



FLORIDA COURTS  
**E-FILING AUTHORITY**

# Service Desk Report

## March 2025

# E-Portal Service Desk Summary

## March 2025

Month	January	February	March
<b>Total Tickets</b>	4,961	4,632	<b>4,663</b>

Customer Type	Count	Volume %	Acknowledged	Resolved
Judge	↑ 27	↑ 92%	↓ 35 Mins.	↓ 1 Hr. 38 Mins.
Self-Rep	↑ 2,224	↑ 2%	↓ 1 Hr. 19 Mins.	↓ 1 Hr. 10 Mins.
Attorney	↑ 2,412	↑ 2%	↓ 58 Mins.	↓ 1 Hr. 0 Mins.
<b>Total (Legal)</b>	↑ <b>4,663</b>	↑ <b>7%</b>	↓ <b>1 Hr. 7 Mins.</b>	↓ <b>1 Hr. 5 Mins.</b>
Clerk/Staff	↑ 386	↑ 26%	↑ 1 Min.	↑ 26 Mins.

Month	January	February	March
<b>DIY Tickets</b>	57	47	<b>33</b>

# Customer Service Incidents

## March 2025

Status	January 2025	February 2025	March 2025
Incidents Received	4,560	4,326	4,663
Incidents Resolved	4,473	4,237	4,574
Carry Over	87	89	89
# of Submissions	1,979,157	1,890,888	1,993,167
# of Documents	2,785,639	2,660,450	2,792,683

### Average Acknowledge & Resolve Times

<b>Acknowledge Time</b>	.16 Days 1 Hr. 26 Mins.	.28 Days 2 Hrs. 30 Mins.	.15 Days 1 Hr. 23 Mins.
<b>Resolution Time</b>	.23 Days 2 Hrs. 4 Mins.	.33 Days 2 Hrs. 59 Mins.	.21 Days 1 Hr. 54 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

## March 2025

Status	January 2025	February 2025	March 2025
Incidents Received	41	14	27
Incidents Worked	41	14	27
Carry Over	0	0	0
# of Submissions	226,331	225,922	239,939
# of Documents	234,529	233,847	248,115

Average Acknowledge & Resolve Times			
Acknowledge Time	.06 Days 32 Mins.	.16 Days 1 Hr. 24 Mins.	.09 Days 49 Mins.
Resolution Time	.20 Days 1 Hr. 49 Mins.	.37 Days 3 Hrs. 19 Mins.	.19 Days 1 Hr. 41 Mins.
Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers.			



# Self-Rep Litigant Incidents

## March 2025

Status	January 2025	February 2025	March 2025
Incidents Received	2,157	1,951	2,224
Incidents Worked	2,132	1,923	2,186
Carry Over	25	28	38
# of Submissions	28,024	27,935	30,750
# of Documents	61,619	60,161	64,735

Average Acknowledge & Resolve Times			
Acknowledge Time	.18 Days 1 Hr. 36 Mins.	.31 Days 2 Hrs. 47 Mins.	.16 Days 1 Hr. 28 Mins.
Resolution Time	.23 Days 2 Hrs. 6 Mins.	.34 Days 3 Hrs. 3 Mins.	.21 Days 1 Hr. 53 Mins.
Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers.			

# Attorney Incidents

## March 2025

Status	January 2025	February 2025	March 2025
Incidents Received	2,362	2,361	<b>2,412</b>
Incidents Worked	2,300	2,300	<b>2,361</b>
Carry Over	62	61	<b>51</b>
# of Submissions	1,477,630	1,396,685	<b>1,457,618</b>
# of Documents	2,216,995	2,097,447	<b>2,185,267</b>

Average Acknowledge & Resolve Times			
<b>Acknowledge Time</b>	.15 Days 1 Hr. 18 Mins.	.25 Days 2 Hrs. 17 Mins.	<b>.15 Days 1 Hr. 19 Mins.</b>
<b>Resolution Time</b>	.23 Days 2 Hrs. 3 Mins.	.32 Days 2 Hrs. 55 Mins.	<b>.21 Days 1 Hr. 55 Mins.</b>
Stakeholders: Attorneys and their representatives.			

# Technical Incidents

## March 2025

Status	January 2025	February 2025	March 2025
Incidents Received	401	306	386
Incidents Worked	387	291	367
Carry Over	14	15	19
# of Submissions	19,211	18,255	20,340
# of Documents	23,046	22,035	24,480

Average Acknowledge & Resolve Times			
Acknowledge Time	.03 Days 17 Mins.	.03 Days 17 Mins.	.03 Days 18 Mins.
Resolution Time	.21 Days 1 Hr. 55 Mins.	.18 Days 1 Hr. 35 Mins.	.22 Days 2 Hrs. 1 Min.
Stakeholders: Clerks of Court and their staff.			

# Top Incident Types & Percentage of Call Volume

Self-Represented Litigants					
Access	24%	Correction Queue	4%	E-Service	1%
Filing Updated	1%	Information	23%	Training	36%

Attorneys					
Access	25%	Correction Queue	8%	E-Service	4%
Information	22%	Pending Registration	12%	Training	8%

Judiciary					
Access	33%	E-Service	22%	Information	14%



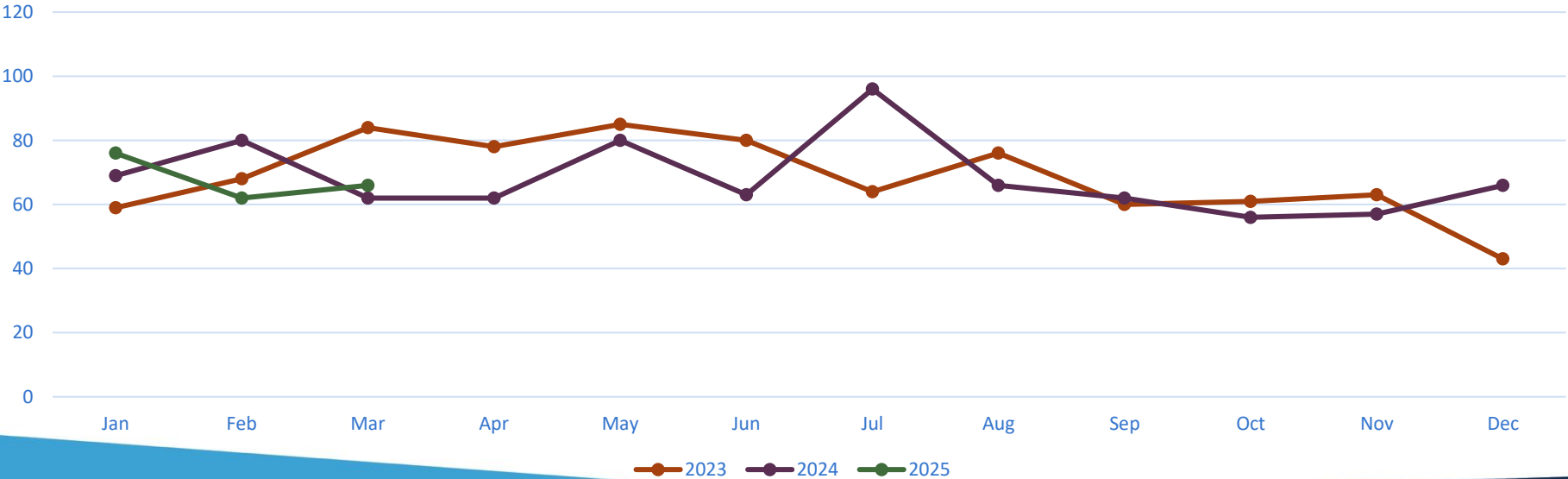
# At a Glance Statistics

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](mailto:Howell@flclerks.com)

