

Improving Customer Support



ACAP SYSTEMS CONFERENCE

OCTOBER 31, 2014

PRESENTERS: MICHIAL ARMSTRONG & TERRI TAKEI

Applications/Requests Supported by ACAP



- **Contexte**
- **AOC hosted Imaging**
- **Jury/MJI**
- **eFlex**
- **eTraffic**
- **Court Connect**
 - Internal
 - Public
- **Other Systems**
 - dNET
 - CMS (until December 31, 2015)
 - iMIS
- **Additional Areas:**
 - Court data requests
 - Data Exchange issues
 - ACIC
 - Driver Services
 - VINE

Who does ACAP HelpDesk Support?



- Supreme Court/Court of Appeals
- District/Circuit Judges
- District/Circuit Clerks
- Judge Staff
- eFilers (Attorneys, Pro Se)
- AOC staff
- Other Agencies



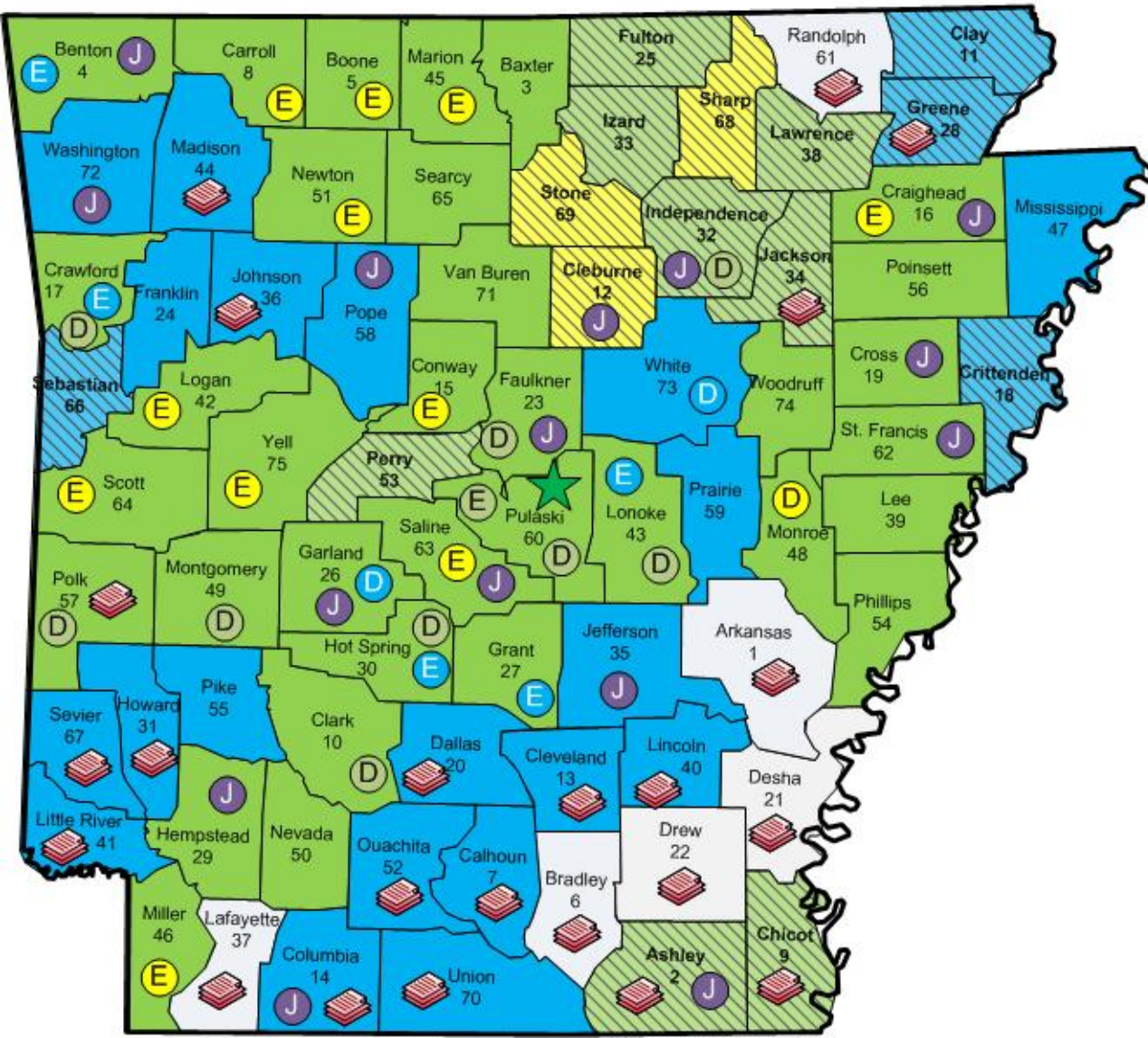
Arkansas Courts on Contexte and eFiling

Circuit Court, District Court, & Juvenile Drug Court

as of October 1, 2014

(Contexte court code shown below county name)

