

Completion Rate Report

08/12/2024 - 08/05/2024

Report Context

- Completed items take only "happy path" into consideration, i.e. successfully handled business exceptions are still marked as exceptions.
- Higher volume due to month's end.

Closing

3 exception scenarios detected:

- 409 error caused by loan locked by "<system>".
- Consumer connect contact window error (failure to add/close contact)
- Balancing docs/Texas review path is not robust. An update to how the ASBF got updated via API 2 weeks ago made the error noticeable.

Commitment

ICD

UCD

- 06/28: UCD process got updated with API calls and splitting of the queues.

eFolder