# Weekly Completion Rate Report

*08/19/2024 - 08/26/2024*

## Report Context

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

Sucess rate is a business facing sucess metric, that measures sucess 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

Total instances: 3733

Completed: 2802

Business Exceptions: 117

Exceptions: 814

Completion Rate: 78.19%

*Business Metrics*

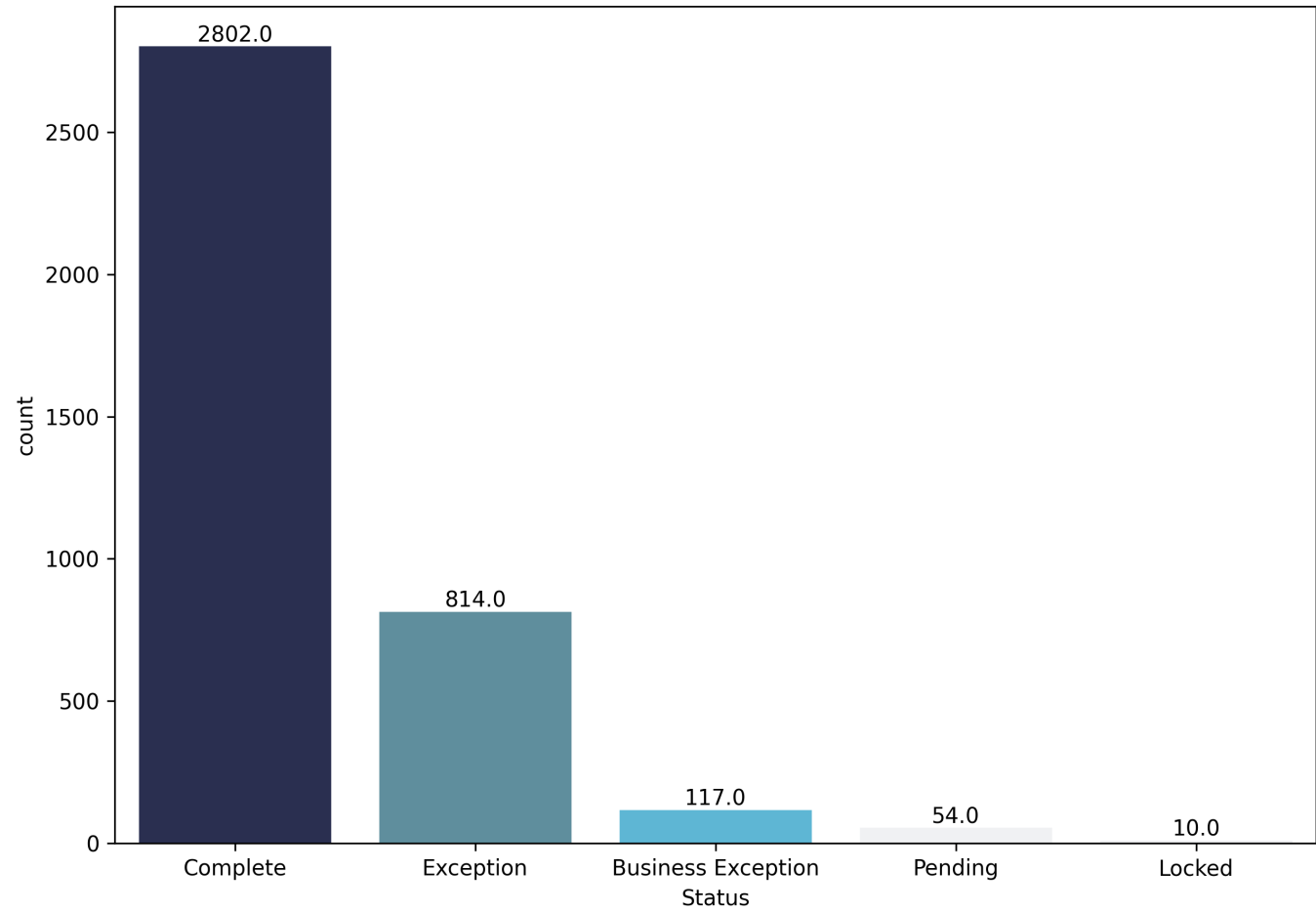Completed: 2432

Business Exceptions: 103

Exceptions: 510

Completion Rate: 81.59%