# County Account Comparison

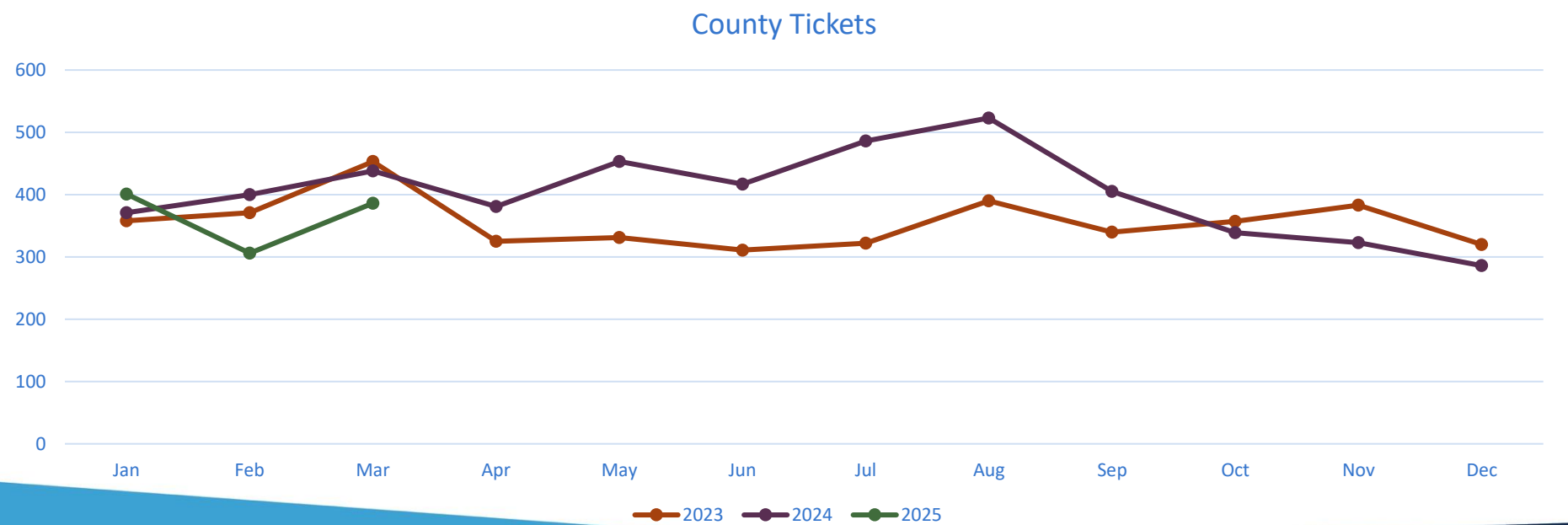
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	59	68	84	78	85	80	64	76	60	61	63	43
2024	69	80	62	62	80	63	96	66	62	56	57	66
2025	76	62	66									

County Accounts



# County Ticket Comparison

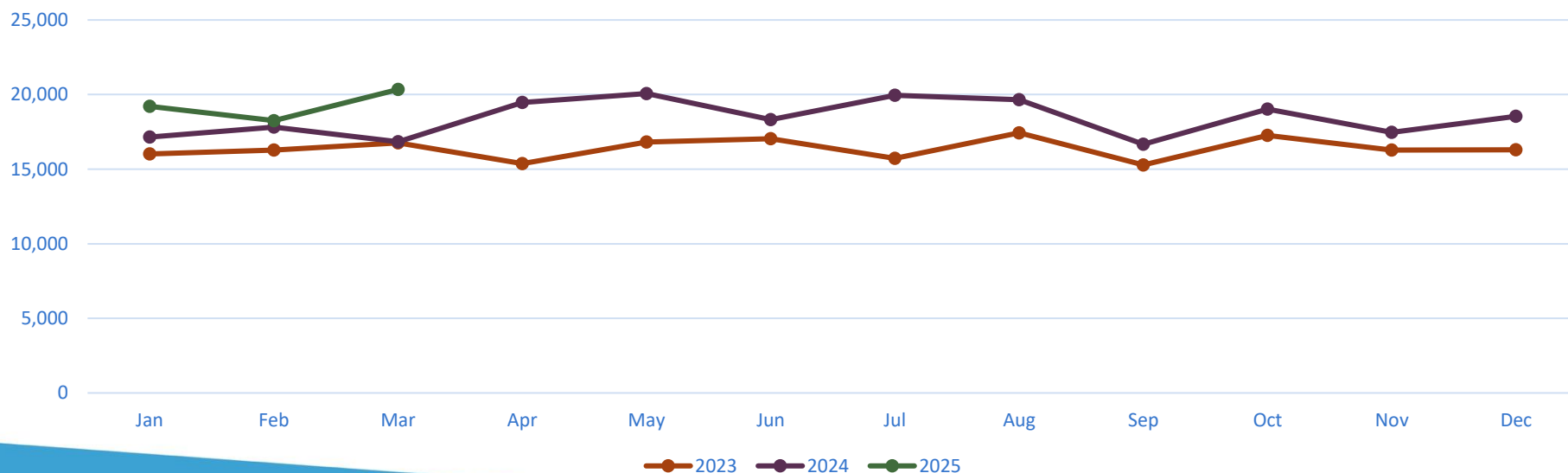
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	358	371	453	325	331	311	322	390	340	357	383	320
2024	371	400	438	381	453	417	486	523	405	339	323	286
2025	401	306	386									



# County Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2023</b>	16,025	16,275	16,764	15,380	16,826	17,037	15,726	17,437	15,284	17,263	16,281	16,299
<b>2024</b>	17,160	17,820	16,844	19,468	20,069	18,320	19,960	19,657	16,670	19,031	17,470	18,545
<b>2025</b>	19,211	18,255	20,340									

