nibbio

Weekly Completion Rate Report

08/12/2024 - 08/19/2024

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 quarter end.
- Production application server down since ~5am Est, recovered at around noon East.

Closing
2 exception scenarios detected:
 - 409 error caused by loan locked by "<system>".
 - Consumer connect contact window error (failure to add/close contact) hot fix added 08/16
Total items Closing: 2820
 Completed items: 2366
 Completion rate: 83.90%

Commitment
Total items Commitment: 2928
 Completed items: 1322
 Completion rate: 45.15%

ICD
- 08/19 error opening loans.Total items: 2796
 Completed items: 2571
 Completion rate: 91.95%

UCD
- 06/28: UCD process got updated with API calls and splitting of the queues.
Total items: 1529
 Completed items: 1472
 Completion rate: 96.27%

eFolder
Total items: 17031
 Completed items: 15817
 Completion rate: 92.87%