



Weekly Completion Rate Report

09/16/2024 - 09/23/2024

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.

Stories

UAT

- STRY0414313: PHH and Citi
- STRY0390760: 5th3rd and Truist

Promoted to Prod

- STRY0411328: CD doc not selected correctly (OCR issue)
- STRY0406564 Elroy Closing Bot - MidTier Process Rebuild "navigate to pipeline"
- STRY0409174 Elroy Closing Docs Bot: Handling for ECC page & API Call
- STRY0411577 Elroy Closing Docs Bot Use LE2.X28 to choose Alternate CD
- STRY0411584 Elroy Closing Bot: Small Fix for Redrawn Field being updated to current date
- STRY0411588 Elroy Closing Bot: Add Lock Loan logic at start of process
- STRY0410610 - Login Actions for Secondary Marketing sites
- STRY0399768: '?' Character in Comments

ICD

- 09/18: New open loan action went live, addressing previous issue when closing/opening loan.

Business Metrics

Completed: 1577

Business Exceptions: 61

Exceptions: 301

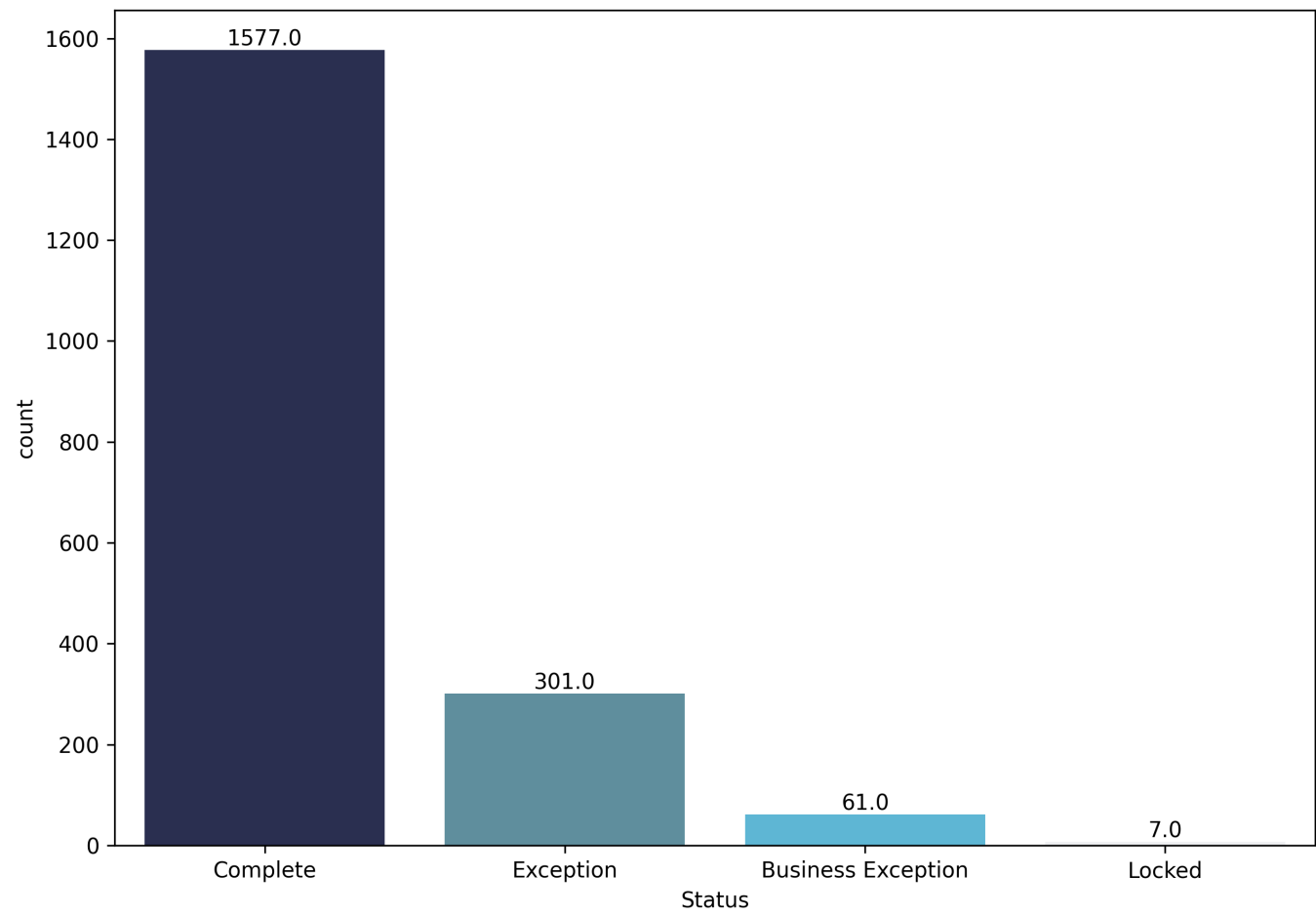
Completion Rate: 84.17%

Average worktime for all instances: 0:13:40

Average worktime completions: 0:12:46

Average worktime business exceptions: 0:03:36

Average worktime for exceptions: 0:17:04



UCD

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

Business Metrics

Completed: 840

Business Exceptions: 0

Exceptions: 278

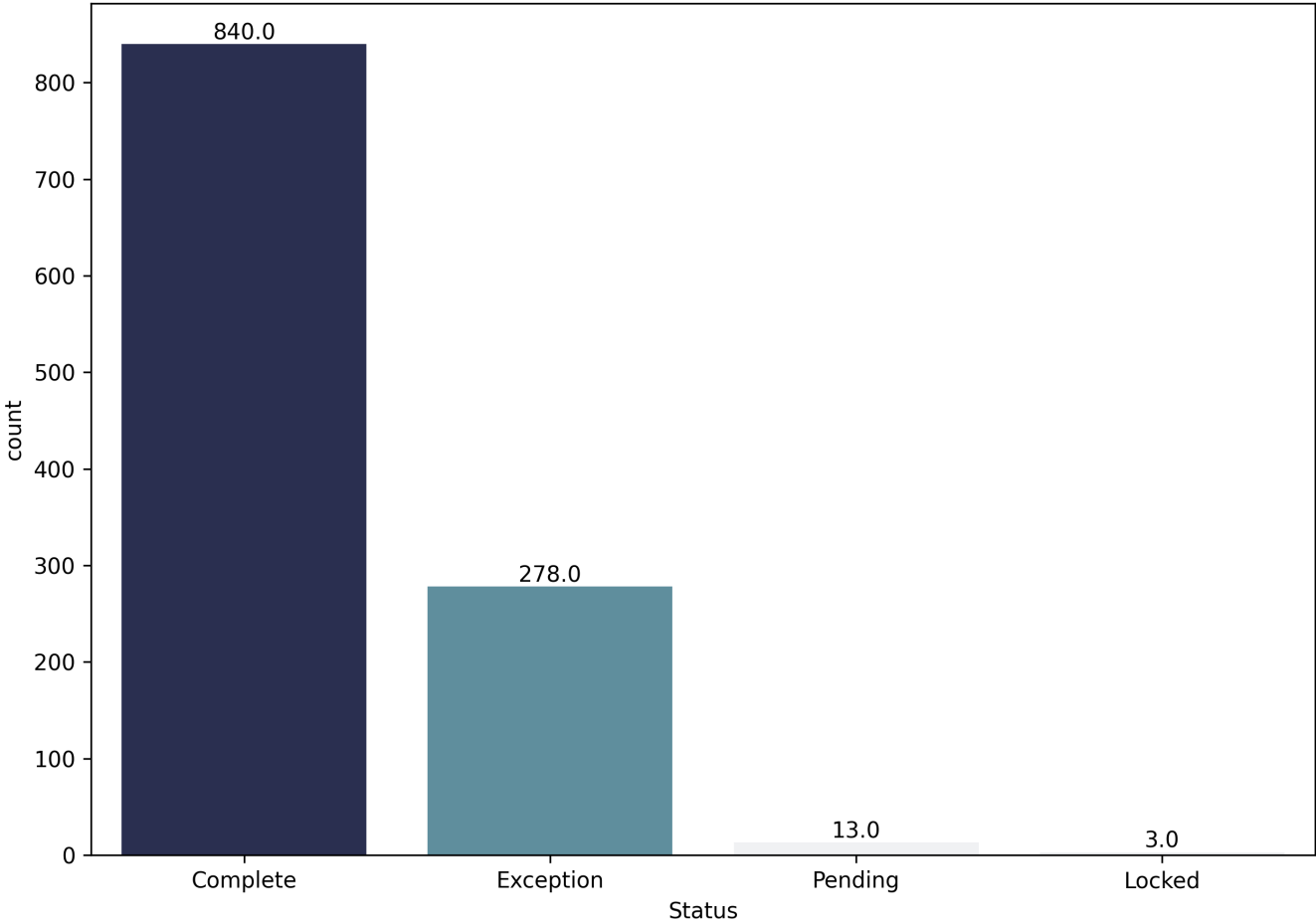
Completion Rate: 74.07%

Average worktime for all instances: 0:11:10

Average worktime completions: 0:10:14

Average worktime business exceptions: 0:00:00

Average worktime for exceptions: 0:13:44



Closing Docs

Major sources of exceptions:

- Major update on 09/18. Stories specified above went live, however due to different versions of Encompass between UAT and Prod (OTP Update), hotfixes were needed to continue running the process smoothly. Last hotfix went live 09/20.