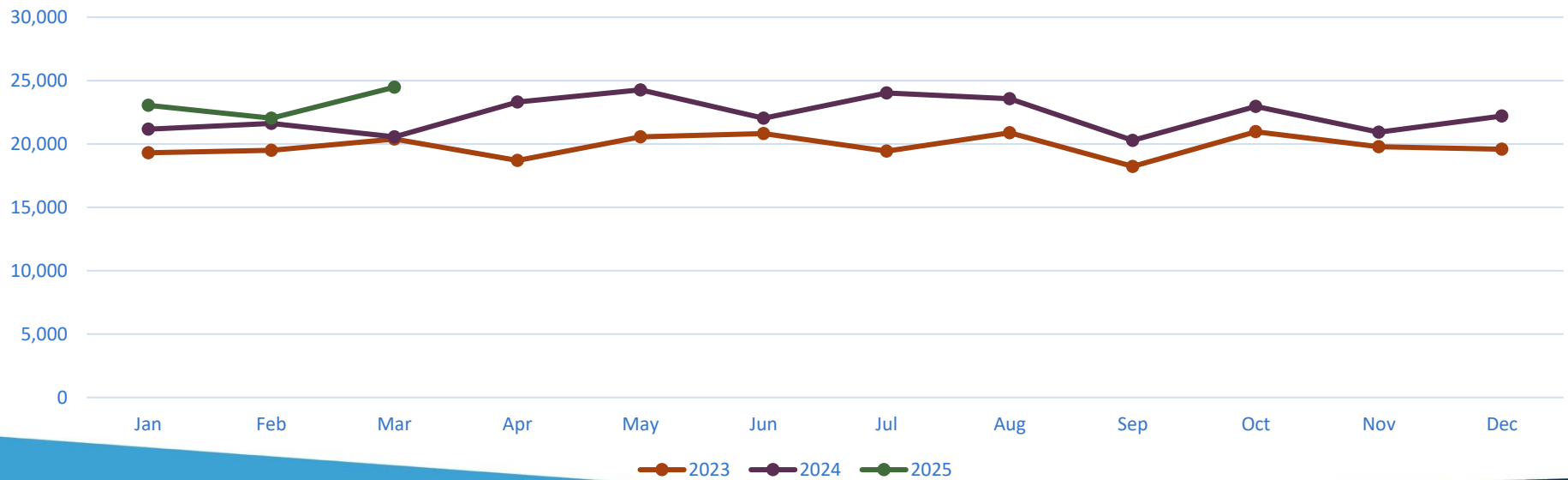
County Submissions



# County Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2023</b>	19,311	19,505	20,392	18,707	20,569	20,828	19,434	20,891	18,233	20,965	19,773	19,594
<b>2024</b>	21,171	21,625	20,569	23,307	24,271	22,029	24,013	23,564	20,284	22,953	20,936	22,201
<b>2025</b>	23,046	22,035	24,480									

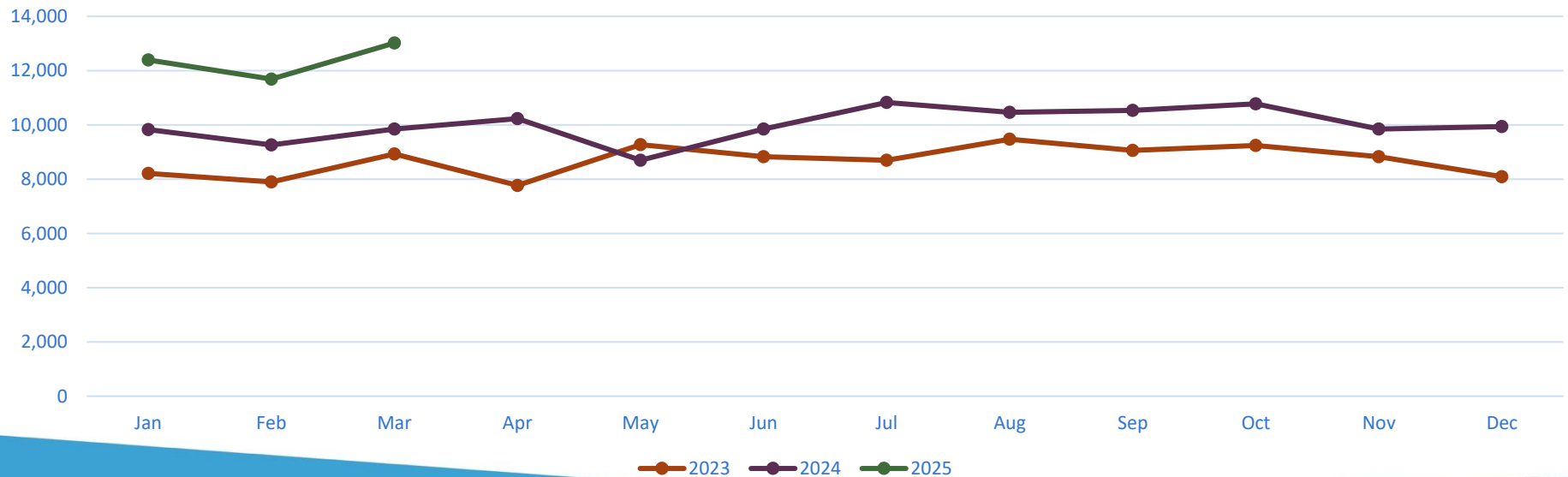
County Documents



# Customer Service Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2023</b>	8,210	7,901	8,927	7,771	9,275	8,831	8,694	9,471	9,057	9,243	8,831	8,088
<b>2024</b>	9,828	9,265	9,845	10,228	8,698	9,843	10,826	10,464	10,533	10,779	9,852	9,938
<b>2025</b>	12,394	11,689	<b>13,015</b>									

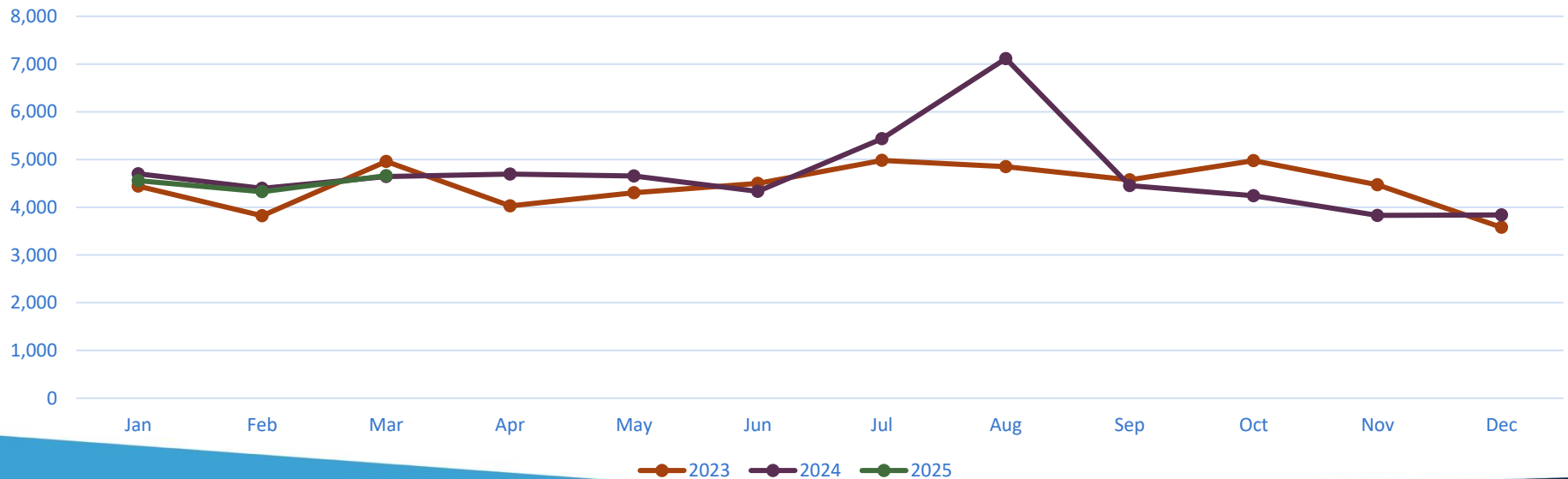
Customer Service Accounts



# Customer Service Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2023</b>	4,443	3,821	4,961	4,029	4,307	4,502	4,982	4,851	4,574	4,977	4,473	3,580
<b>2024</b>	4,702	4,396	4,646	4,693	4,658	4,332	5,435	7,116	4,457	4,244	3,831	3,839
<b>2025</b>	4,560	4,326	4,663									

