

# Weekly Completion Rate Report

08/26/2024 - 08/19/2024

## Report Context

- Analysis is now performed on a deeper level, there are 2 key metrics: completion rate and success rate:

Completion rate refers to the percentage of Blue Prism instances that are completed or properly handle a business exception in relation to the total number of Blue Prism instances.

Success rate is a business facing success metric, that measures success in terms of requests. A request is a loan that is triggered for a Blue Prism process to pick up, and if this request is completed within the established criteria (3 retries without human intervention), then it is considered a completion (not in current report, still under development)

- Completion rate takes a business exceptions as a success since the path is handled accordingly.
- Higher volume due to month end.
- eFolder process retired since 08/21.

## ICD

- 08/19 error opening loans.

Total instances: 3733

Completed: 2802

Business Exceptions: 117

Exceptions: 814

Completion Rate: 78.19%

Average worktime for all instances: 0:11:16

Average worktime completions: 0:12:24

Average worktime business exceptions: 0:02:30

Average worktime for exceptions: 0:11:40

## UCD

- UCD loan got stuck over the 08/31 weekend, ~200 instances added due to this error

Total instances: 2026

Completed: 1611

Business Exceptions: 0

Exceptions: 415

Completion Rate: 79.52%

Average worktime for all instances: 0:11:04

Average worktime completions: 0:09:14

Average worktime business exceptions: 0:00:00

Average worktime for exceptions: 0:17:32

# Closing Docs

Total instances: 6828

Completed: 2869

Business Exceptions: 206

Exceptions: 3753

Completion Rate: 45.04%

Average worktime for all instances: 0:18:48

Average worktime completions: 0:21:50

Average worktime business exceptions: 0:08:06

Average worktime for exceptions: 0:16:28

# Commitment Letter

Total instances: 6828

Completed: 1318

Business Exceptions: 206

Exceptions: 5304

Completion Rate: 22.32%

Average worktime for all instances: 0:18:48

Average worktime completions: 0:18:46

Average worktime business exceptions: 0:08:06

Average worktime for exceptions: 0:18:28