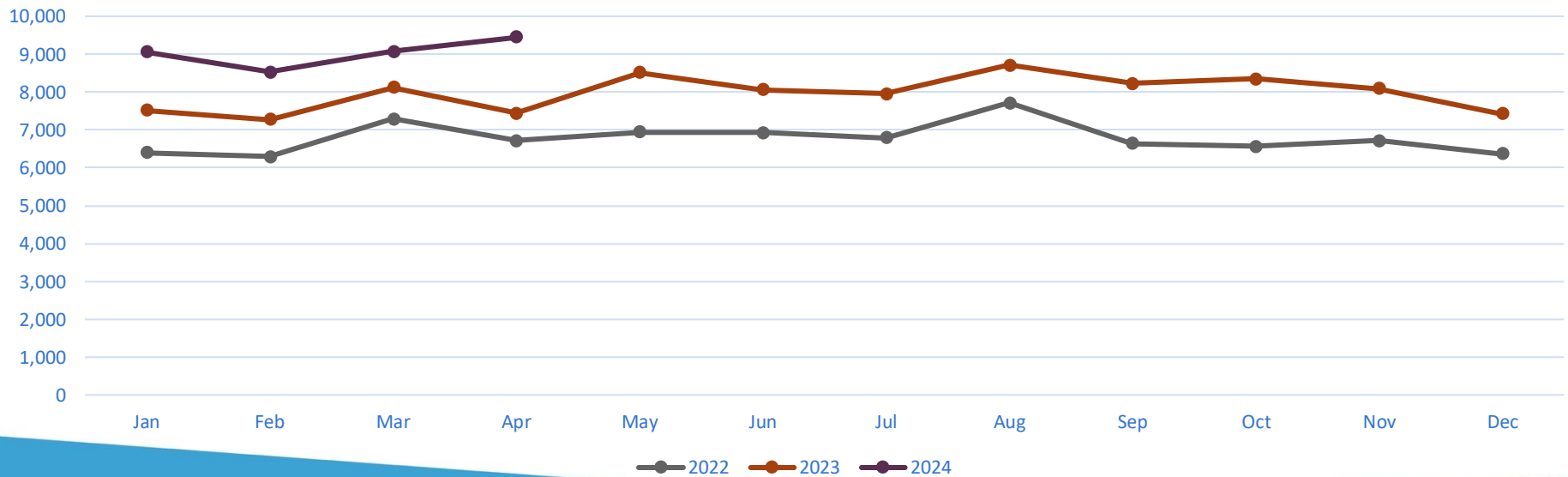
Judge Documents



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	8,525	9,070	9,457								

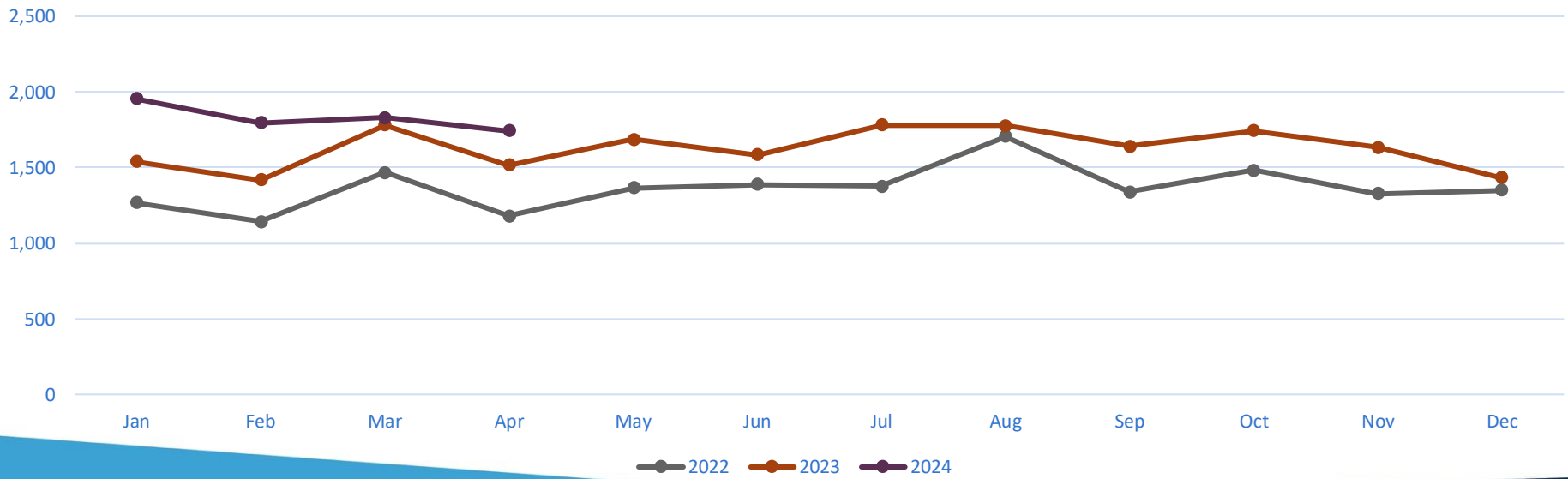
Self Rep Accounts



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	1,798	1,932	1,742								