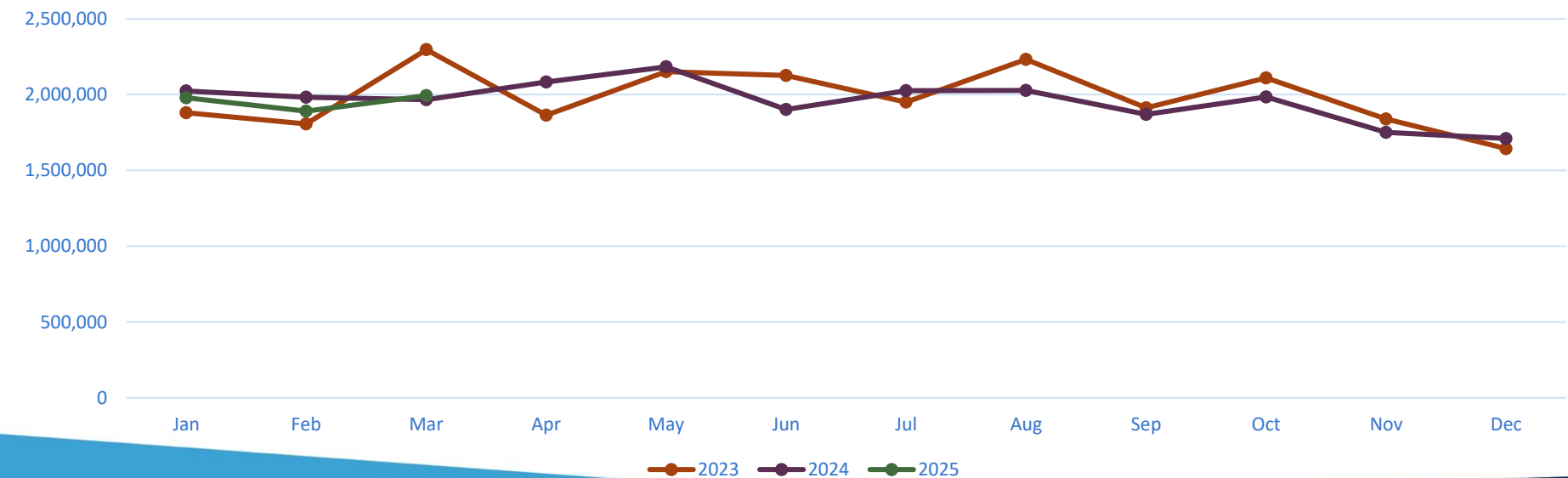
Customer Service Tickets



# Customer Service Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2023</b>	1,880,572	1,806,137	<b>2,296,346</b>	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
<b>2024</b>	2,023,830	1,983,445	1,966,791	2,084,014	2,182,993	1,901,421	2,025,365	2,027,387	1,870,309	1,983,846	1,751,362	1,710,382
<b>2025</b>	1,979,157	1,890,888	1,993,167									

Customer Service Submissions

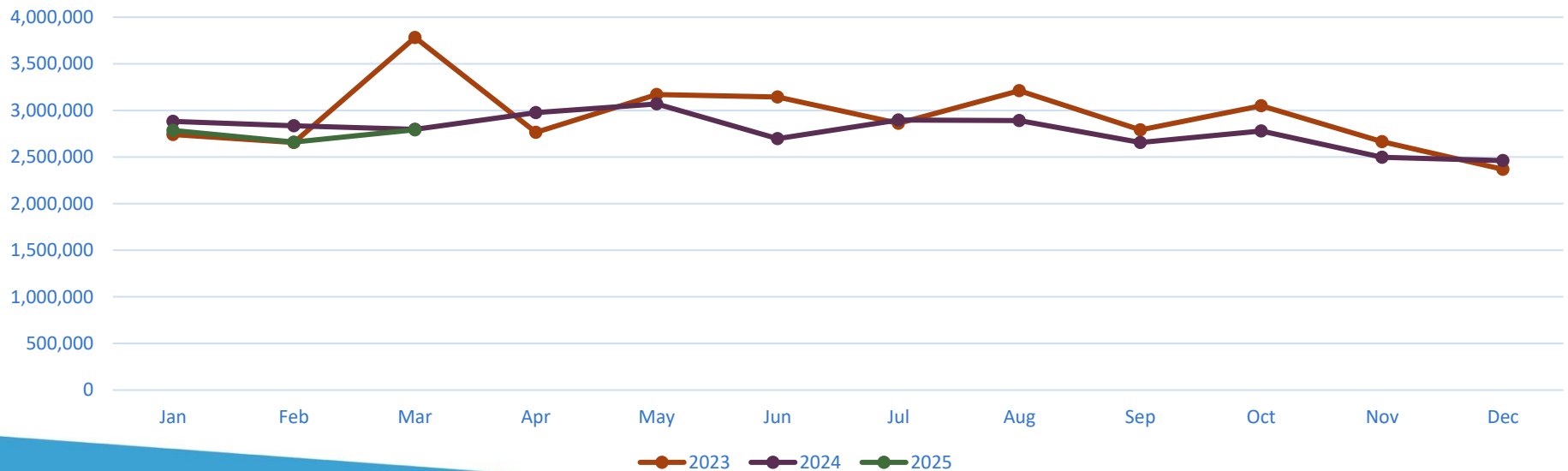




# Customer Service Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2023</b>	2,739,941	2,656,887	<b>3,782,454</b>	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
<b>2024</b>	2,883,251	2,834,597	2,798,608	2,975,382	3,069,713	2,697,779	2,897,009	2,890,002	2,655,448	2,779,801	2,497,983	2,461,741
<b>2025</b>	2,785,639	2,660,450	2,792,683									

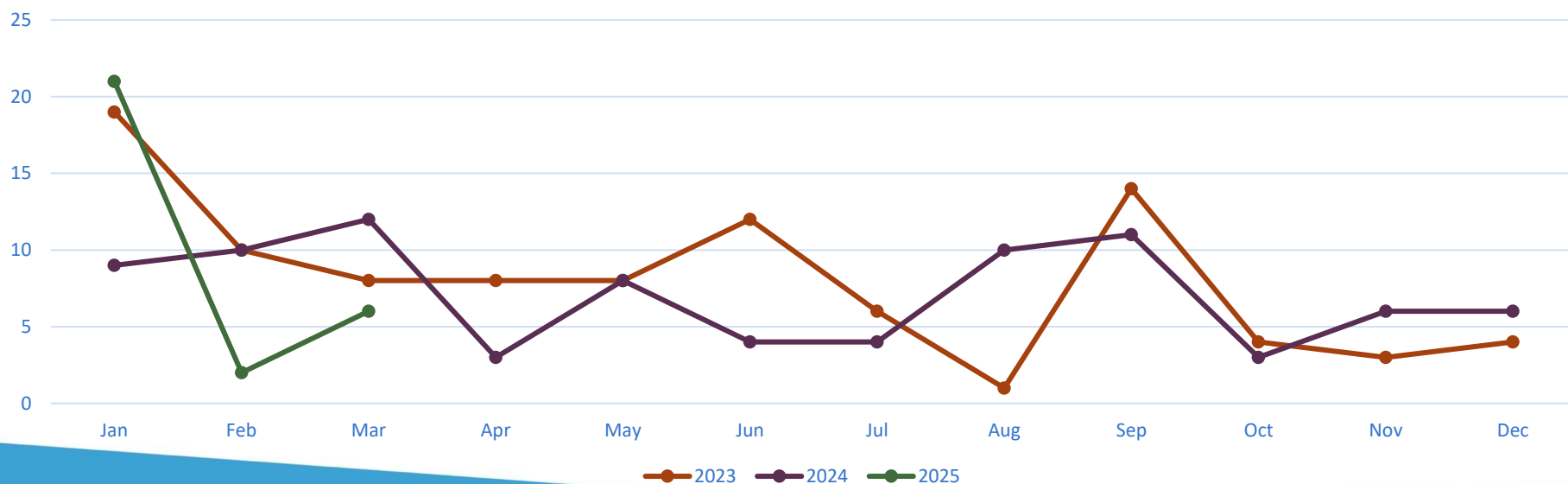
Customer Service Documents



# Judicial Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	19	10	8	8	8	12	6	1	14	4	3	4
2024	9	10	12	3	8	4	4	10	11	3	6	6
2025	21	2	6									

