



Weekly Completion Rate Report

09/02/2024 - 09/09/2024

Report Context

- Analysis is now performed on a deeper level, there are 2 key metrics: completion rate and success 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 (Blue Prism success rate)

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.

- eFolder process retired since 08/21.

Stories

UAT

- STRY0411584: Redrawn field issue.

- STRY0409174: Bal Docs and TX Review

- STRY0409174: Consumer Connect

- STRY0375888: Astro Service bot form API

- STRY0384916: Commitment Bot is having issues completing loans.

- STRY0395678: Using the lock API calls, we can confirm who has a lock on a loan.

- STRY0399768: '?' Character in Comments

Promoted to Prod

- STRY0411328: CD doc not selected correctly (OCR issue)

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.

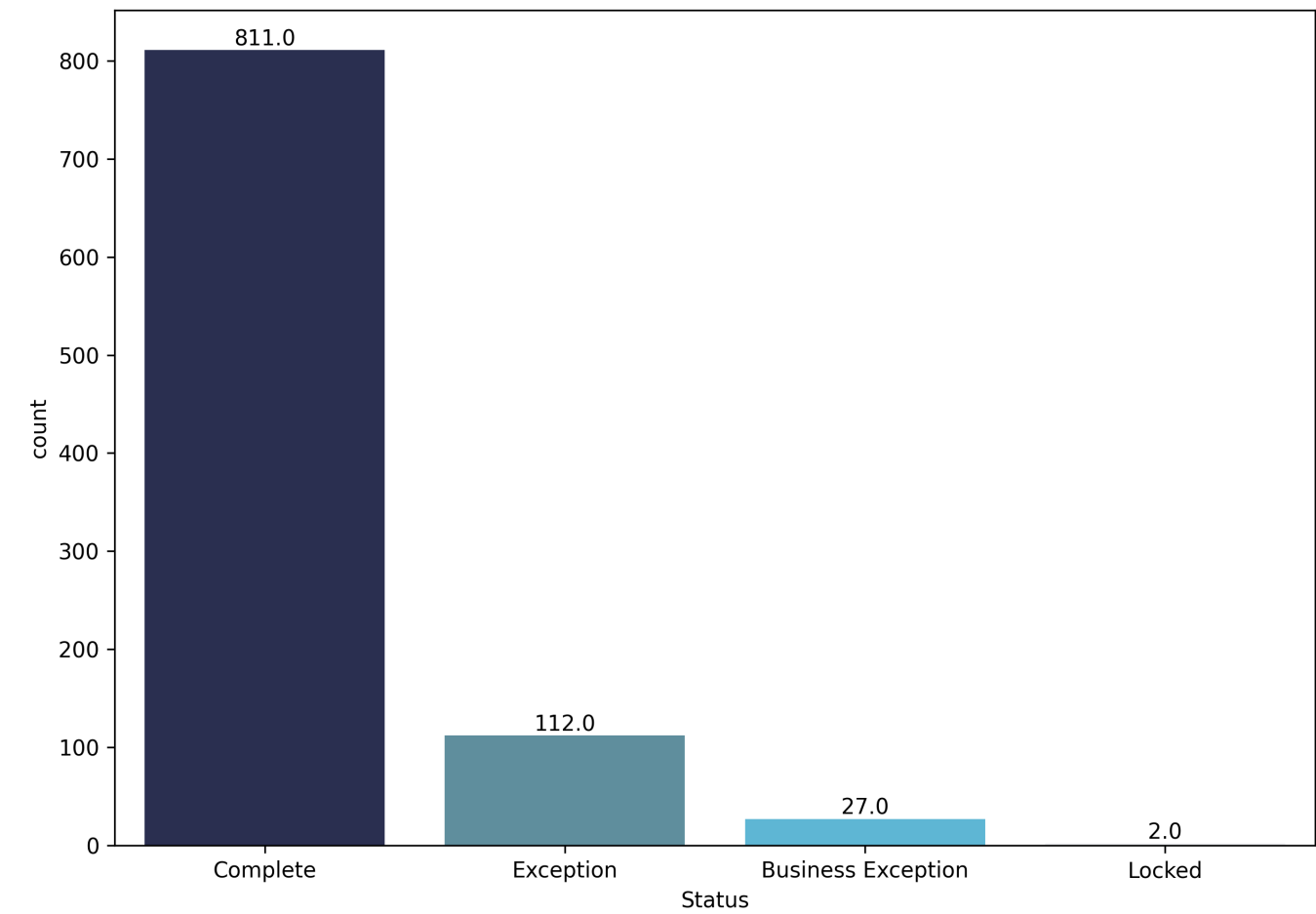
Developer Metrics

Total instances: 950
Completed: 811
Business Exceptions: 27
Exceptions: 112
Completion Rate: 88.21%

Business Metrics

Completed: 811
Business Exceptions: 27
Exceptions: 13
Completion Rate: 98.24%

Average worktime for all instances: 0:12:42
Average worktime completions: 0:12:08
Average worktime business exceptions: 0:04:46
Average worktime for exceptions: 0:20:32



UCD

- There was a single loan that got stuck from Saturday 31st until Monday 2nd. The runtime resource Blue Prism client appears to have gotten stuck during a routine reboot, showing the resource as Available for work when it was logged out. Around 200 instances were recorded in BP.
- Business exceptions are not been marked as such, all are marked as System Exceptions.

