Project Explanation

**Q. On which domain have you worked?**

**Ans: Insurance Domain**

First Customer Purchase a Policy.

Insurance company allocate Policy number

it is 12-digit number

Demo Example:

G-20-1234567

Every Policy has valid period

policy start and policy end date is known as policy active Period

If something happens wrong within this policy active period

then customer claim against the Policy.

**In my Project there are two Modules**

**1) Policy Module**

**2) Claim Module**

**We provide different types of Policies like Motor Policy, Agri Policy, Health Policy**

**Bike Policy**

**So, to handle claim related activity of each type of**

**Policies we have sub modules of claim module like**

**Agri Claim**

**Health Claim**

**Motor Claim**

**But I am working on Motor Claim.**

**Call Centre:** Call centre is for those customers who are not that much familiar with online system. For those customer call centre people register claim

**Web Portal:** Customer login to portal and register the claim

**Web Service:** web service communication channel is specially designed for motor dealers. Being insurance company, we have tie up with different motor dealers like Honda, Hyundai, Maruti, Ford, KIA, Mahindra**.**

**One's claim get Registered then its life cycle gets Started and it has to goes from Different stages as below**

**1) Surveyor Appointment**

**2) Survey completion**

**3) Assessment**

**4) Document Upload**

**5) Final Assessment**

**6) Payment done to customer and claim get Closed.**

**Note 1:**

**All above activities get performed at insurance company end.**

**when claim status is changed then same data is reflecting at dealer portal**

**Note 2**

**Payment related Activity handled in separate module means there is separate team.**

**Some important tables**

policy_bases(policy_no, start_date, end_date)

This table store policy related information.

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Customer_dtls(cust_id,cust_name,cust_city,mobile)

This table store customer details
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clm_dtls(claim_id,reg_date,pol_no,clm_status,delear_flag, Remark,system_flag)

This table stores claim registration details

Here, System_flag column state that from which application claim is registred
system- Claim Registred Through call center
online- Web Portal
ws-Webservice

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motclm_survey_dtls(clm_ref,reg_date, clm_status,sysdate,Remark)

This table store survey related information

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motclm_file_dtls(file_N0,clm_ref,doc_name,doc_type, entry_date,doc_location_path)

This table store documents uploaded info

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Claim status and its keyword
Open -> O
Closed ->C
Assesment ->A
Final Assesment ->FA
Survey aappointment-> S
Survey Completion ->SC

**1) Working as L1 support Engineer.**

**2) Resolving the tickets based on SLA.**

**3) Interacting with Clients through Call, Mail or Chat**

**4) Writing the SQL queries to retrieve data from Database**

**5) Executing Change Request as per requirement**

**5) Involving in Deployment activities**

**6) Interacting with L2 team to get better understanding of the issue.**

**7) Involving in DR activity**

**8) Involved in Data recon activity**

**9) Solving the user problem and troubleshoot the issue.**

**10) Share the log files to developers as per requirement**

**Explanation of each Role and Responsibilities**

2)Resolving the tickets based on SLA.

Explanation

  Here, SLA stands for Service Level Agreement

  When customer or dealer facing some issue then he sends

 a mail to support Team (either Manager or TL). TL forward mail to us.

 We go through that mail,

Try to understand problem statement,

Then raise a ticket using ticketing tool (Jira, Service now, Clarity)

while creating ticket we need to fill up details related problem.

**Problem levels-** High, Low, Medium or P1,P2, P3

 P1-High level problem we need to resolve in same day.

 P2- Medium Level Problem we need to resolve in 2 days.

 P3-Low Level Problem we need to resolve in a week.

Q. How issue get assigned to you?

Ans: My TL is assigning issue to me.

Q. How many tickets you resolve on daily basis?

Ans: Generally, 6 to 7

Q. Which ticketing tool you are using?

Ans: Jira, Service now, Clarity and we have our own tool.

Q. Which types of issue you are getting?

**Type 1: sometimes dealer unable to upload the documents**

**then sent mail saying unable to upload documents**

**As support Engineer our solution is ,**

**We ask dealer what is document type and what is file size?**

**Because in our system allows only pdf, images and zip files**

**And our system is allowing up to 10 mb file**

**2) sometimes dealer Unable to register the claim then he sent mail saying**

**Unable to register**

As support Engineer we check logs in tables(clm_dtls) and refer the column Remark

Some error Message while registering claim

1) Policy No is not provided, hence claim cannot be registered

2) Ins Co. Policy No is not provided, hence claim cannot be registered

3) Registration no is not provided, hence claim cannot be registered

4) Intimation workshop code is not provided, hence claim cannot be registered

5) Intimation workshop City code is not provided, hence claim cannot be registered

6) Date of Loss or Accident date is not provided, hence claim cannot be registered

7) Accident Cause is not provided, hence claim cannot be registered

8) workshop id is not mapped or incorrect hence claim cannot be registered

9) Cannot Proceed as the Policy is still a Cover Note

10) Claim registered but claim number is not received to dealer

11) Policy has been cancelled, unable to pay claim

12) The Policy should be a valid Policy and not a Cover Note.

13) Cannot Proceed as Date of Loss is greater than Todays Date

14) Claim should not be registered on the same Policy on the same Day

15) Sorry! Cannot Proceed as Claim has already been registered on this Policy Today.


**3) sometimes claim is registered but claim number not**

received to the customer due network issue or some other reason.

Solution: in that case we share the claim number to customer. to share the claim number to customer.


4) Interacting with Clients through Call, Mail or Chat

For better understanding problem we connect via call to client.

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**5)  Writing the SQL queries to generate report for Dealer wise , claim  status wise or Date wise**

Q. display all honda dealer claims details
select * from clm_dtls where delear_flag='HONDA'

Q. Display today's registred claim details for HONDA and Hyundai

select * from clm_dtls where delear_flag IN('Honda','Hyundai') and reg_date='15-Oct-2021'

Q. disply open claim of honda delears

Ans: select * from clm_dtls where clm_status='Open' and delear_flag='Honda';

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**6)  Executing Change Request as per requirement**

To perform workshop mapping we need to raise CR.

We need to fill up details like- What is reason for

doing this change? what is business impact?

What is rollback plan? Which module get impacted?

Which environment? we send for approval -> ones we get approval

we login to server using putty tool and execute the CR

5) Interacting with L2 team to get better understanding of the issue.

6) Involving in Deployment activities

Deployment Cycle:

Developer make changes in the files are per requirement, after development

completion he adds the modified files in the call as call component and change the status of call as "Testing". Tester test the call and if everything is as per requirement then tester change its status "For Deployment"

All calls which have status **as "For Deployment**" get deployed on Production

on deployment date.

**As Application support Engineer what is role in Deployment activity?**

I am working as L1 support engineer and I have not that much permission for deployment but I help deployment to extract the component.

so when my senior persons are busy in other activity I help them to extract component for Deployment. I extract the call component and put in temporary

directory and same is maintain in excel sheet. After completion of

all call component I give the ack to my senior.

On deployment date, deployment team take approval for down time

and take server down. deploy all call component then start the server.

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**7) Involving in DR activity**

DR stands for Disaster Recovery

This DR activity happens twice in year (in December and June/July)

In DR activity Actual server is down and DR server is UP.

It get started at 11 pm and it is for 2 days. (Saturday and Sunday)

In DR activity is my role is to check application are running properly or not.

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8) Share the log files to developers as per requirement

   why you use Linux commands?

1) If developer ask for log in that case i use grep command


2) if there server space problem I check server space

using df command.


3) If their space problem i that case I find unwanted log file

   and delete them.