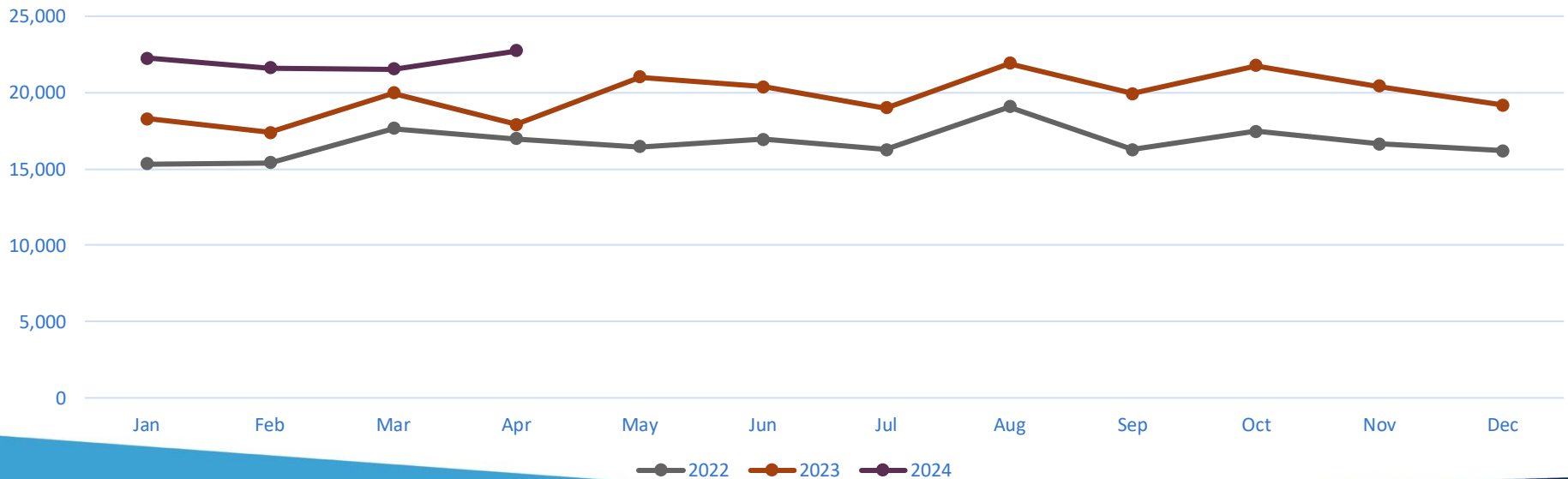
Self Rep Tickets



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	21,631	21,544	22,743								

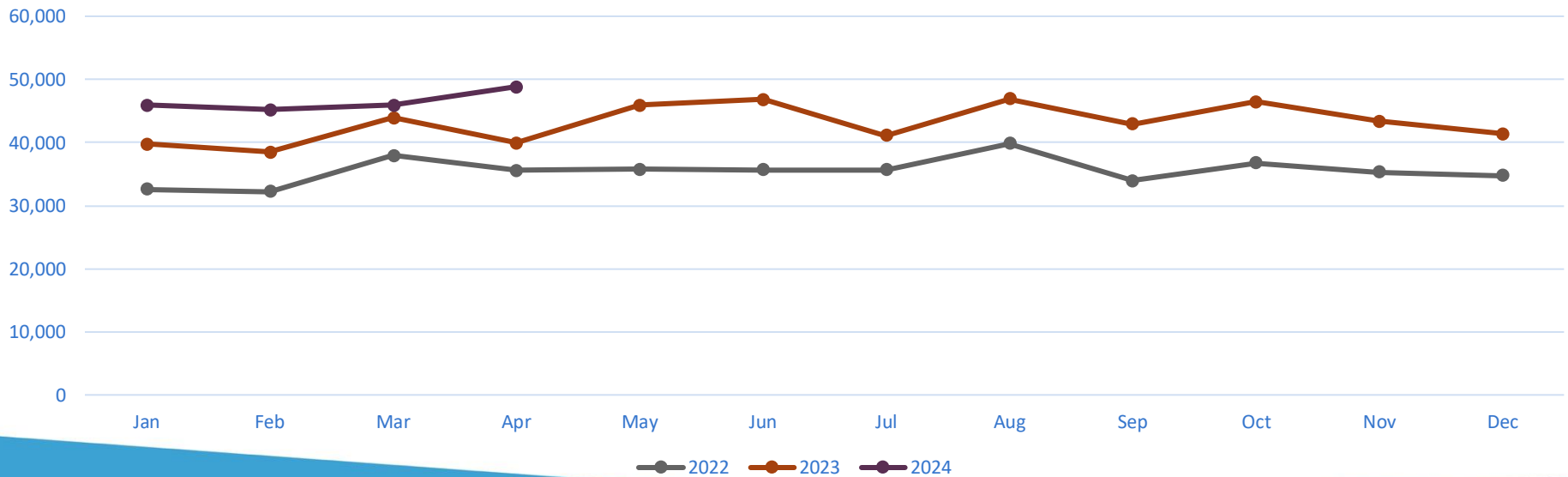
Self Rep Submissions



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	45,174	46,934	48,861								

