




Total number of errors per step




| |  calls_step |  COUNT |  PERCENT |
|---|--|---|---|
| 1 | Step 1 | 227 | 5.3727810651 |
| 2 | Step 2 | 2536 | 60.023668639 |
| 3 | Step 3 | 676 | 16 |
| 4 | Step 4 | 526 | 12.449704142 |
| 5 | Step 5 | 260 | 6.1538461538 |

Most common error types per step




Total Errors by Step

| Obs | errors_step | errors_description | error_count | 23 | Step 2 | TimeoutError Timeout has occurred getAccountHo | 2 | 46 | Step 3 | HttpErrorResponse Http failure response for http | 21 |
|-----|-------------|--|-------------|----|--------|--|-----|----|--------|--|----|
| 1 | Step 1 | HttpErrorResponse Http failure response for http | 40 | 24 | Step 2 | GW03 | 2 | 47 | Step 3 | HttpErrorResponse DIPSA_BOL_0081 Http failure | 7 |
| 2 | Step 1 | driving-license-not-found | 6 | 25 | Step 2 | null is not an object (evaluating 'e.value.toISOSt | 2 | 48 | Step 3 | Info retrieved - match with MyI | 3 |
| 3 | Step 1 | TimeoutError Timeout has occurred getConfig | 5 | 26 | Step 2 | HttpErrorResponse DIPSA_BOL_0086 Http failure | 2 | 49 | Step 3 | Cannot read properties of undefined (reading 'year | 3 |
| 4 | Step 1 | TimeoutError Timeout has occurred getUWCompany | 4 | 27 | Step 2 | You have entered invalid information. Please try a | 1 | 50 | Step 3 | Cannot read properties of undefined (reading 'name | 3 |
| 5 | Step 1 | TimeoutError Timeout has occurred | 2 | 28 | Step 2 | Cannot read properties of undefined (reading 'name | 1 | 51 | Step 3 | driving-license-not-found | 2 |
| 6 | Step 2 | driving-license-not-found | 780 | 29 | Step 2 | TimeoutError Timeout has occurred getConfig | 1 | 52 | Step 3 | Uncaught (in promise): o: ("script":"script",load | 2 |
| 7 | Step 2 | HttpErrorResponse DIPSA_BOL_0036 Http failure | 272 | 30 | Step 2 | TimeoutError Timeout has occurred getCarModels | 1 | 53 | Step 3 | Sorry, your login entry doesn't match our records. | 2 |
| 8 | Step 2 | HttpErrorResponse Http failure response for http | 271 | 31 | Step 2 | Cannot read properties of undefined (reading 'addr | 1 | 54 | Step 3 | HttpErrorResponse DIPSA_BOL_0085 Http failure | 2 |
| 9 | Step 2 | Unknown error | 183 | 32 | Step 2 | TimeoutError Timeout has occurred createQuote | 1 | 55 | Step 3 | HttpErrorResponse DIPSA_AU_0050 Http failure r | 2 |
| 10 | Step 2 | null | 118 | 33 | Step 2 | undefined is not an object (evaluating 'this.quote | 1 | 56 | Step 3 | undefined is not an object (evaluating 'e.question | 2 |
| 11 | Step 2 | HttpErrorResponse DIPSA_BOL_0085 Http failure | 111 | 34 | Step 2 | undefined is not an object (evaluating 't.length') | 1 | 57 | Step 3 | null | 1 |
| 12 | Step 2 | Uncaught (in promise): i: {"name":"CustomUiError", | 61 | 35 | Step 2 | The object is in an invalid state. | 1 | 58 | Step 3 | You have entered invalid information. Please try a | 1 |
| 13 | Step 2 | personal-info-mismatch | 58 | 36 | Step 2 | undefined is not an object (evaluating 'n.name') | 1 | 59 | Step 3 | null is not an object (evaluating 't.StreetNumber' | 1 |
| 14 | Step 2 | Cannot read properties of undefined (reading 'year | 48 | 37 | Step 2 | TimeoutError Timeout has occurred contactManag | 1 | 60 | Step 3 | TimeoutError Timeout has occurred getDriverAdd | 1 |
| 15 | Step 2 | undefined is not an object (evaluating 'e.year') | 29 | 38 | Step 2 | Required parameter globalSearchTxt was null or und | 1 | 61 | Step 3 | TimeoutError Timeout has occurred getConfig | 1 |
| 16 | Step 2 | Info retrieved - match with MyI | 14 | 39 | Step 2 | undefined is not an object (evaluating 'e.question | 1 | 62 | Step 3 | TimeoutError Timeout has occurred createQuote | 1 |
| 17 | Step 2 | HttpErrorResponse DIPSA_BOL_0074 Http failure | 5 | 40 | Step 2 | this.originalDate.format is not a function. (In 't | 1 | 63 | Step 3 | TimeoutError Timeout has occurred | 1 |
| 18 | Step 2 | HttpErrorResponse DIPSA_BOL_0038 Http failure | 4 | 41 | Step 2 | self.eventCallbacks['token'] is not a function. (l | 1 | 64 | Step 3 | HttpErrorResponse DIPSA_BOL_0170 Http failure | 1 |
| 19 | Step 2 | TimeoutError Timeout has occurred updateDraftS | 3 | 42 | Step 2 | e is undefined | 1 | 65 | Step 3 | Could not decode barcode - no result | 1 |
| 20 | Step 2 | Could not decode barcode - no result | 3 | 43 | Step 3 | self.eventCallbacks.token is not a function | 129 | 66 | Step 3 | Cannot read properties of undefined (reading 'leng | 1 |
| 21 | Step 2 | HttpErrorResponse DIPSA_AU_0050 Http failure r | 2 | 44 | Step 3 | Unknown error | 116 | 67 | Step 3 | undefined is not an object (evaluating 't.length') | 1 |
| 22 | Step 2 | TimeoutError Timeout has occurred getUWCompany | 2 | 45 | Step 3 | self.eventCallbacks['token'] is not a function. (l | 61 | 68 | Step 3 | undefined is not an object (evaluating 'n.name') | 1 |
| | | | | | | | | 69 | Step 4 | Cannot read properties of undefined (reading 'name | 53 |
| | | | | | | | | 70 | Step 4 | undefined is not an object (evaluating 'n.name') | 50 |
| | | | | | | | | 71 | Step 4 | Info retrieved - match with MyI | 8 |
| | | | | | | | | 72 | Step 4 | n is undefined | 1 |
| | | | | | | | | 73 | Step 4 | HttpErrorResponse Http failure response for http | 1 |
| | | | | | | | | 74 | Step 5 | TimeoutError Timeout has occurred getConfig | 2 |
| | | | | | | | | 75 | Step 5 | HttpErrorResponse Http failure response for http | 1 |