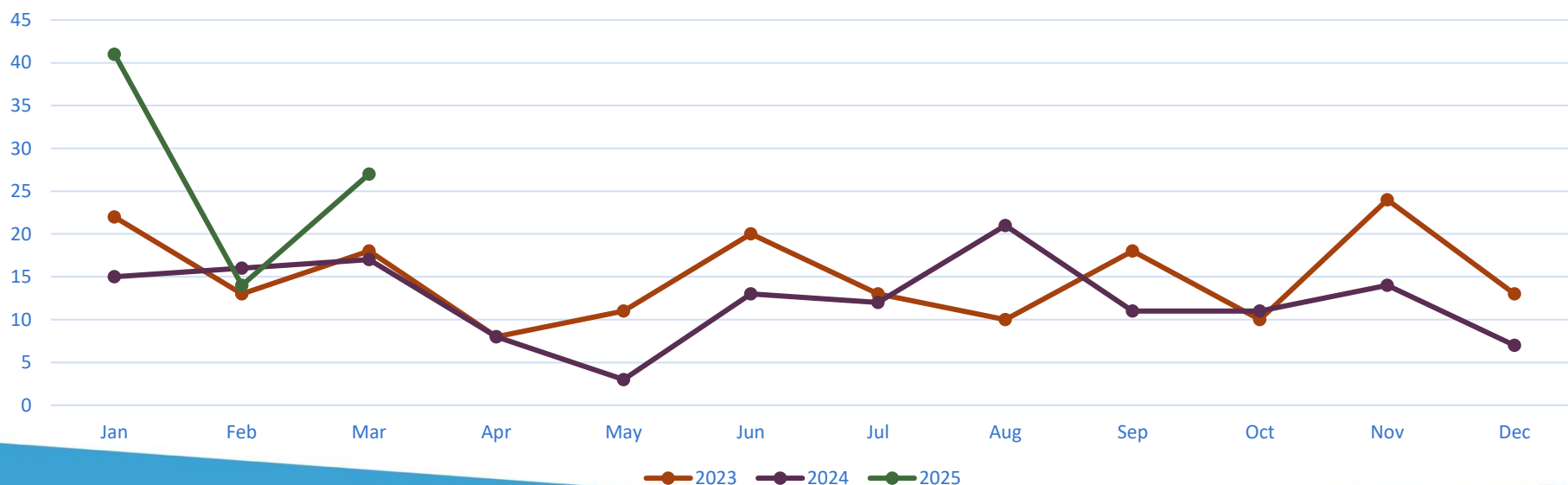
Judge Accounts



# Judicial Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2023</b>	22	13	18	8	11	20	13	10	18	10	24	13
<b>2024</b>	15	16	17	8	3	13	12	21	11	11	14	7
<b>2025</b>	41	14	27									

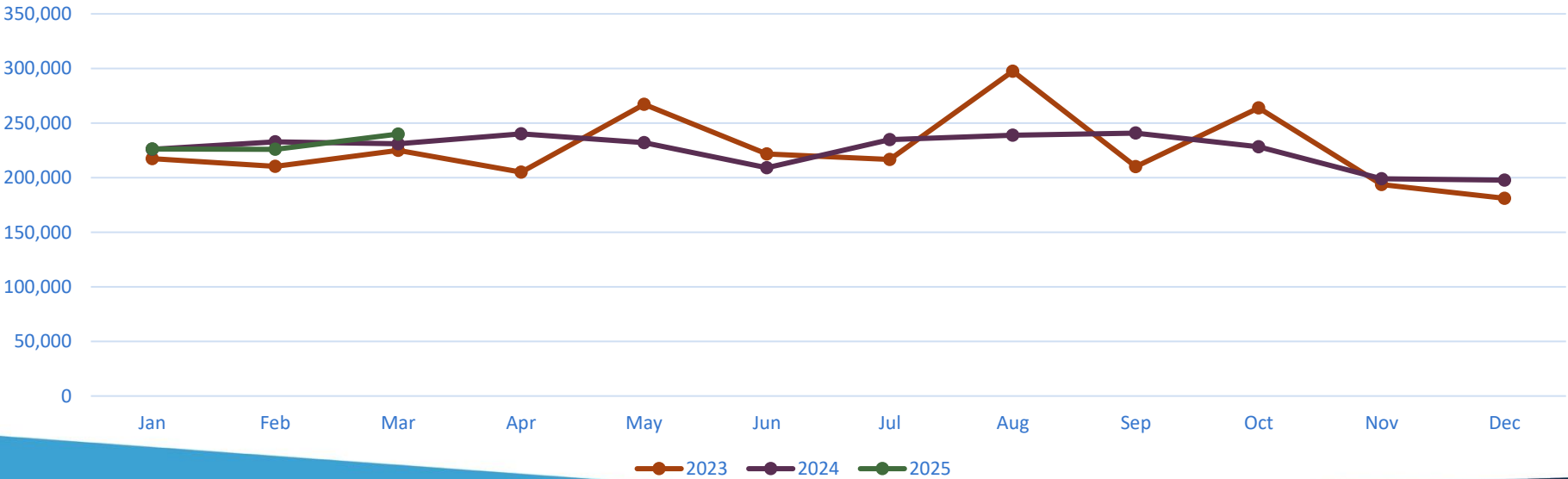
Judge Tickets



# Judicial Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2023</b>	217,460	210,212	225,051	205,131	267,209	221,715	216,762	<b>297,503</b>	209,999	263,965	193,568	181,106
<b>2024</b>	226,074	232,892	231,160	240,114	231,996	209,019	234,878	238,772	240,783	228,295	198,931	197,753
<b>2025</b>	226,331	225,922	239,939									

