



Weekly Completion Rate Report

09/02/2024 - 09/09/2024

Report Context

- 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 (Encompass success rate)
- Completion rate takes a business exceptions as a success since the path is handled accordingly.
- eFolder process retired since 08/21.

Stories

UAT

- STRY0411584: Redrawn field issue.
- STRY0409174: Bal Docs and TX Review
- STRY0409174: Consumer Connect
- STRY0375888: Astro Service bot form API
- STRY0384916: Commitment Bot is having issues completing loans.
- STRY0395678: Using the lock API calls, we can confirm who has a lock on a loan.
- STRY0399768: '?' Character in Comments

Promoted to Prod

- STRY0411328: CD doc not selected correctly (OCR issue)

ICD

- 08/19 error opening loans detected. Recovery after exception would cause Encompass to get stuck unable to open loans - marking them as incompletions. Fix in UAT 09/07.

Business Metrics

Completed: 811

Business Exceptions: 27

Exceptions: 13

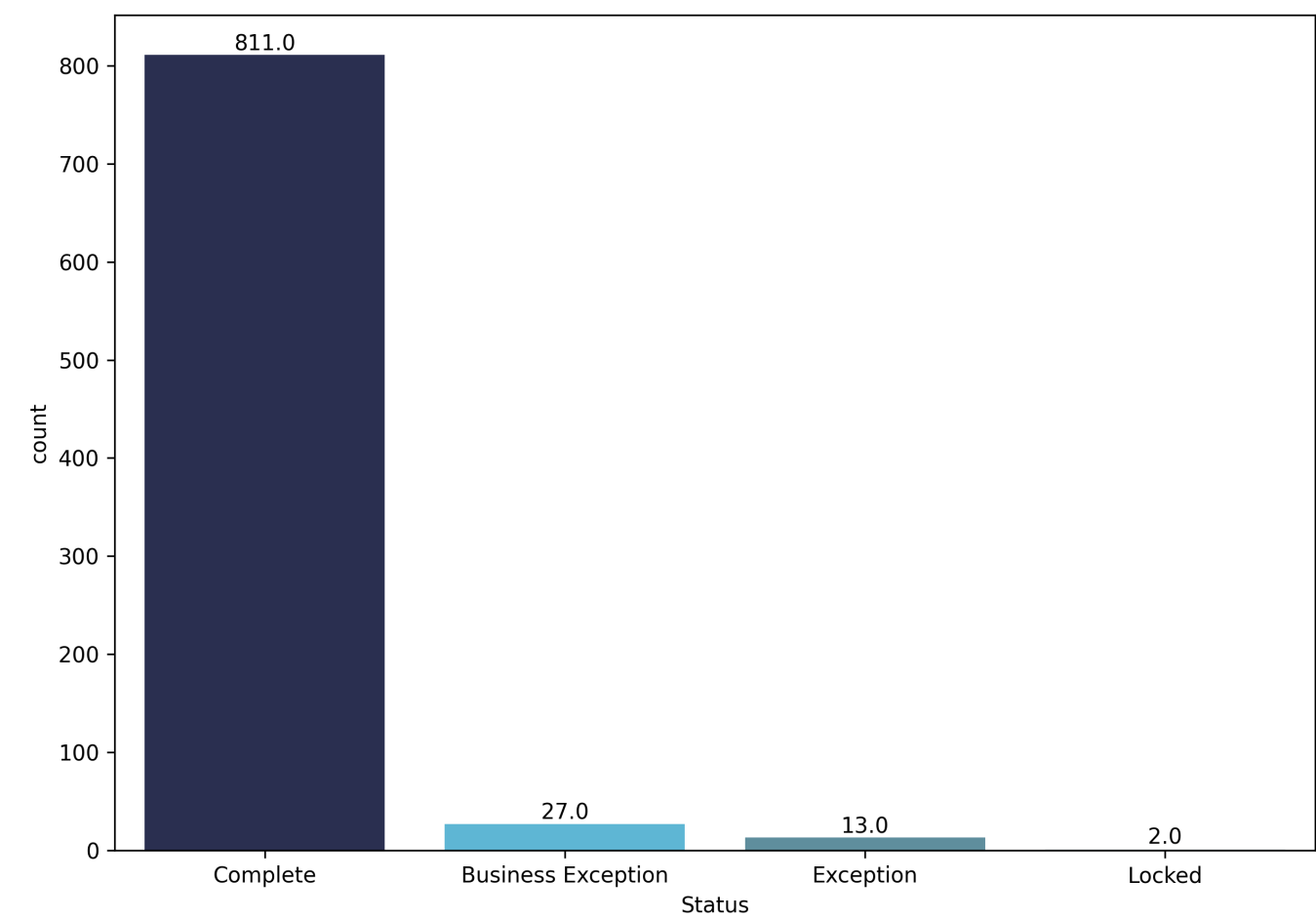
Completion Rate: 98.24%

Average worktime for all instances: 0:12:42

Average worktime completions: 0:12:08

Average worktime business exceptions: 0:04:46

Average worktime for exceptions: 0:20:32



UCD

- There was a single loan that got stuck from Saturday 31st until Monday 2nd. The runtime resource Blue Prism client appears to have gotten stuck during a routine reboot, showing the resource as Available for work when it was logged out. Around 200 instances were recorded in BP.
- Business exceptions are not been marked as such, all are marked as System Exceptions.