Total number of calls per step

| |  calls_step |  COUNT |  PERCENT |
|---|--|---|---|
| 1 | Step 1 | 227 | 5.3727810651 |
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Most common call reasons per step

| |  calls_step |  calls_reason |  reason_count |
|----|--|--|--|
| 1 | Step 1 | General Inquiry | 145 |
| 2 | Step 1 | Received an e*** | 82 |
| 3 | Step 2 | General Inquiry | 1495 |
| 4 | Step 2 | Received an e*** | 1041 |
| 5 | Step 3 | General Inquiry | 381 |
| 6 | Step 3 | Received an e*** | 295 |
| 7 | Step 4 | General Inquiry | 279 |
| 8 | Step 4 | Received an e*** | 247 |
| 9 | Step 5 | General Inquiry | 150 |
| 10 | Step 5 | Received an e*** | 110 |

Correlation between errors and calls

[illegible]

Analysis & Insights

Investigate the high occurrence of errors in Step 2 (Vehicle Info) and develop targeted solutions to minimize errors, as it represents the highest percentage of errors (60%).

Identify any potential design or usability issues that may contribute to the high frequency of errors in Step 2 and Step 3 (Payment Method) and address them to enhance user experience and reduce error rates.

It is clear that there are certain error types that are most likely to result in a call to the call center.

Some calls are not related to errors, it is just general inquiries. This indicates that there are potential missing instructions from the website that requires users to find guidance.

Recommendations

Improve the clarity of information and instructions in the application or website, particularly in steps where users frequently make general inquiry calls.

Add more in-app assistance like FAQs, to help users with common questions and lower the need for call support.

Consider implementing alternative customer support channels, such as live chat and email, which may be more efficient for users solving the issues.

Keep monitoring and analyze the relationship between errors and calls to identify new trends, emerging issues or areas for improvement.

SAS codes

```
proc import datafile="Z:\D\BIWA_Use_Case"
  out=error_table
  dbms=xlsx
  replace;
  getnames=yes;
  sheet="error_table";
run;
```

```
proc import datafile="Z:\D\BIWA_Use_Case"
  out=call_table
  dbms=xlsx
  replace;
  getnames=yes;
  sheet="call_table";
run;
```

```
proc sql;
create table numOfError as
select errors_step,count(*) as total_errors
from error_table
group by errors_step;
quit;
```

```
proc freq data=call_table noprint;
  tables calls_step / out=calls_by_step;
run;
```

```
proc sql;
create table mostCommon as
select errors_step,errors_description,count(*) as error_count
from error_table
group by errors_step, errors_description
order by errors_step, error_count desc;
quit;
```

```
proc sql;
create table callsPerStep as
select calls_step,count(*) as total_calls
from call_table
group by calls_step;
quit;
```

```
proc sql;
create table mostCommonReason as
select calls_step,calls_reason,count(*) as reason_count
from call_table
group by calls_step,calls_reason
order by calls_step,reason_count desc;
quit;
```

SAS codes (continued)

```
]proc sql;  
  create table correlation as  
  SELECT e.errors_step, e.errors_description, COUNT(*) as error_count, COUNT(c.calls_user_id) as call_count  
  FROM error_table e  
  LEFT JOIN call_table c ON e.errors_user_id = c.calls_user_id AND e.errors_date = c.calls_date AND e.errors_step  
  GROUP BY e.errors_step, e.errors_description  
  ORDER BY e.errors_step, error_count DESC;  
quit;
```

```
ods listing close;  
ods html file="Z:\D\report.html";
```

```
]proc print data=mostCommon;  
  title "Total Errors by Step";  
run;
```

```
]proc freq data=call_table noprint;  
  tables calls_step/ out=calls_per_step;  
run;
```

```
ods html close;  
ods listing;
```