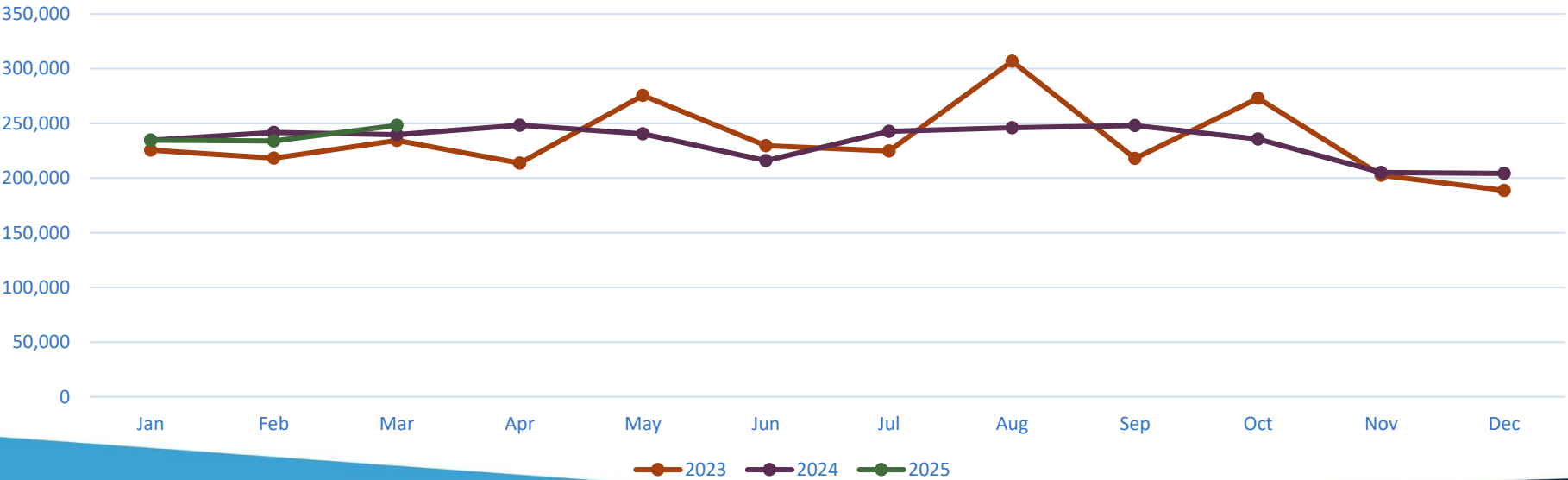
Judge Submissions



# Judicial Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	240,272	215,842	242,724	246,010	247,898	235,572	205,133	204,194
2025	234,529	233,947	248,115									

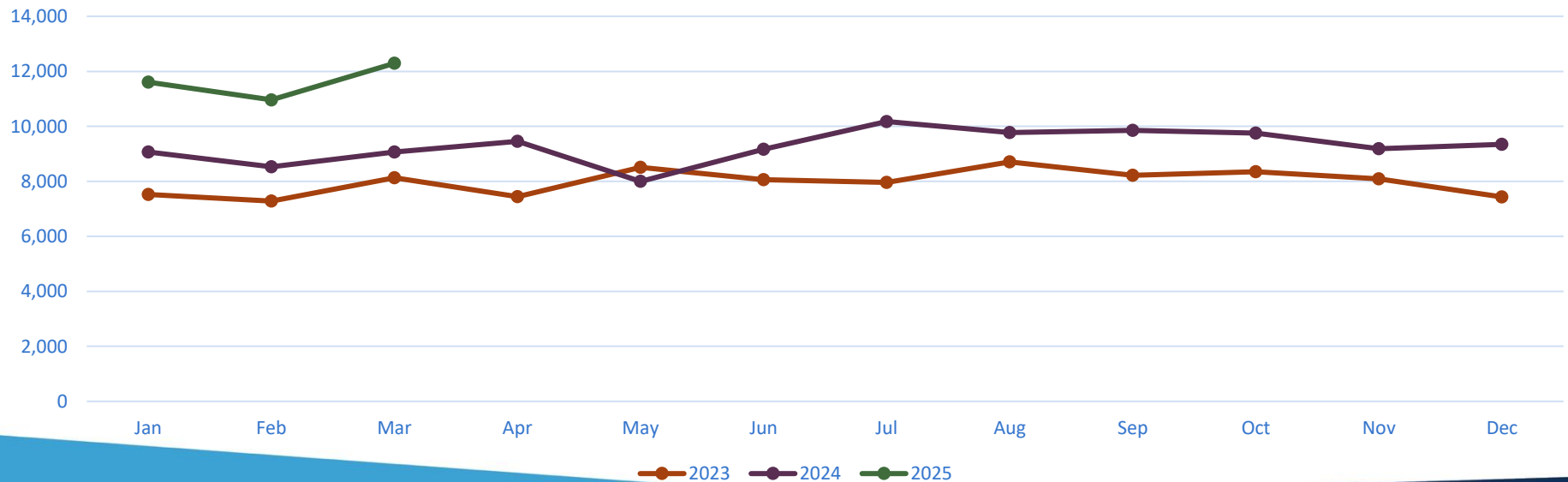
Judge Documents



# Self-Rep Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2023</b>	7,522	7,282	8,128	7,448	8,508	8,062	7,962	8,707	8,221	8,353	8,086	7,432
<b>2024</b>	9,063	8,525	9,070	9,457	7,997	9,163	10,176	9,773	9,858	9,755	9,191	9,345
<b>2025</b>	11,605	10,965	12,292									

