

From: alert@germainux.com
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Subject: SFDC CRM Adoption Rate: 100% (0%), Users: 2 (0%), Worked Time: 13+ hours (-60%), Frictions: 333 (-51%) - 11/26 - 12/2
Date: Tuesday, December 2, 2025 6:10:38 PM
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Report on the performance of Salesforce QA environment and the teams using it, from 2025-11-26 (00:00:00) to 2025-12-03 (00:00:00)

Summary

HIGHLIGHTS	VALUE	COMP W/ LAST WEEK
Users	2	0%
Total Worked Time	13 hours 20 minutes	-60%
Longest Topic	Member	was #1
Product Adoption Rate	100%	0%
AI Advocate Assistant Use Rate	0%	N/A
Frictions	333	-51%

Work Time Spent By Topic

(In the context of SFDC, a Topic is a dedicated custom tabulation configured to support the operational needs of a specific Business Unit within this U.S.-based healthcare organization.)

Topic	Users	Avg. Work Time	Pctl. 90th Work Time	Total Work Time	%
Member	2	2 minutes	8 minutes	7 hours 57 minutes	-57%
Claim Summary	2	2 minutes	9 minutes	2 hours 2 minutes	-46%
Find Care	1	4 minutes	12 minutes	59 minutes	-22%
Claim Details	1	2 minutes	6 minutes	41 minutes	-73%
Benefits	2	1 minute	2 minutes	26 minutes	-90%
Pharmacy	2	2 minutes	10 minutes	25 minutes	-80%
Case	1	4 minutes	16 minutes	16 minutes	N/A
Financial Accounts	2	2 minutes	6 minutes	14 minutes	+378%
ID Cards	1	4 minutes	5 minutes	14 minutes	+382%
Correspondence	1	2 minutes	2 minutes	2 minutes	-88%

Work Time Per User

User	Avg. Work Time	Pctl. 90th Work Time	Total Work Time	%
*****	2 minutes	9 minutes	10 hours 11 minutes	-44%
*****	2 minutes	5 minutes	3 hours 9 minutes	-80%

Friction Impact by Topic

Topic	Total Frictions	Users	%	User-Facing Errors	%	Broken Links	%	Not Finding Something	%	Rage Clicks	%	Freezes	%	Dead Clicks	%
Member	205	2	0%	136	+6%	0	N/A	7	+133%	3	-73%	0	N/A	59	-60%
Find Care	41	1	0%	3	+200%	0	N/A	5	-71%	0	N/A	0	N/A	33	+94%

Claim Details	21	1	-50%	3	-25%	0	N/A	0	N/A	1	N/A	0	N/A	17	-29%
Claim Summary	16	1	-50%	7	-42%	0	N/A	1	N/A	0	N/A	0	N/A	8	-58%
Benefits	8	2	-33%	2	-87%	0	N/A	1	N/A	0	N/A	0	N/A	5	-94%
Pharmacy	3	2	0%	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	3	-97%
Case	1	1	0%	1	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Financial Accounts	1	1	0%	1	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
ID Cards	1	1	0%	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	1	N/A

Technology Time by Topic

Topic	Users	%	Average Load Time	%	Percentile 90th Load Time	%	Total Slowness
Member	2	N/A	<1 minute	-94%	<1 minute	-93%	12 minutes
Claim Summary	2	N/A	<1 minute	-86%	<1 minute	-86%	1 minute
Benefits	2	N/A	<1 minute	-91%	<1 minute	-93%	1 minute
Claim Details	1	-50%	<1 minute	-95%	<1 minute	-98%	1 minute
Pharmacy	2	N/A	<1 minute	-98%	<1 minute	-99%	<1 minute
Financial Accounts	2	N/A	<1 minute	-6%	<1 minute	+19%	<1 minute
Find Care	1	-50%	<1 minute	-94%	<1 minute	-96%	<1 minute
Case	1	N/A	<1 minute	N/A	<1 minute	N/A	<1 minute
ID Cards	1	N/A	<1 minute	-85%	<1 minute	-87%	<1 minute
Correspondence	1	N/A	<1 minute	-96%	<1 minute	-99%	<1 minute

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