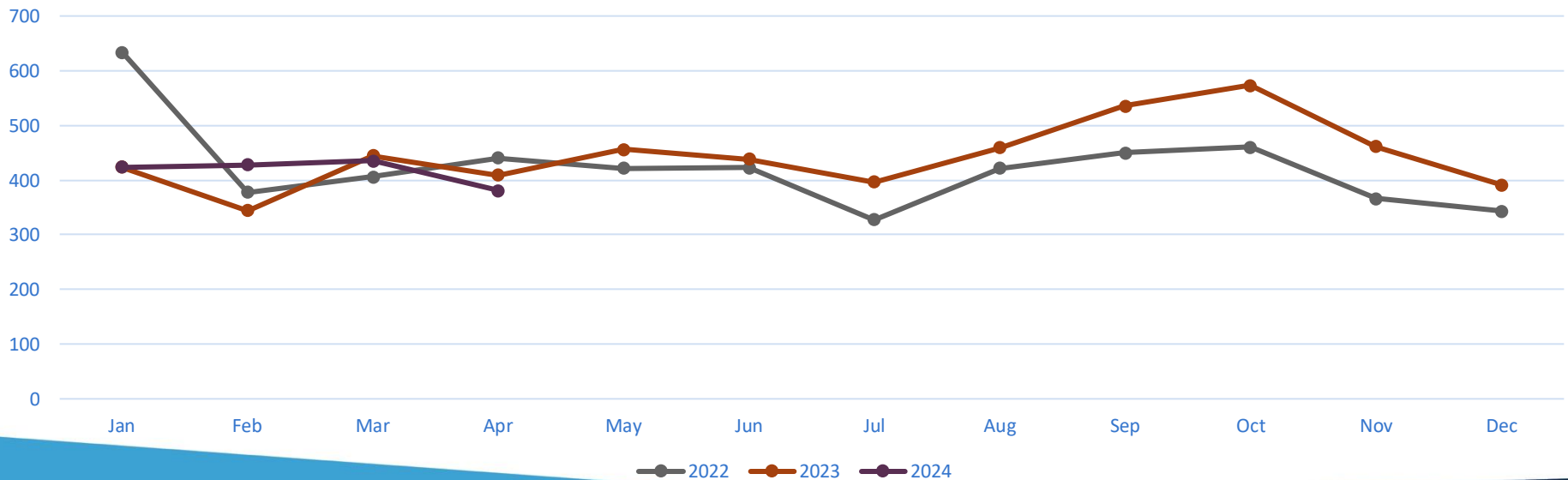
Self Rep Documents



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	428	435	381								

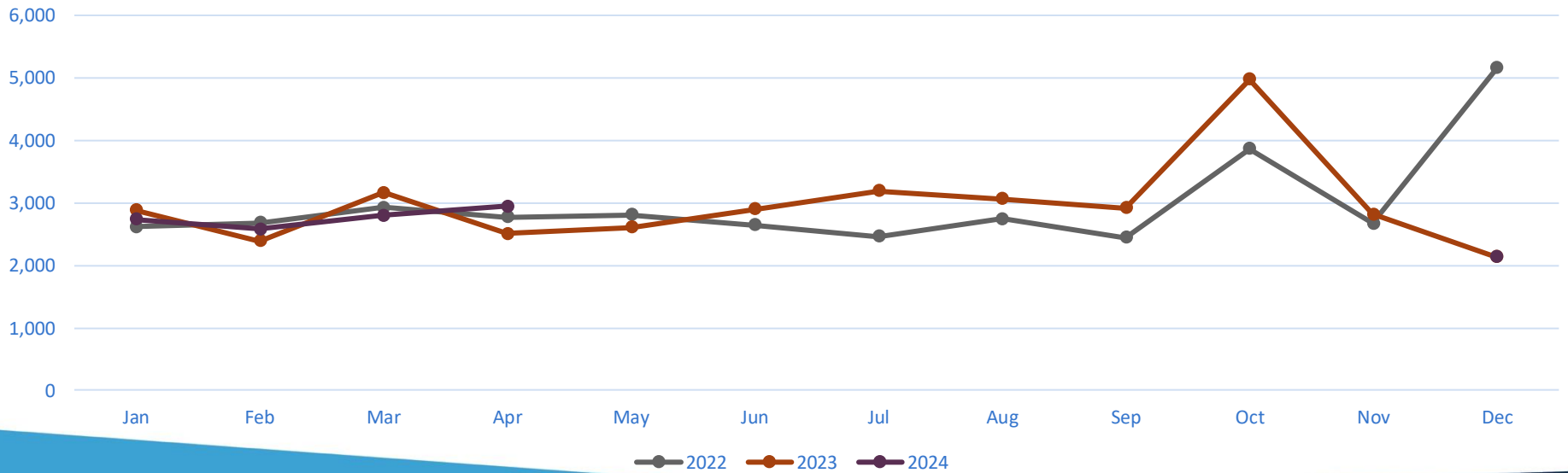
Attorney Accounts



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	2,582	2,797	2,943								