Business Metrics

Completed: 503

Business Exceptions: 0

Exceptions: 57

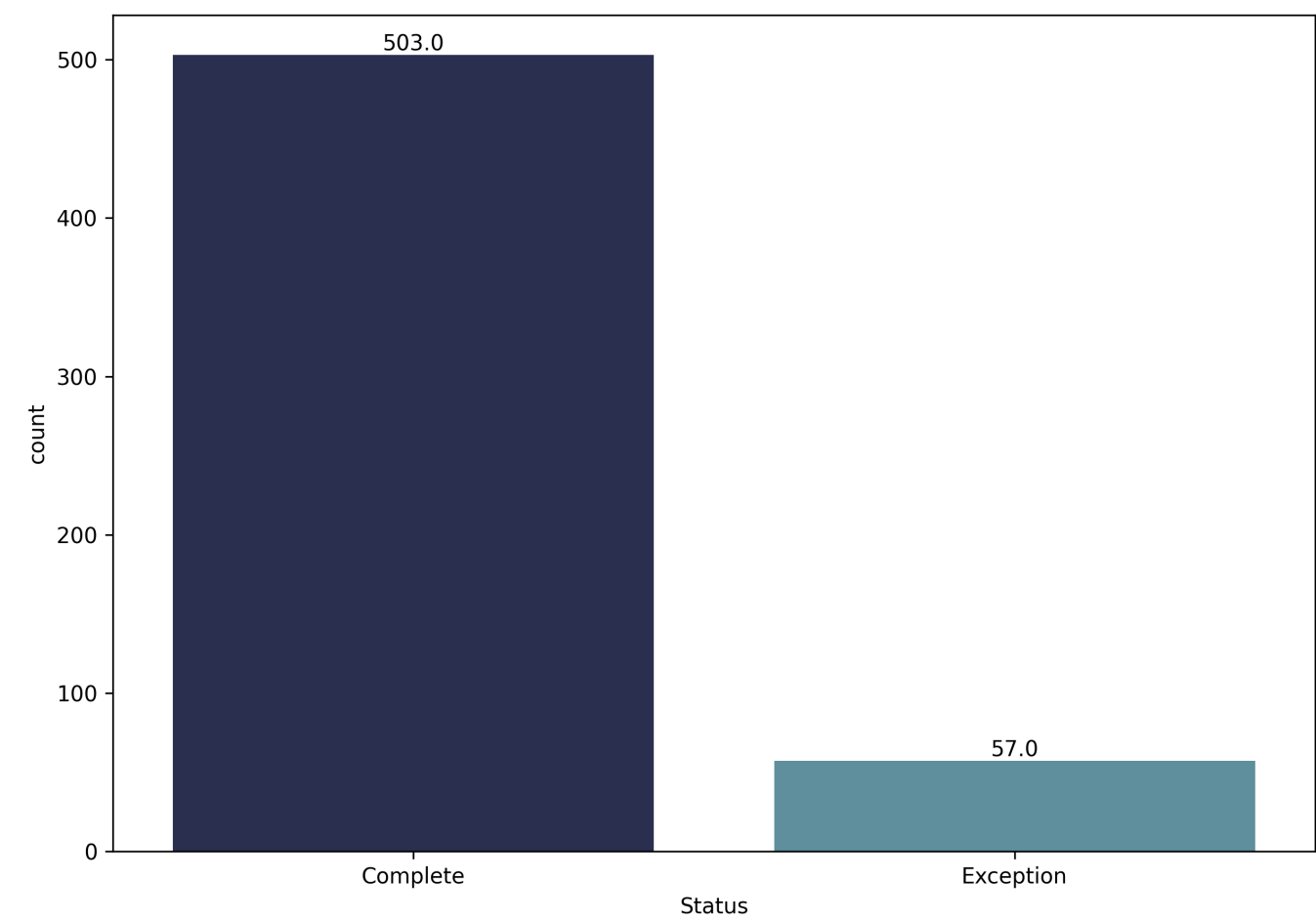
Completion Rate: 89.82%

Average worktime for all instances: 0:15:26

Average worktime completions: 0:11:56

Average worktime business exceptions: 0:00:00

Average worktime for exceptions: 0:20:02



Closing Docs

Major sources of exceptions:

