



Weekly Completion Rate Report

09/09/2024 - 09/16/2024

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.
- Data was pulled 09-17 instead of 09-16 due to holiday. Strategies are being reviewed to see how this situation will be handled so reports are not missing weekly.

Stories

- No stories went to UAT/CAB due to nibbio in person meeting.

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: 1278

Business Exceptions: 37

Exceptions: 199

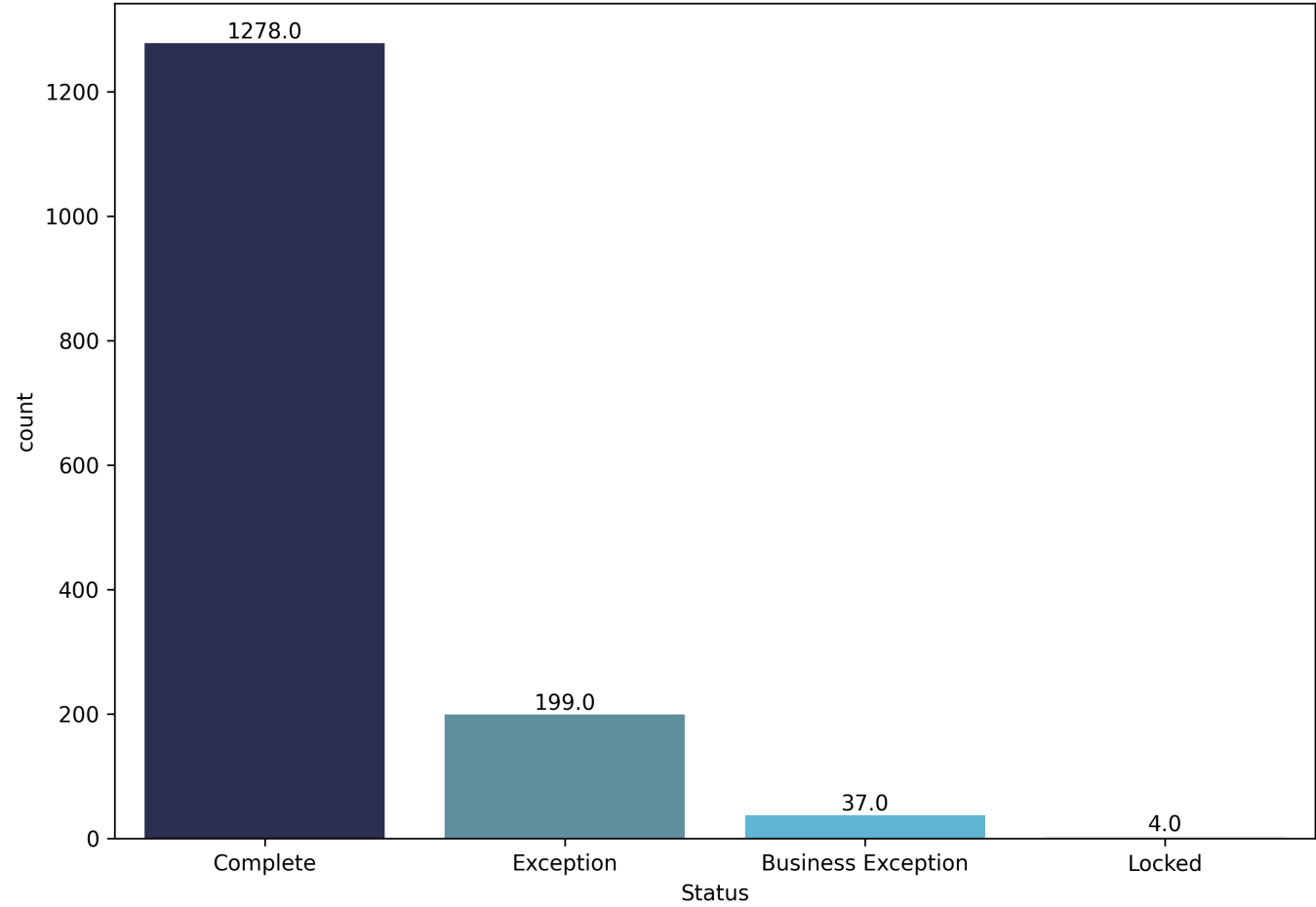
Completion Rate: 86.63%

Average worktime for all instances: 0:13:18

Average worktime completions: 0:12:04

Average worktime business exceptions: 0:04:08

Average worktime for exceptions: 0:18:48



UCD

- Business exceptions are not been marked as such, all are marked as System Exceptions.