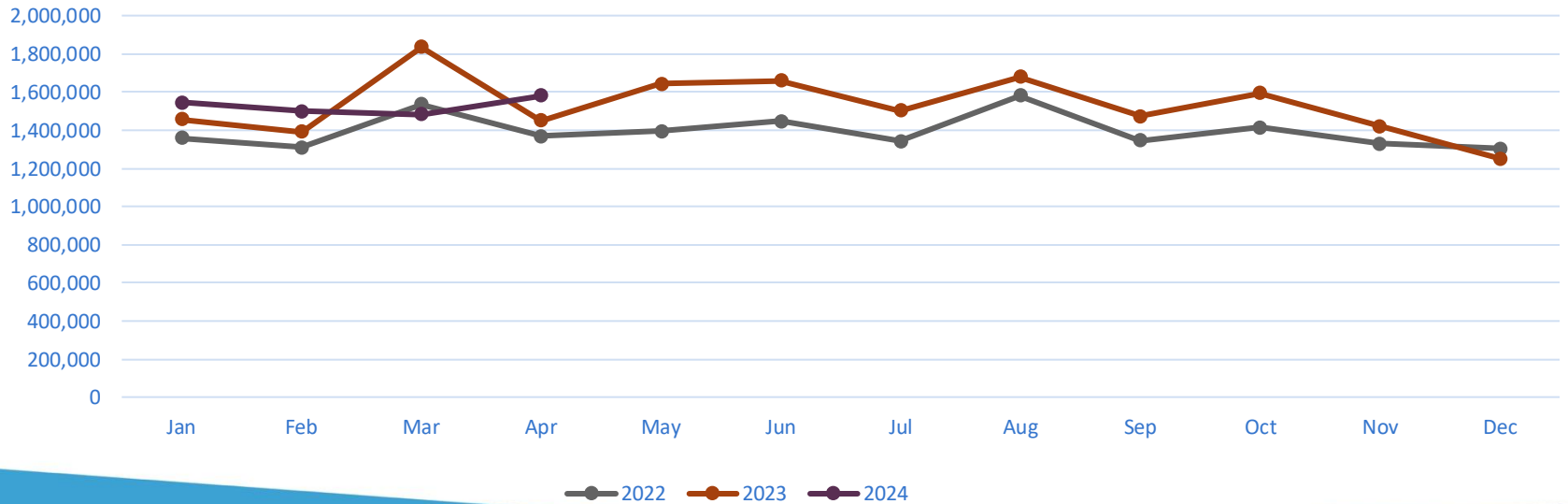
Attorney Tickets



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	1,500,253	1,485,072	1,580,874								

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	2,292,140	2,256,933	2,409,638								

Attorney Documents

