**A Digital-First Experience**

### **Hackathon Topic 4:**

"Is there a world where we could receive real-time training notifications to reduce NIGOs for producers and help them stay compliant and ready to sell?"

### **Current State & Why It’s an Issue:**

Producers currently face delays in receiving notifications about their training completions, leading to false “not authorized” responses and NIGO situations that disrupt the sales process. These delays are due to batch/overnight cycle times, causing unnecessary calls and confusion for both producers and carriers. Producers also lack real-time insights into their readiness to sell and are not proactively notified when their authorization or training status changes, resulting in missed opportunities to take corrective actions. This issue leads to inefficiencies, unnecessary frustration, and wasted resources at both the carrier and distributor level.

### **Checklist for Success:**

* **Real-Time Training Notifications**: Enable real-time updates on producer training completions and status changes.
* **Proactive Notifications for Authorization Changes**: Notify producers immediately when their status changes or corrective action is needed.
* **Integrated Experience**: Allow producers to resolve deficiencies in a connected, seamless experience.
* **Reduce NIGO Situations**: Minimize disruptions due to delayed training completion notifications.
* **Improve Producer Experience**: Reduce unnecessary calls and frustration by providing timely clarity about training and selling authority.

*Legal Disclosures:*

1. *Work during the event will be done through an Amazon Web Services (AWS) sandbox, and as such, all participants will be required to click-through and agree to the attached AWS Terms and Conditions in order to work in the sandbox. IRI strongly recommends that all participants adhere to your organization’s internal policies and procedures with respect to legal and/or compliance review and approval of the Terms and Conditions prior to the event.*

1. *Participants should not use or include any personally identifiable information or proprietary code in any coding or other work during the event. All coding developed in the sandbox will be discarded at the conclusion of the event.*

1. *The event is subject to the*[*IRI Conference Policies*](https://www.irionline.org/policies/)*, which sets forth IRI’s policies with respect to health and safety, anti-trust, code of conduct, and photographs and video recordings. By attending the event, you acknowledge, accept, and agree to abide by the IRI Conference Policies at all times during the event.*