-  Appellate Courts on Contexte
 -  Circuit Courts on Contexte
 -  CMS Sundown – Circuit Court Legacy AOC CMS on Contexte
 -  Court on eFiling
 -  District Courts on Contexte
 -  Juvenile Drug Courts on Contexte
 -  Circuit Paper-Courts on Contexte
-
-  Circuit Court Contexte Project In Progress
 -  CMS Sundown – Circuit Court Legacy AOC CMS Users Move to Contexte In Progress
 -  Court eFiling Project In Progress
 -  District Court Contexte Project In Progress
-
-  Circuit Court Requesting a Contexte Project
 -  Circuit Court Legacy AOC CMS on Contexte Requesting Full Contexte
 -  Circuit Court Requesting an eFiling Project
 -  District Court Requesting a Contexte Project



Statistics



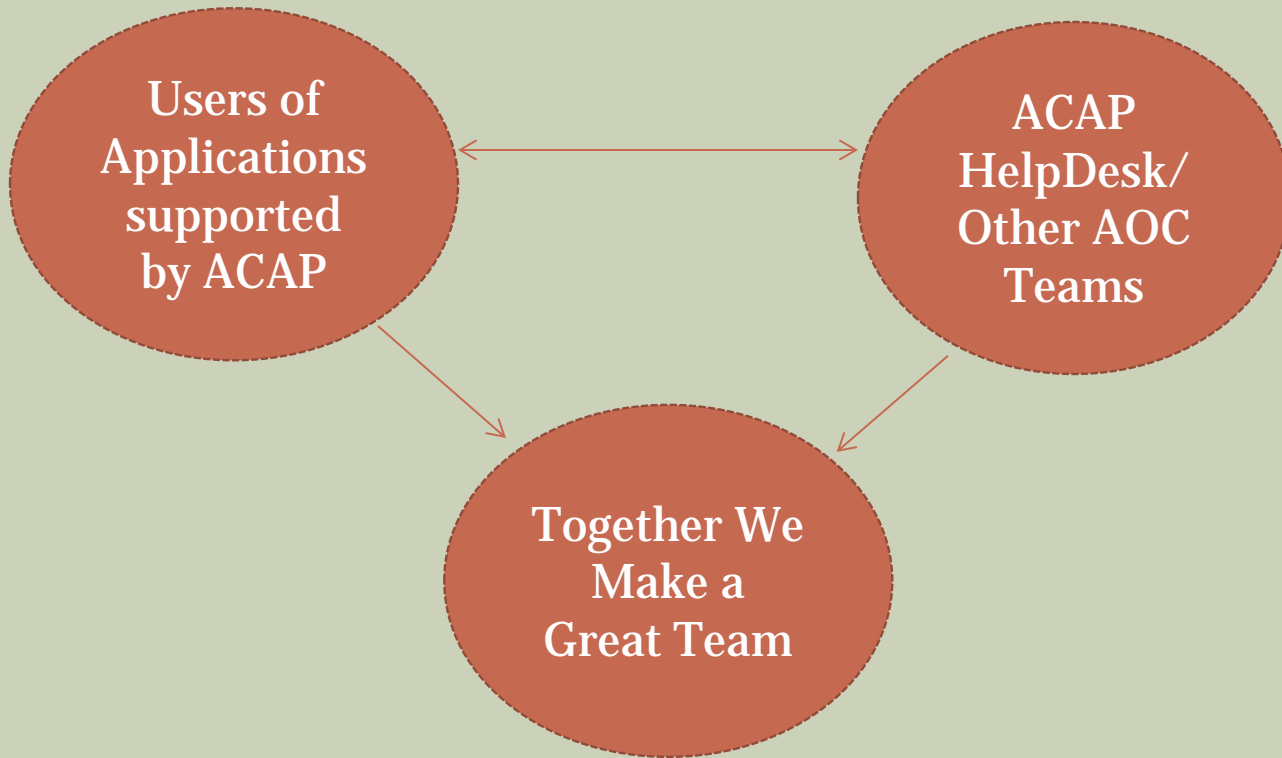
- **2013-Contexte/eFlex: 8,208 issues**
- **2014-Contexte/eFlex: 6,020 issues**
- **Numbers of Users:**
 - Prior to 2014: 4,614
 - New in 2014: 827

Who is ACAP HelpDesk?