Developer Metrics

Total instances: 859

Completed: 503

Business Exceptions: 0

Exceptions: 356

Completion Rate: 58.56%

Business Metrics

Completed: 503

Business Exceptions: 0

Exceptions: 57

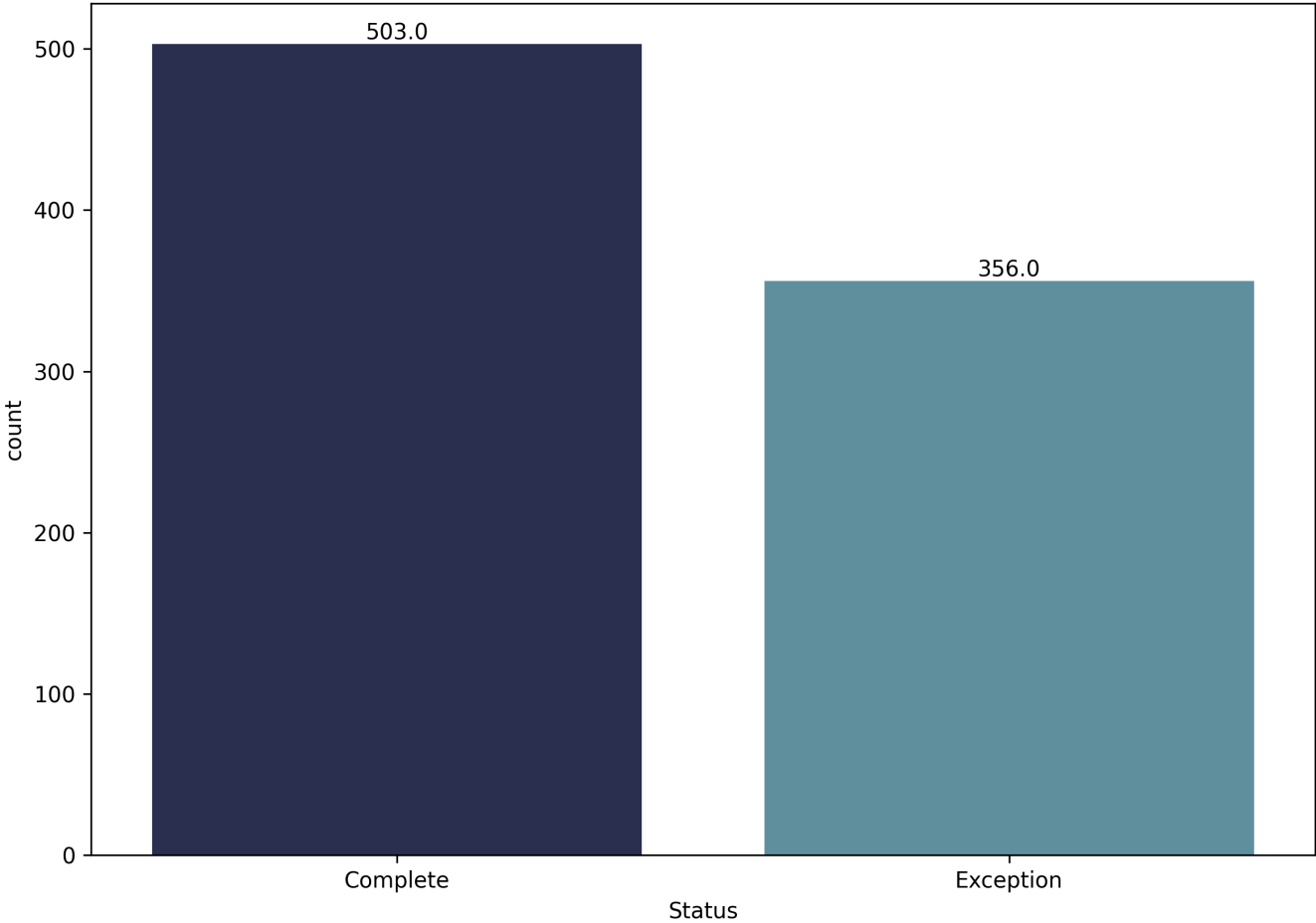
Completion Rate: 89.82%

Average worktime for all instances: 0:15:26

Average worktime completions: 0:11:56

Average worktime business exceptions: 0:00:00

Average worktime for exceptions: 0:20:02



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 occurring 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