- Close loan and Save loan actions are experiencing problems due to unexpected 409 errors in API confirmation. Fix currently in UAT.
- Balancing Docs and Texas Review bug. Bug occuring in the handoff between Texas Review and Balancing docs. Fix currently in UAT.
- Consumer Connect. Encompass is taking longer to load after adding a new contact at the Send step. Fix currently in UAT

Business Metrics

Completed: 869

Business Exceptions: 80

Exceptions: 49

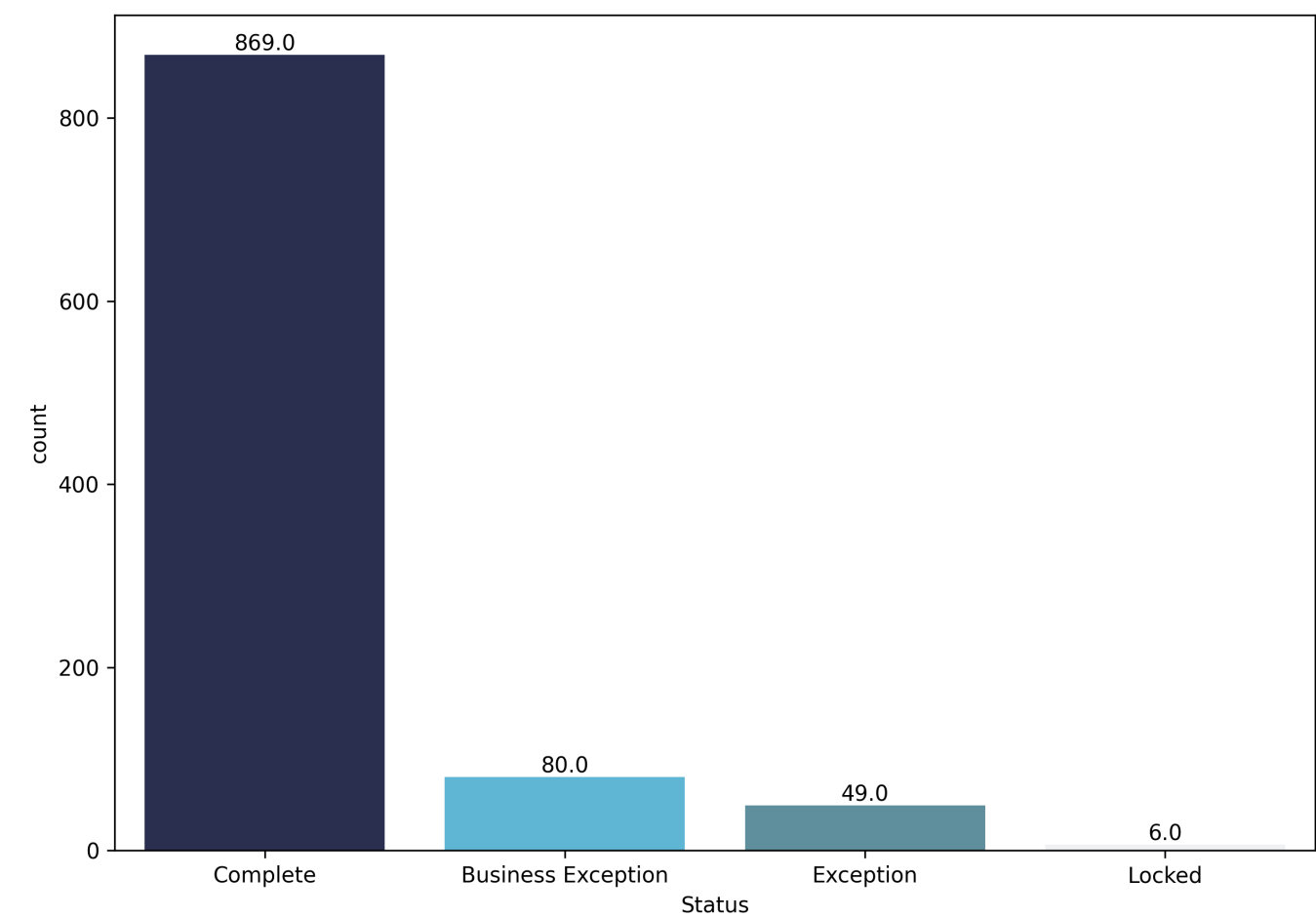
Completion Rate: 94.52%

Average worktime for all instances: 0:23:34

Average worktime completions: 0:22:56

Average worktime business exceptions: 0:06:58

Average worktime for exceptions: 0:29:14



Commitment Letter

- Process refactoring complete - currently in UAT. This update rebuilt the process in its entirety and we are intending to promote in the coming week.

Business Metrics

Completed: 968

Business Exceptions: 23

Exceptions: 1131

Completion Rate: 46.4%

Average worktime for all instances: 0:13:52

Average worktime completions: 0:19:02

Average worktime business exceptions: 0:14:40

Average worktime for exceptions: 0:09:24