- **Functional Specialists:**
 - Michial Armstrong
 - Terri Takei
 - Lisa Wadley
 - Teresa Shaw
 - Other Functional Specialists
- **Other teams that may assist Helpdesk**
 - Technical Analysts (TA)
 - Database Administrators (DBA)
 - Business Analysts (BA)
 - Developers (DEV)

Together We Make a Great Team



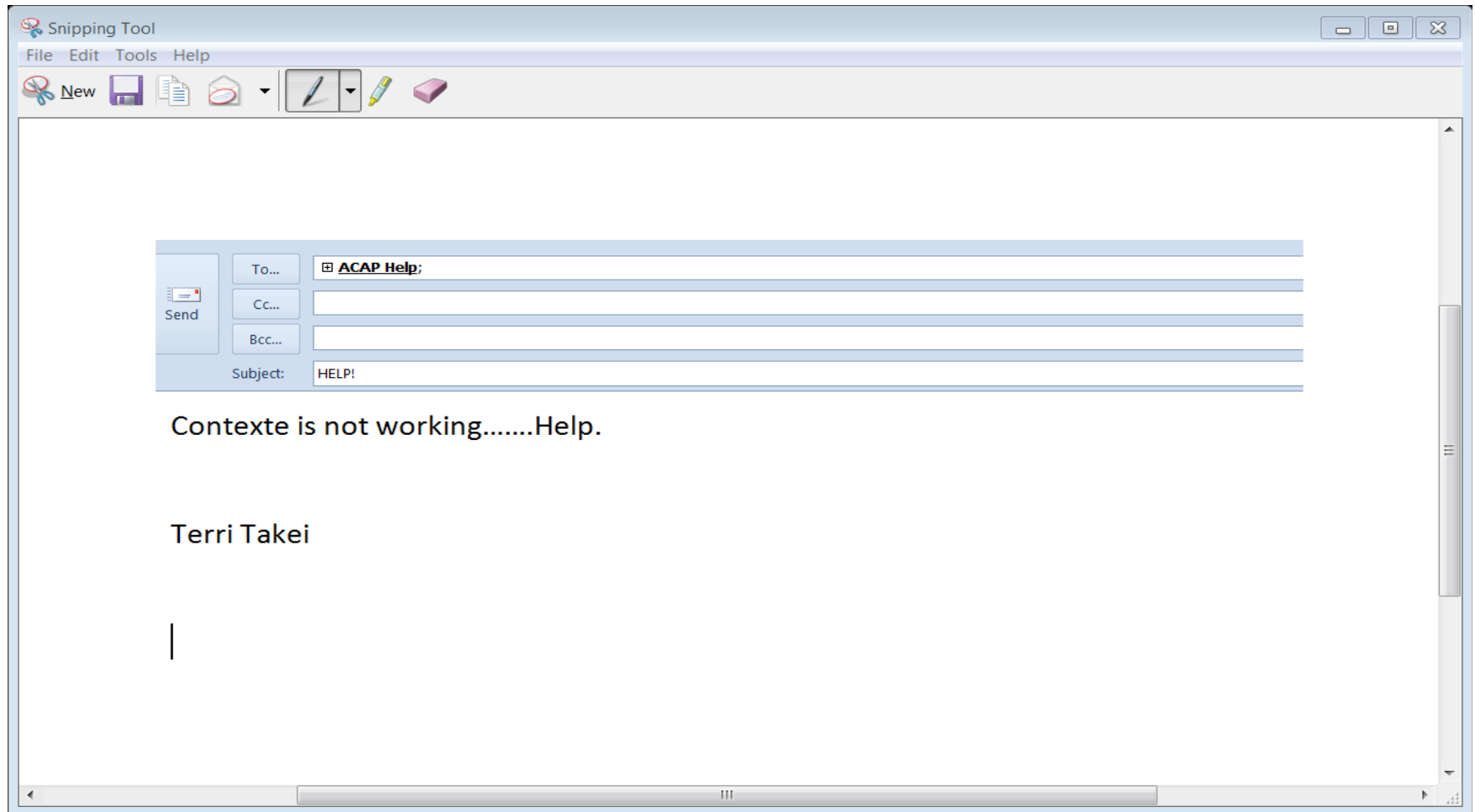
Issue Priority



Before contacting the ACAP HelpDesk ask yourself this question:

- Is this a show-stopping issue?
 - ✦ If yes, call the Helpdesk
 - ✦ If No, use email

Support Request Example



Provide Detailed Information




Needed information:

- Software (Contexte, Jury, MJI, Court Connect)
- Include Full name, Court Code and Location, Contact information (signature on email)
 - ✦ Please indicate if we need to call another user for follow-up
- Summary of issue in Subject line
- Detail description of issue/problem (Step-by-Step)
 - ✦ Case IDs, warrant numbers, form(s), report
 - ✦ Screen shots of error, (if emailing)

The More Information the better!

