Weekly Completion Rate Report

09/02/2024 - 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

- 08/19 error opening loans.

Total instances: 3444

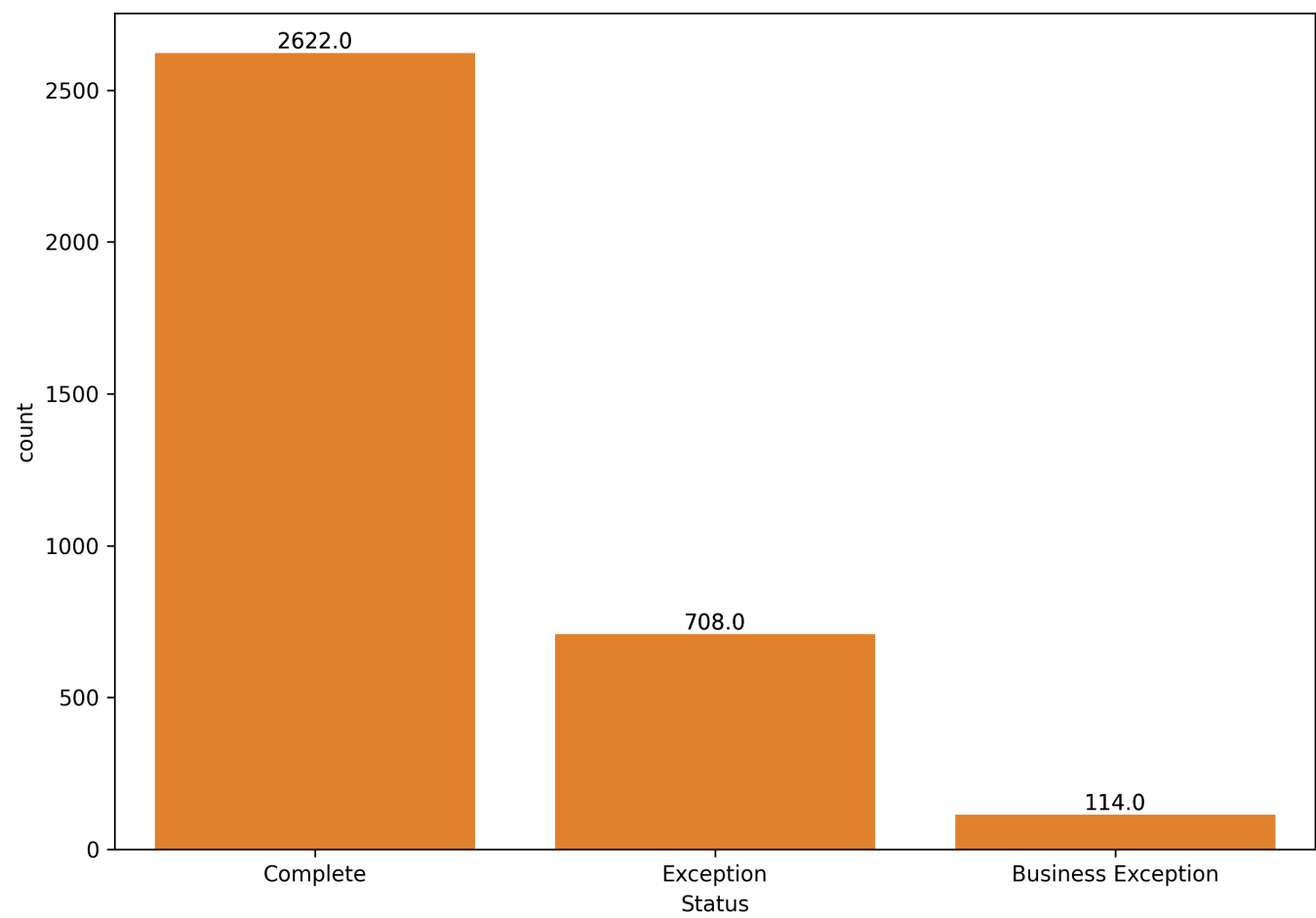Completed: 2622

Business Exceptions: 114

Exceptions: 708

Completion Rate: 79.44%

Average worktime for all instances: 0:13:08

Average worktime completions: 0:13:00

Average worktime business exceptions: 0:03:06

Average worktime for exceptions: 0:14:50

UCD

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