Business Metrics

Completed: 674

Business Exceptions: 0

Exceptions: 223

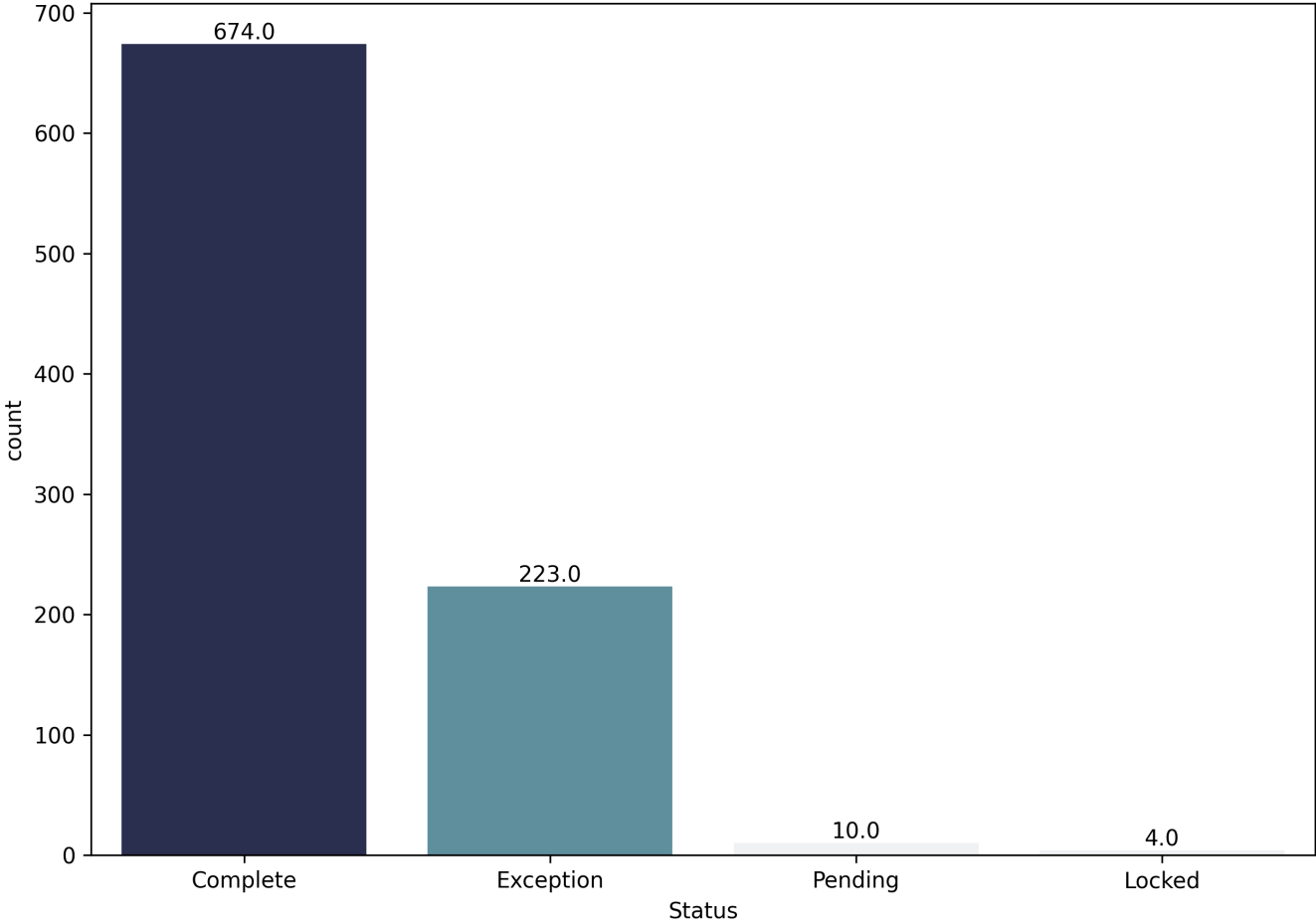
Completion Rate: 73.98%

Average worktime for all instances: 0:11:18

Average worktime completions: 0:10:32

Average worktime business exceptions: 0:00:00

Average worktime for exceptions: 0:14:38



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: 1254

Business Exceptions: 129

Exceptions: 234

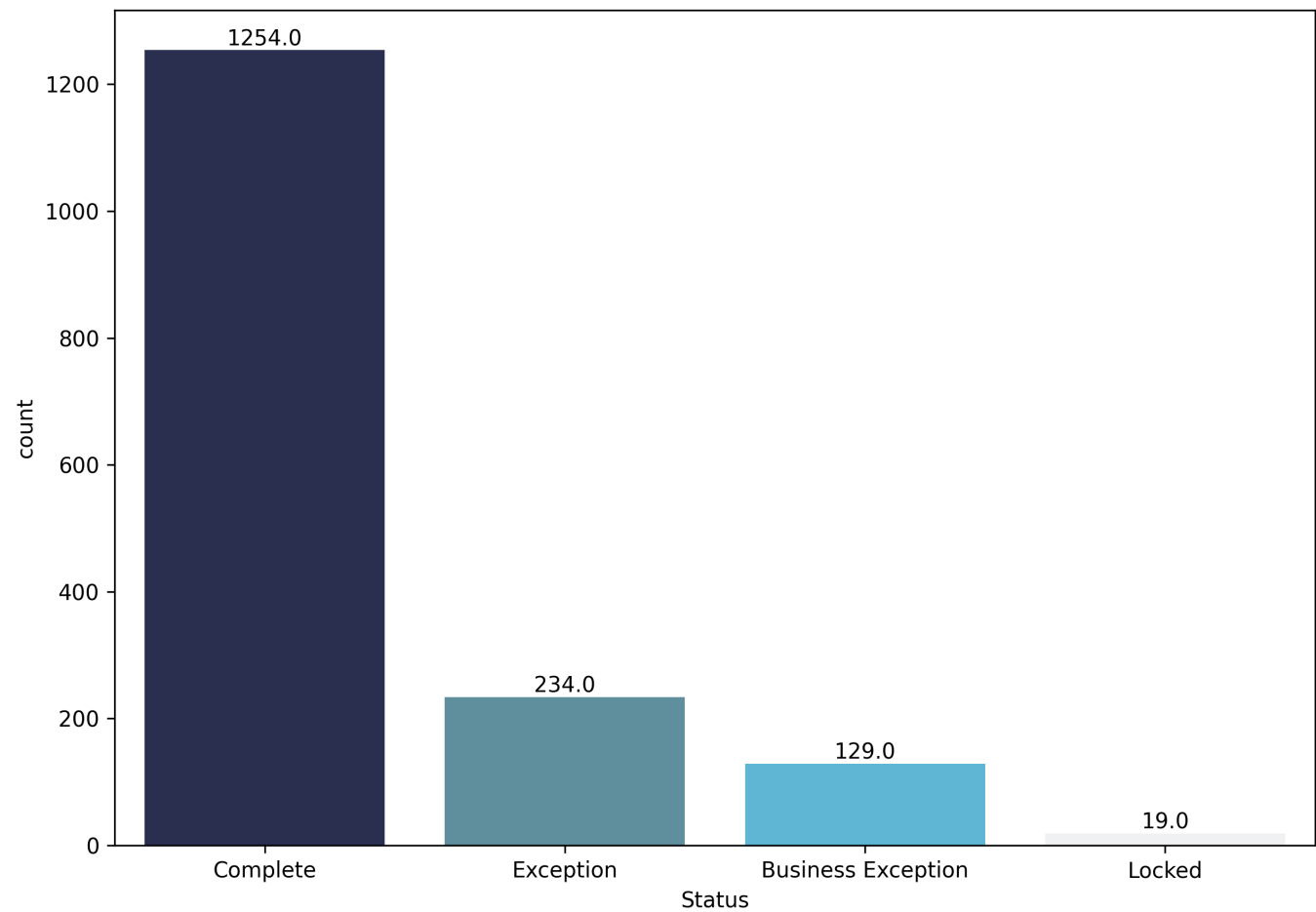
Completion Rate: 84.54%

Average worktime for all instances: 0:21:22

Average worktime completions: 0:21:12

Average worktime business exceptions: 0:06:44

Average worktime for exceptions: 0:26:14



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: 1287

Business Exceptions: 22

Exceptions: 1366

Completion Rate: 47.98%

Average worktime for all instances: 0:13:30

Average worktime completions: 0:18:56

Average worktime business exceptions: 0:17:32

Average worktime for exceptions: 0:08:48