Business Metrics

Completed: 1021

Business Exceptions: 138

Exceptions: 918

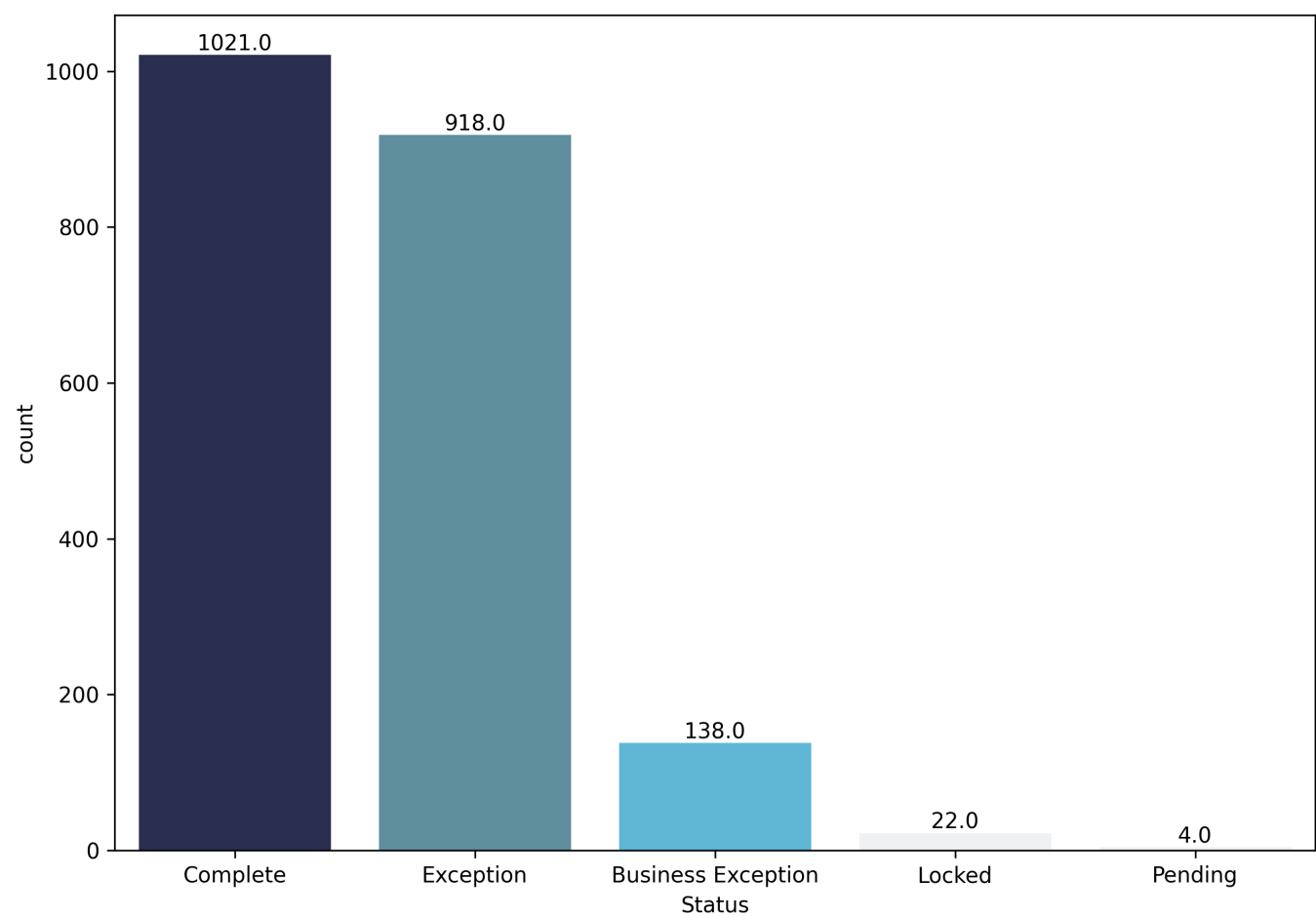
Completion Rate: 55.11%

Average worktime for all instances: 0:21:50

Average worktime completions: 0:22:12

Average worktime business exceptions: 0:07:46

Average worktime for exceptions: 0:22:08



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: 1257

Business Exceptions: 21

Exceptions: 1360

Completion Rate: 47.05%

Average worktime for all instances: 0:14:12

Average worktime completions: 0:19:04

Average worktime business exceptions: 0:19:00

Average worktime for exceptions: 0:09:16