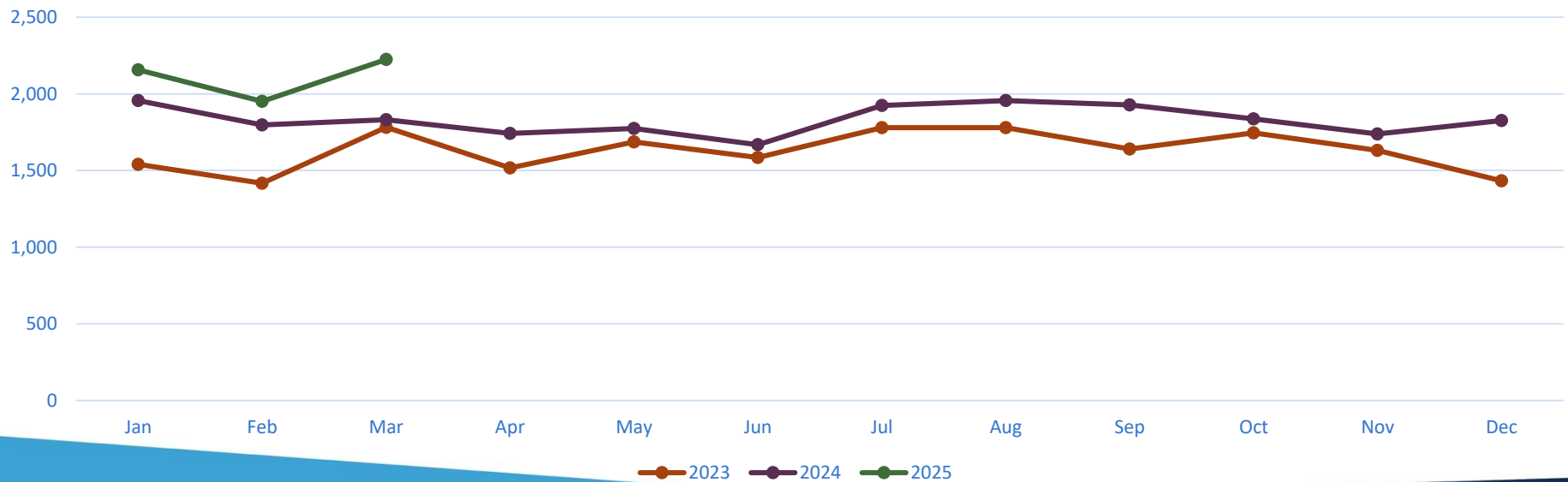
Self Rep Accounts



# Self-Rep Ticket Comparison

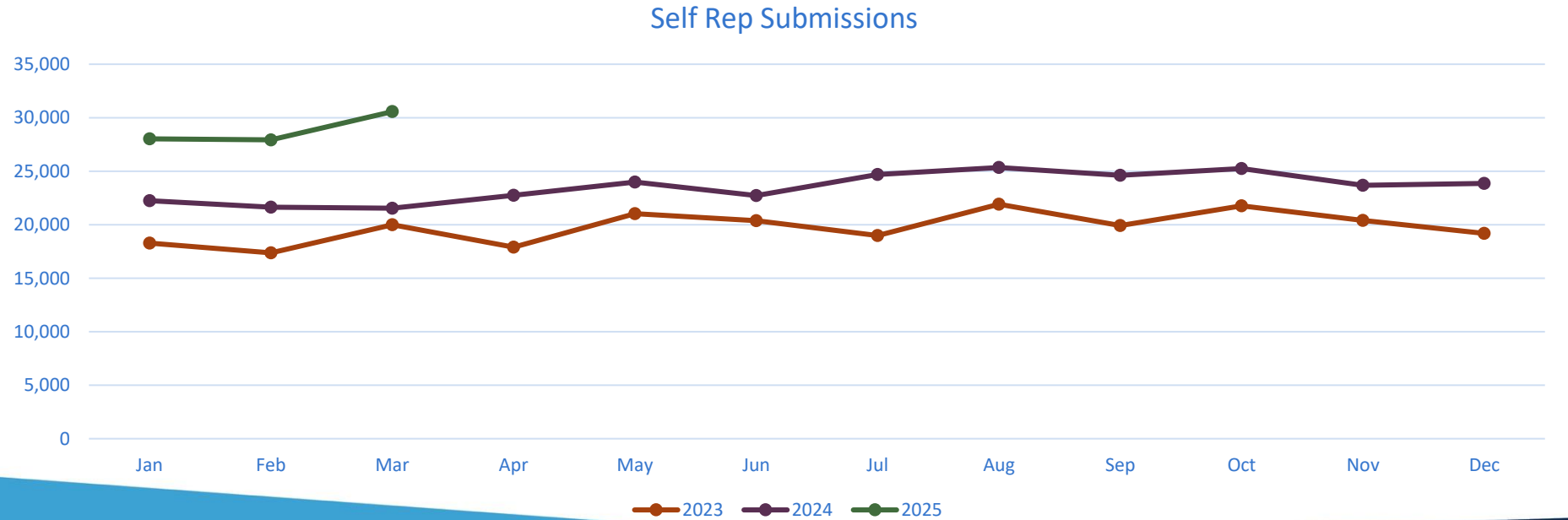
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2023</b>	1,540	1,417	1,782	1,517	1,687	1,585	1,780	1,779	1,640	1,745	1,632	1,432
<b>2024</b>	1,956	1,798	1,932	1,742	1,774	1,668	1,925	1,956	1,927	1,836	1,739	1,826
<b>2025</b>	2,157	1,951	<b>2,224</b>									

Self Rep Tickets



# Self-Rep Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2023</b>	18,278	17,371	19,987	17,908	21,034	20,371	18,996	21,915	19,931	21,766	20,403	19,194
<b>2024</b>	22,241	21,631	21,544	22,743	23,985	22,734	24,703	25,346	24,615	25,247	23,685	23,860
<b>2025</b>	28,024	27,935	30,570									

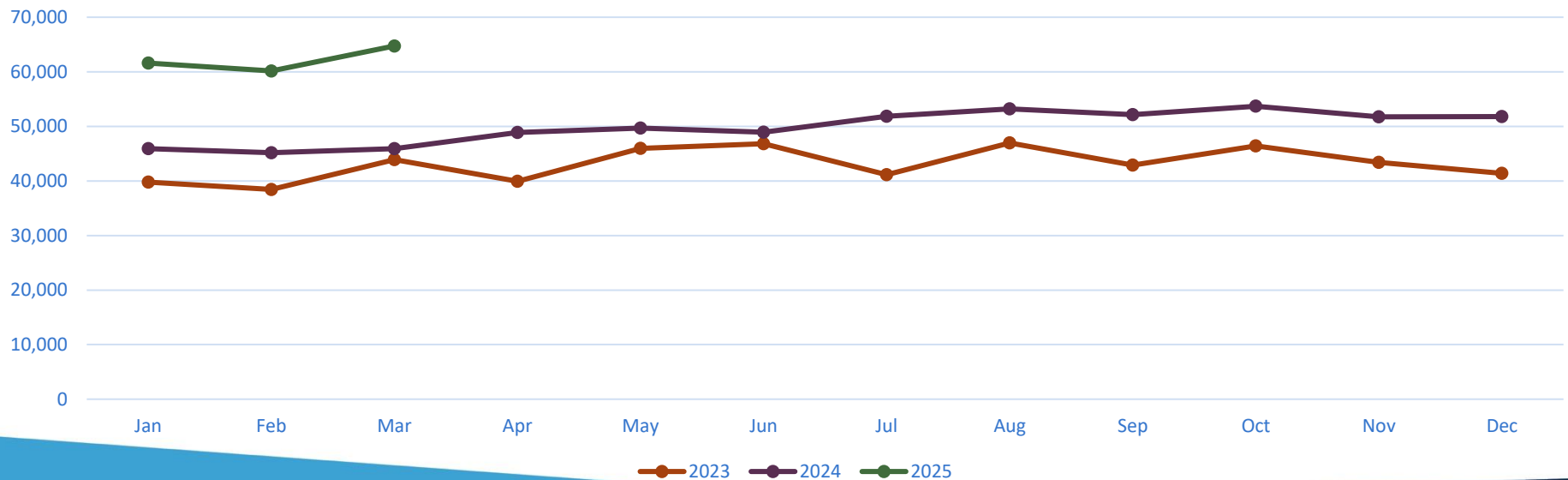




# Self-Rep Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2023</b>	39,776	38,442	43,918	39,917	45,952	46,834	41,147	46,906	42,906	46,418	43,412	41,395
<b>2024</b>	45,895	45,174	46,934	48,861	49,704	48,952	51,835	53,205	52,141	53,684	51,755	51,784
<b>2025</b>	61,619	60,161	<b>64,735</b>									