Total instances: 2015

Completed: 1524

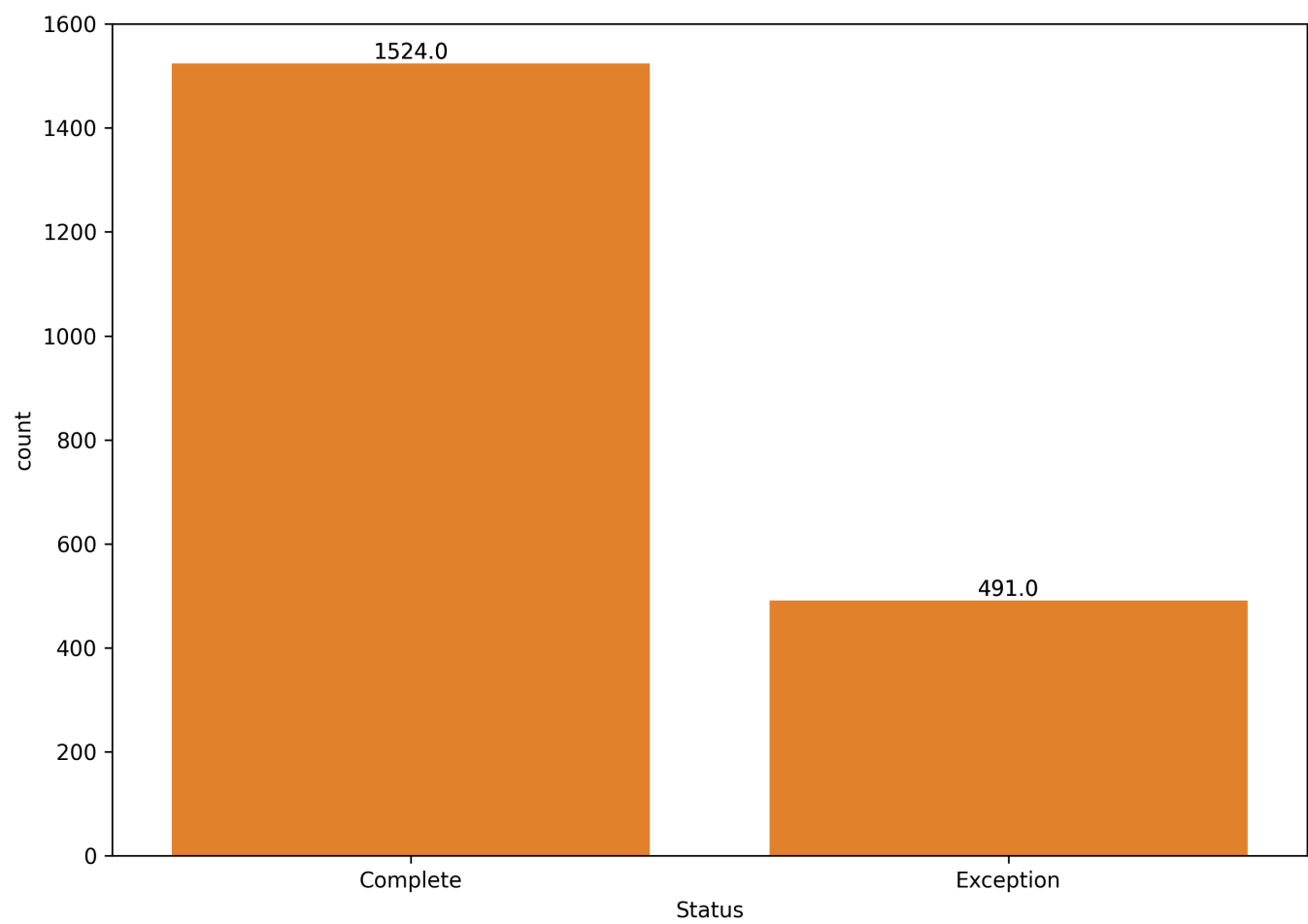Business Exceptions: 0

Exceptions: 491

Completion Rate: 75.63%

Average worktime for all instances: 0:12:28

Average worktime completions: 0:09:06

Average worktime business exceptions: 0:00:00

Average worktime for exceptions: 0:24:24

Closing Docs

Total instances: 5645

Completed: 2201
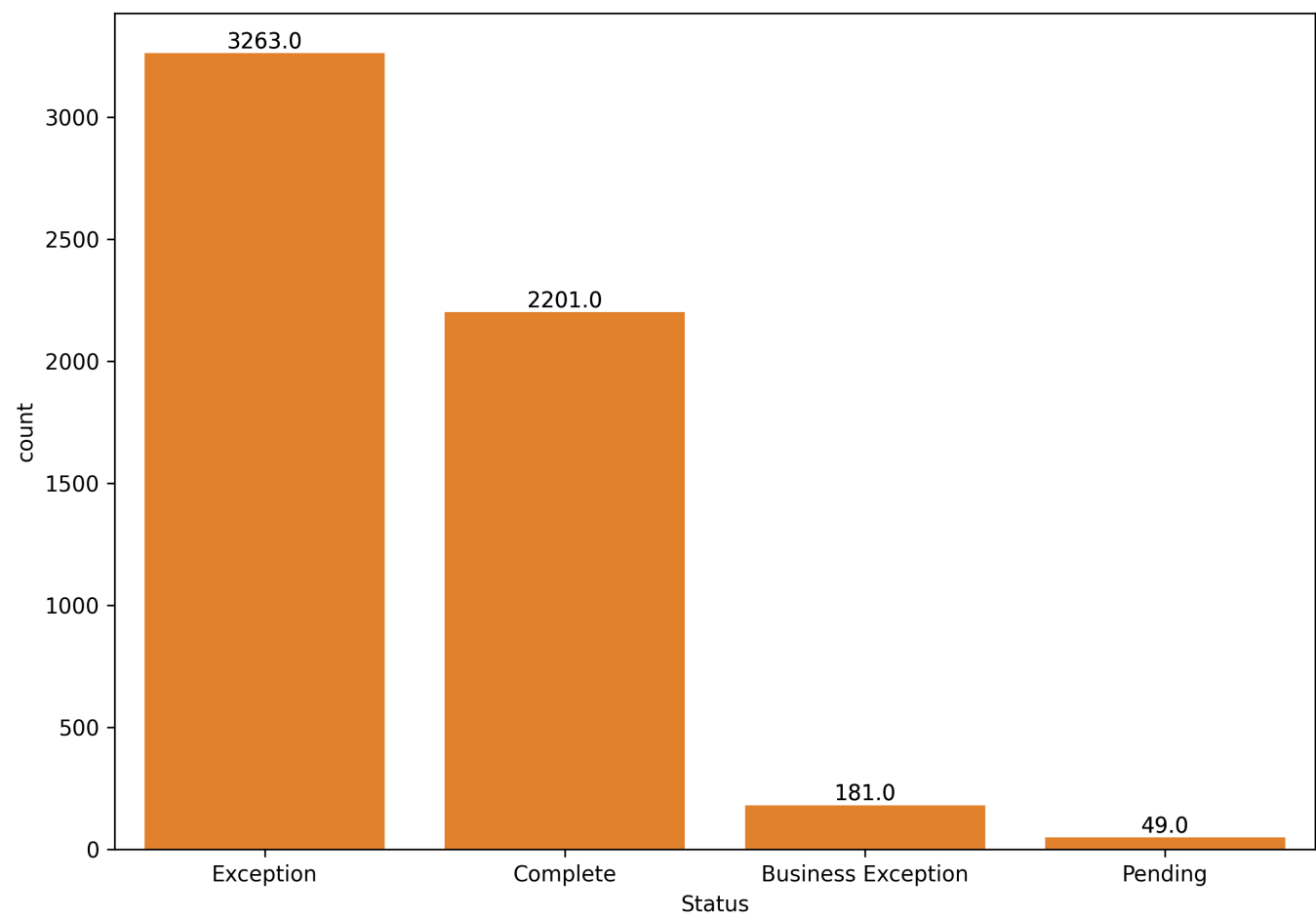
Business Exceptions: 181

Exceptions: 3263

Completion Rate: 42.2%

Average worktime for all instances: 0:19:50

Average worktime completions: 0:22:04

Average worktime business exceptions: 0:08:16

Average worktime for exceptions: 0:17:32

Commitment Letter

Total instances: 5645

Completed: 1158

Business Exceptions: 181

Exceptions: 4306

Completion Rate: 23.72%

Average worktime for all instances: 0:19:50

Average worktime completions: 0:19:04

Average worktime business exceptions: 0:08:16

Average worktime for exceptions: 0:19:44