

# Weekly Completion Rate Report

08/05/2024 - 08/12/2024

## 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.

Total items Closing: 2518

Completed items: 2251

Completion rate: 89.40%

## Commitment

Total items Commitment: 3019

Completed items: 1395

Completion rate: 46.21%

## ICD

Total items: 2479

Completed items: 2387

Completion rate: 96.29%

## UCD

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

Total items: 1544

Completed items: 1475

Completion rate: 95.53%

## eFolder

Total items: 16649

Completed items: 15760

Completion rate: 94.66%