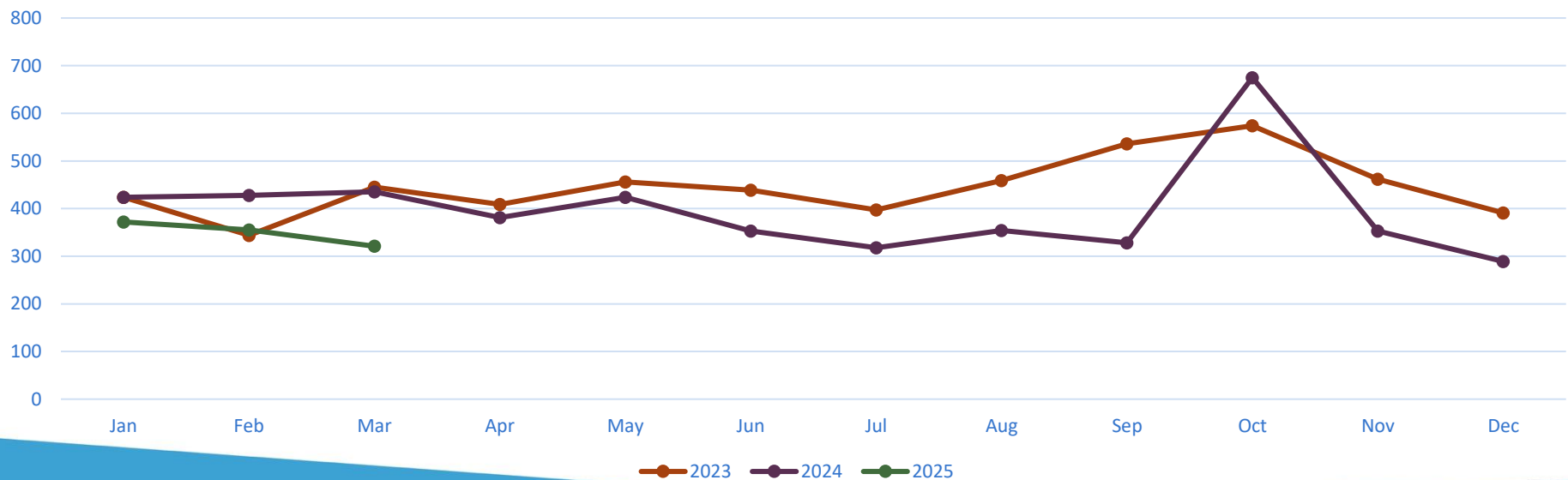
Self Rep Documents



# Attorney Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2023</b>	424	344	445	409	456	439	397	459	536	574	462	391
<b>2024</b>	424	428	435	381	424	353	318	354	328	675	353	289
<b>2025</b>	372	355	321									

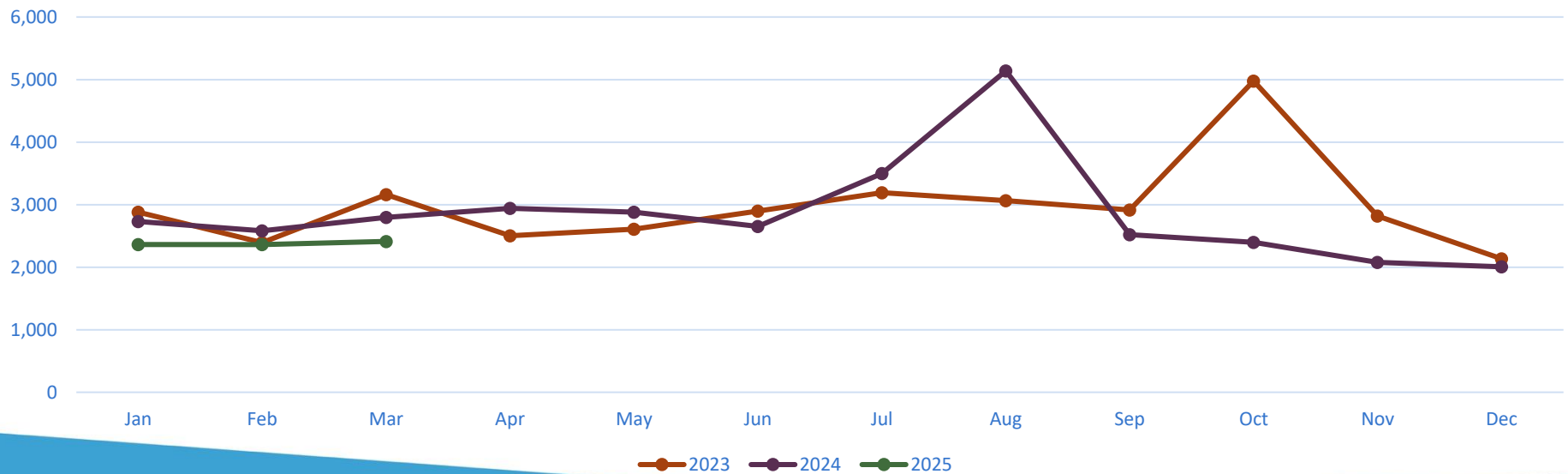
Attorney Accounts



# Attorney Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2023</b>	2,881	2,391	3,161	2,504	2,609	2,897	3,189	3,062	2,916	3,222	2,817	2,135
<b>2024</b>	2,731	2,582	2,797	2,943	2,881	2,651	3,498	5,139	2,519	2,397	2,078	2,006
<b>2025</b>	2,362	2,361	2,412									

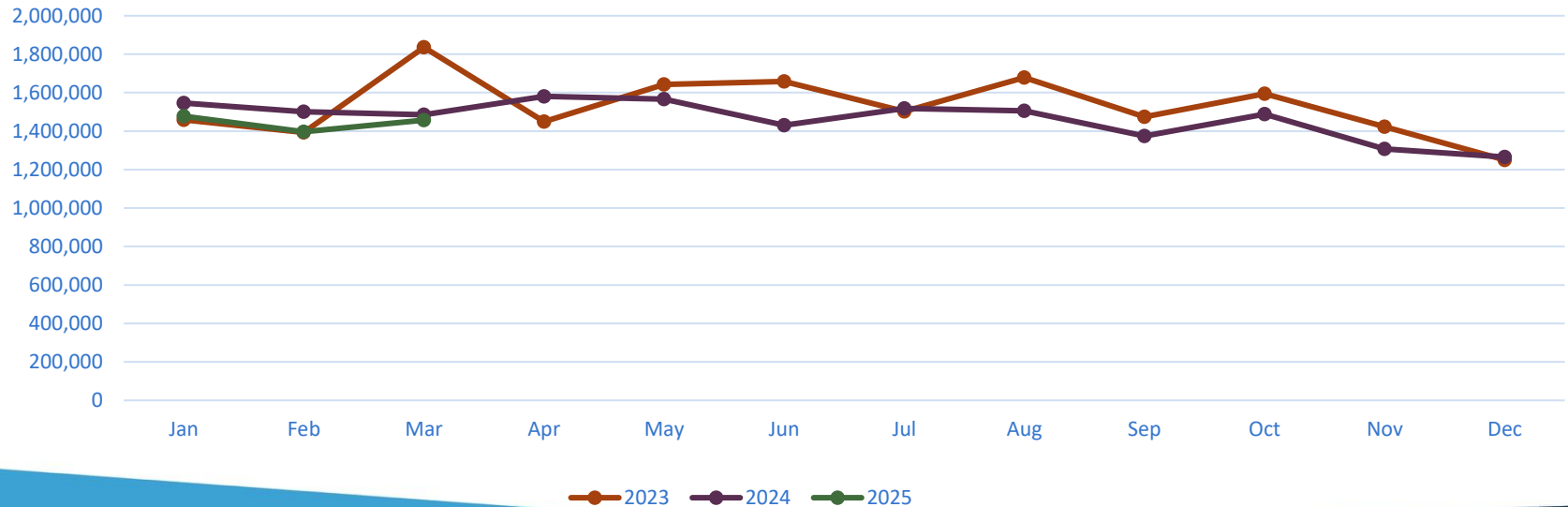
Attorney Tickets



# Attorney Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2023</b>	1,458,948	1,393,425	<b>1,835,851</b>	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
<b>2024</b>	1,546,150	1,500,253	1,485,072	1,580,874	1,566,174	1,430,618	1,518,568	1,505,721	1,374,433	1,488,389	1,307,555	1,265,568
<b>2025</b>	1,477,630	1,396,658	1,457,618									

Attorney Submissions



# Attorney Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2023</b>	2,261,939	2,187,953	<b>3,255,859</b>	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
<b>2024</b>	2,345,890	2,292,140	2,256,933	2,409,638	2,391,342	2,167,477	2,326,862	2,305,280	2,099,493	2,221,256	1,997,519	1,957,674
<b>2025</b>	2,216,995	2,097,447	2,185,267									

Attorney Documents