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%

## Business Metrics

Completed: 1379
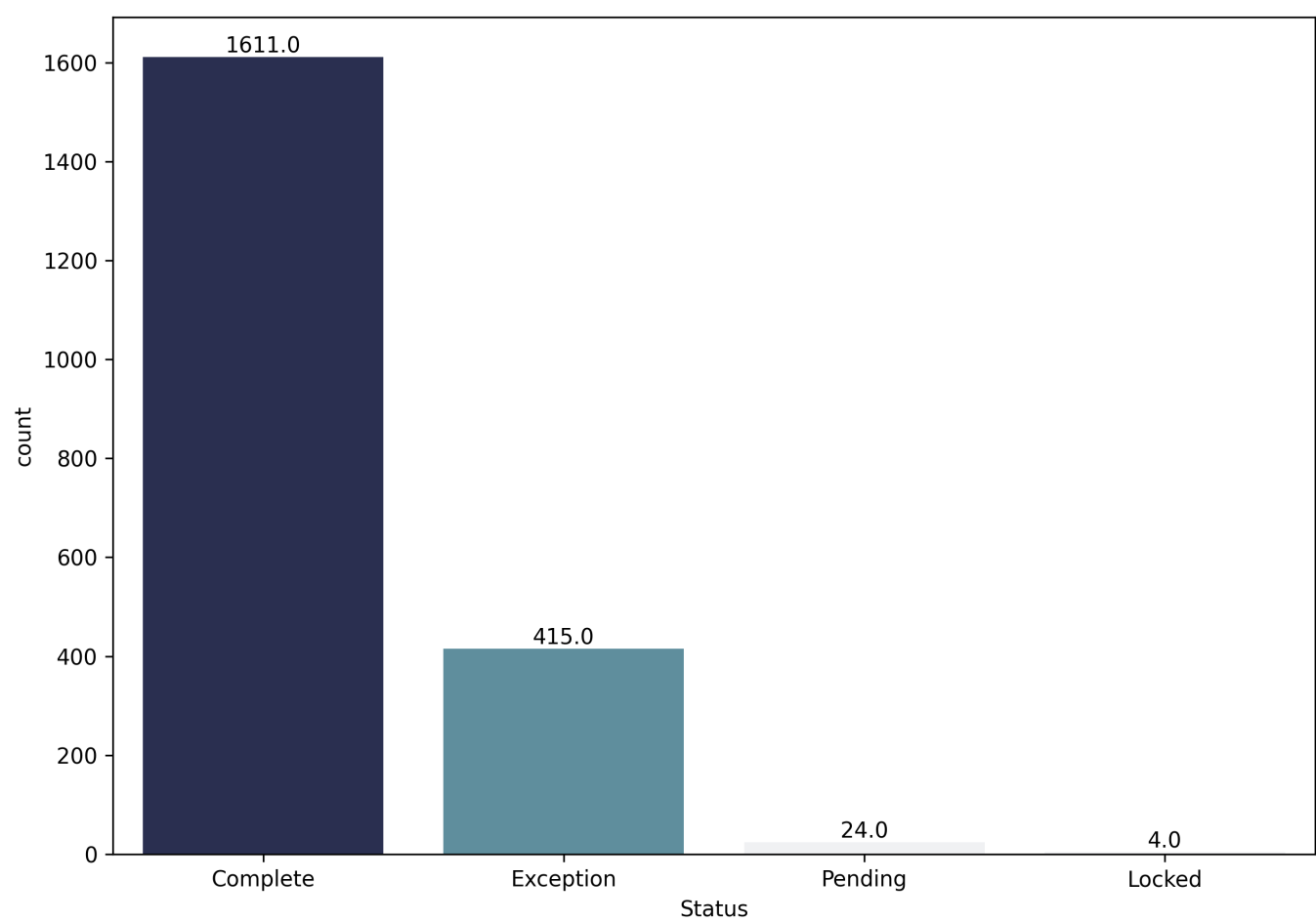
Business Exceptions: 0

Exceptions: 268

Completion Rate: 82.33%

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: 4072

Completed: 2869

Business Exceptions: 162

Exceptions: 1041

Completion Rate: 74.44%

*Business Metrics*

Completed: 2515

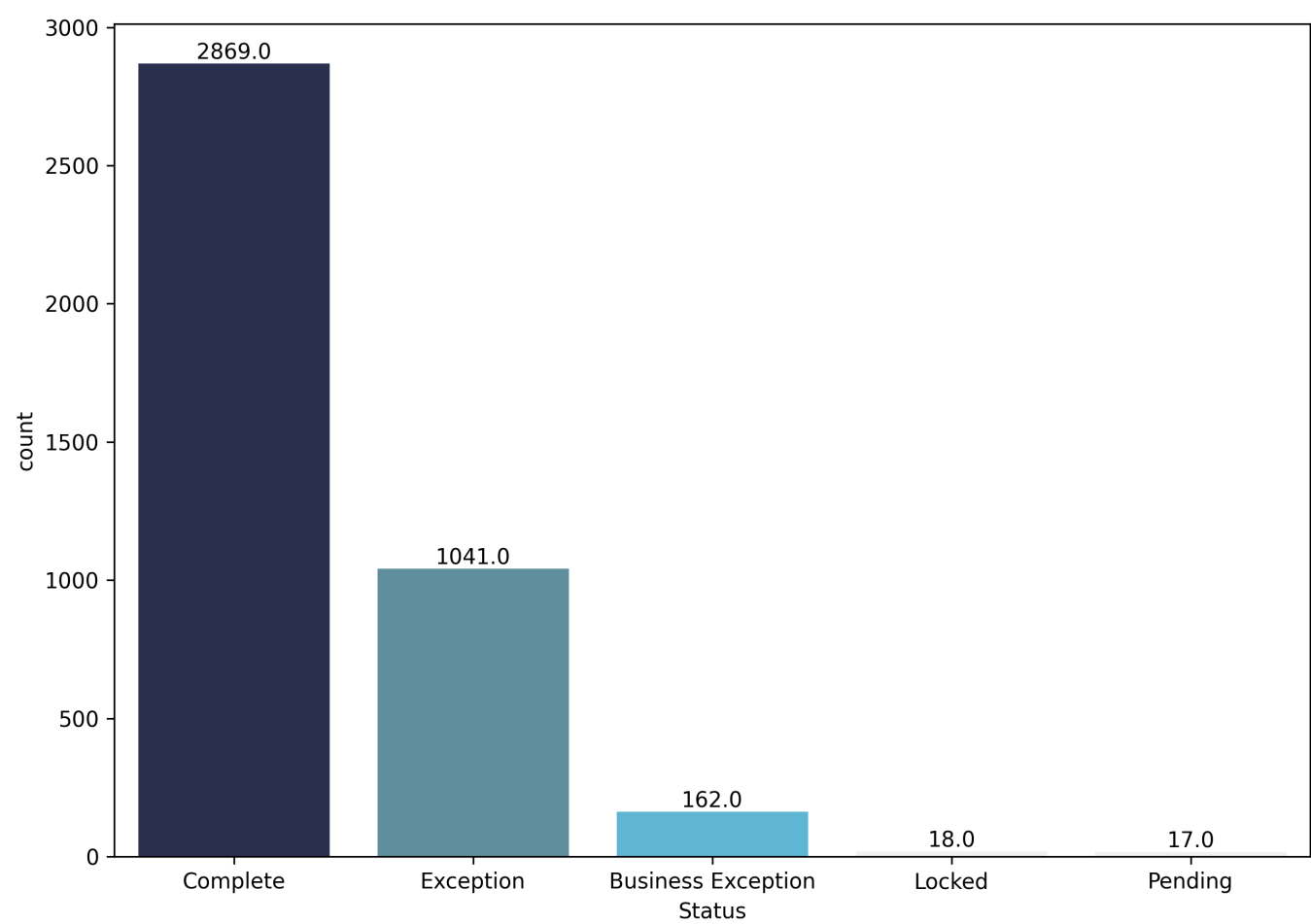Business Exceptions: 153

Exceptions: 494

Completion Rate: 83.61%

Average worktime for all instances: 0:21:06

Average worktime completions: 0:21:50

Average worktime business exceptions: 0:06:30

Average worktime for exceptions: 0:24:52

# Commitment Letter

Total instances: 2756

Completed: 1318

Business Exceptions: 44

Exceptions: 1394

Completion Rate: 49.42%

## *Business Metrics*

Completed: 1307

Business Exceptions: 41

Exceptions: 1368

Completion Rate: 49.02%

Average worktime for all instances: 0:13:36

Average worktime completions: 0:18:46

Average worktime business exceptions: 0:17:02

Average worktime for exceptions: 0:08:08