

Completion Percentage FAQ

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The completion status is a quick read on how far along a transaction is. Answers to the common questions about what the number counts, why it spans every checklist, and switching between a percentage and a ratio.

What does the completion percentage count?

Only tasks an admin has checked as complete. Agent-checked tasks are waiting on an admin's review and don't move the number until that admin approves them.

Why doesn't the percentage change when I open a different checklist?

Because it measures the whole transaction, not one checklist. The status counts every task across every checklist on the transaction, so it reads the same no matter which checklist you're viewing. It only reflects a single checklist's tasks when the transaction has just one checklist.

Why does it show less than 100% when I've finished a checklist?

Another checklist on the transaction still has open tasks. For example, a transaction with 18 tasks across its checklists and 17 complete shows 94% — even though the checklist you finished has its own green checkmark. The missing task lives on a different checklist.

Can I see a ratio instead of a percentage?

Yes — click the status to toggle. It switches between a percentage (94%) and a ratio (17/18), and Pipeline remembers your choice for next time.

Does a duplicate checklist throw off my percentage?

Yes. A checklist added twice counts its tasks twice in the total, which drags the percentage down. If that's happened, remove the extra copy from the [Checklists panel](#).

Learn More

See how far along a transaction is at a glance — shown as a percentage or a ratio of completed tasks.

See [Completion Percentage](#)

Still Have Questions?

Didn't find your answer above? Email us at help@paperlesspipeline.com and we'll help.