Support Request Example



 Send	To...	<input type="text" value="ACAP Help;"/>
	Cc...	<input type="text"/>
	Bcc...	<input type="text"/>
Subject:		<input type="text" value="CZRSCH-Docket report is not working-never shows Report"/>

Hello,

I am getting our docket ready for Court.
I have run CZRSCH. Please see attached Screen shots of how I was running and the error screen.
I click submit and it runs for a really long time and then tells me "Page cannot be displayed".

Thank You,

Terri Takei
Razorback County Circuit Clerk Office
870-123-4567
RazorbackCI@gmail.com

Submit Query

Reset

Court Code (##)	<input type="text" value="23"/>	Location Code (XX)	<input type="text" value="CI"/>
Circuit (##)	<input type="text"/>	Division (##)	<input type="text"/>
Judge ID	<input type="text"/>		
Sched Date (mm/dd/yy)	<input type="text" value="11/03/14"/>	to:	<input type="text" value="11/03/14"/>

These are optional:

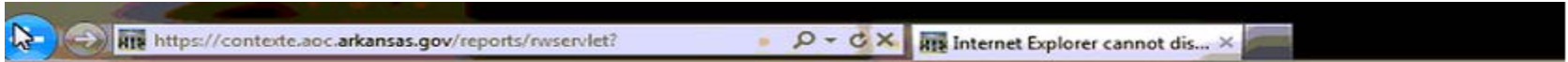
Sched Time (hh:mm24 hr. format)	<input type="text"/>	to:	<input type="text"/>
Room	<input type="text"/>		
Event code	<input type="text" value="0 ALL EVENT TYPES 0"/>		

A comma separated list of values can be entered into Case Type & Predecessor Code. (xx, yy, zz)

Case type	<input type="text"/>
Pred. code	<input type="text"/>

Choosing Y for the parameters below will display the applicable information. Choosing N will not display the information.

Display event parties?	<input type="text" value="Y"/>	Print case description?	<input type="text" value="Y"/>
Print Party ID?	<input type="text" value="Y"/>	Print Event Text?	<input type="text" value="Y"/>
Print juvenile names?	<input type="text" value="Y"/>	Print Closed Events?	<input type="text" value="N"/>
Print violations?	<input type="text" value="Y"/>	Print Day/Hour/Minutes?	<input type="text" value="Y"/>
Print party status?	<input type="text" value="Y"/>	Print notes lines?	<input type="text" value="Y"/>
Print service documents?	<input type="text" value="Y"/>	Print Sealed Cases?	<input type="text" value="N"/>



Internet Explorer cannot display the webpage

What you can try:

Diagnose Connection Problems

More information

Implemented Support Improvements



Statewide Reports and Documents (ODPs)

<https://courts.arkansas.gov/administration/acap/contexte/demonstration-videos>

Monthly list of violations that are available in Contexte

<https://courts.arkansas.gov/administration/acap/application-notifications/contexte-updates>

Email Requests: Provide AtTask issue number via return email for reference

Notification to Customers: System Downtime; New/Updated Procedures, Reports, ODPs, and Codes; Alerts through EMMA

If there are problems with how this message is displayed, click here to view it in a web browser.

From: Administrative Office of the Courts <acap.help@Arkansas.gov>
To: Terri Takei
Cc:
Subject: Contexte Application Downtime - 10/25/14

If you're having trouble viewing this email, you may [see it online](#).

Share this:    



ARKANSAS SUPREME COURT
Administrative Office of the Courts

ALERTS

Date correction: 6:00 PM Friday, October 24, until noon Saturday, October 25

Notice of Application Downtime

Several AOC online applications will be unavailable from 6:00 PM Friday, October 25, until noon Saturday, October 26, for an update to bring Clay, Crittenden, Greene and Sebastian Circuit Courts onto the system. The affected applications are: Contexte, CourtConnect, electronic filing, DNet and ePay.

Please contact the Help Desk at acap.help@arkansas.gov if you have any questions about this downtime period.

Regards,
Application Support

Arkansas Administrative Office of the Courts | <http://courts.arkansas.gov>
Justice Building | 625 Marshall Street | Little Rock, AR 72201

Future Support Direction



Pilot AtTask Requestor License functionality-Circuit, District, and Supreme Court

Provide Contexte Training Materials on Judiciary Website-First half of 2015

Working on Process to consider Code Requests (Docket, Event ,ETC.) on quarterly or semi-annual basis





Q & A

Together we make a Great Team!



ACAP HelpDesk: 7-5; M-F



Email

- Non-Emergency
 - Not process stopping
- ACAP.Help@arkansas.gov
- ACAP.Jury@arkansas.gov
- Courts.efiling@arkansas.gov

Phone

- Show-Stopping Issues
 - Login Issues
- Toll-free: 1-866-823-5778; Option 1
- Local: 501-410-1900; Option 1