Developer Metrics

Total instances: 1285

Completed: 869

Business Exceptions: 80

Exceptions: 336

Completion Rate: 73.85%

Business Metrics

Completed: 869

Business Exceptions: 80

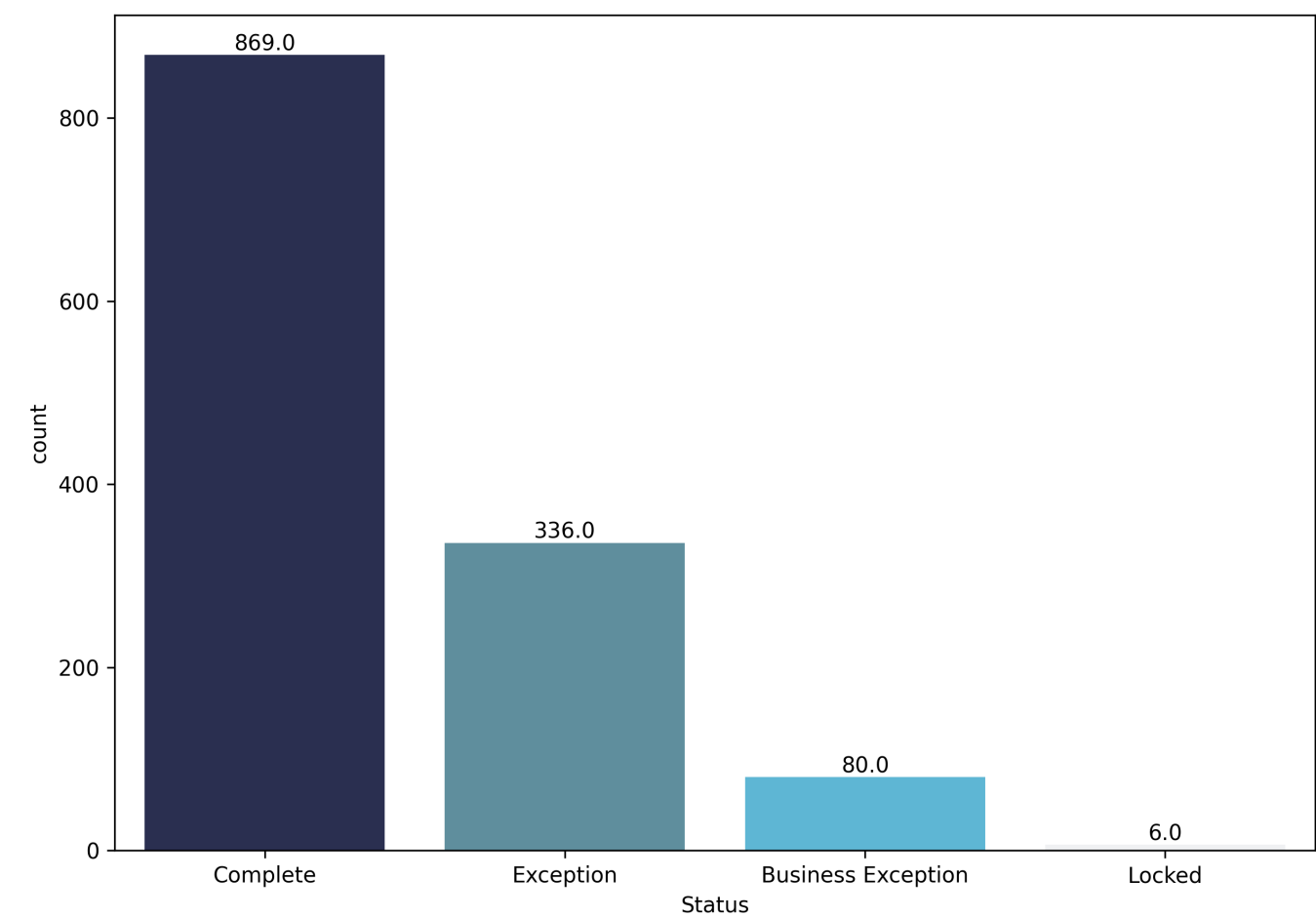
Exceptions: 49

Completion Rate: 94.52%

Average worktime for all instances: 0:23:34

Average worktime completions: 0:22:56

Average worktime business exceptions: 0:06:58



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.

Developer Metrics

Total instances: 2141

Completed: 968

Business Exceptions: 23

Exceptions: 1150

Completion Rate: 46.29%

Business Metrics

Completed: 968

Business Exceptions: 23

Exceptions: 1131

Completion Rate: 46.4%

Average worktime for all instances: 0:13:52

Average worktime completions: 0:19:02

Average worktime business exceptions: 0:14:40

Average worktime for exceptions: 0:09:24

