5.4 Solutions

Solution 1: Assigning auto theft claims by location

1. **Import required data.**

   a) This requirement implies the existence of the Complex Theft groups and their associated users. Your classroom build includes a file, config_groups_users.csv, in the \admin\bin directory that you will import.

   b) Open a command window at C:\Guidewire\ClaimCenter\admin\bin.

   c) Enter import_tools.bat –import config_groups_users.csv –password gw.

   d) Wait for the command to finish processing. If there are errors (there should be none), contact your instructor.

```
C:\GW10\ClaimCenter\admin\bin>import_tools.bat -import config_groups_users.csv -password gw
Running import_tools.gsp
Connecting as su to URL http://localhost:8080/cc/ws/gw/wsi/pl/ImportToolsAPI
Importing "config_groups_users.csv"...

Import succeeded
Total time: 20 seconds
Parse time: 0 seconds [78 ms]
Write time: 0 seconds [219 ms]

No errors occurred.
The following entities were imported:
Inserted 4 Group
Inserted 7 Credential
Inserted 1 AssignableQueue
Inserted 7 User
Inserted 7 GroupUser
Inserted 7 UserSettings
Inserted 4 Parentgroup
Inserted 4 GroupRegion
Inserted 7 Contact
Inserted 7 ContactTag
Inserted 4 Visibilityzone
Inserted 7 UserRole
Inserted 8 GroupAssignmentState

done

C:\GW10\ClaimCenter\admin\bin>
```

28. **Implement the requirement.**

   a) Create a Global Claim Assignment rule that implements this requirement.

   b) The rule should run before other Global Claim Assignment rules.

   c) If it succeeds in making an assignment, no other Global Claim Assignment rules should run.

   d) If the loss location is not known, assign to the Complex Theft groups by round robin.

The screenshot shows Global Claim Assignment Rule GCA00005 – Auto Theft

```
USES:


CONDITION (claim  :  entity.Claim):
return claim.LossType == LossType.TC_AUTO
    and
    claim.LossCause == LossCause.TC_THEFTENTIRE

ACTION (claim  :  entity.Claim, actions : gw.rules.Action):
if (claim.LossLocation != null) {
  if (claim.CurrentAssignment.assignGroupByLocation(
      GroupType.TC_THEFTCOMPLEX, claim.LossLocation,
      false, null))
actions.exit()
  } else {
  if (claim.CurrentAssignment.assignGroupByRoundRobin(
      GroupType.TC_THEFTCOMPLEX, true, null)) {
  actions.exit()
  }
}
END
```

Test procedure

1. **Start (or restart) the ClaimCenter server in debug mode.**

2. **Log on to ClaimCenter as aapplegate/gw.**

3. **Navigate to the Allan Robertson claim and click Loss Details.**

4. **Click Edit.**

5. **Change the Loss Cause dropdown to Theft of entire vehicle.**

6. **Reassign the claim using assignment rules and verify that the claim goes to Complex Thefts - West.**

7. **Modify the claim so that the loss location is in an eastern state, such as New York.**

8. **Reassign the claim using assignment rules and verify that the claim goes to Complex Thefts – East.**

Solution 2: Assigning FNOL error activities to claim creator

1. **Create the needed administrative data.**

   a) Log on to ClaimCenter as su/gw.

   b) Navigate to Administration ▯ Business Settings ▯ Activity Patterns.

   c) Create a new activity pattern that includes the following criteria:

Subject:	Verify FNOL entry error
Subject:	Verify FNOL entry error

Category:	Request
Code:	FNOL_error_Ext
Calendar importance	High

Activity Pattern Detail - Verify FNOL Entry Error   Up to Activity Patterns

Activity Pattern

Subject	*	Verify FNOL Entry Error
Short Subject		
Class	*	Task ▼
Type		General
Category	*	Request ▼
Code	*	FNOL_error_Ext
Priority	*	Normal ▼
Mandatory	*	○ Yes ⦿ No
Calendar Importance	*	High ▼

Activity Pattern Dates

Target days	
Target hours	
Target start point	<none> ▼
Include these days	<none> ▼
Escalation days	
Escalation hours	
Escalation start point	<none> ▼
Include these days	<none> ▼

   d) Log out of ClaimCenter.

   e) Stop the ClaimCenter server.

29. **Create the rule.**

Create an activity assignment rule that assigns any activity based on the "FNOL_error_Ext" pattern to the person who created the claim.

- o Use the claim.CreateUser field.

- o Ensure that the rule fires before any other rules which may assign the activity.

- o If the claim does not have a CreateUser (may occur with imported claims), then assign the activity to the supervisor of the group which currently owns the claim.

- o Use the Global Activity Assignment rule set.

The screenshot shows *Global Activity Assignment Rule GAA00500 – FNOL entry error*.

```
USES:

CONDITION (activity : entity.Activity):
return activity.ActivityPattern.Code == "FNOL_error_ext"

ACTION (activity : entity.Activity, actions : gw.rules.Action):

var theUser = activity.Claim.CreateUser
var theGroup = theUser.RootGroup

if (activity.CurrentAssignment.assign(theGroup, theUser)) {
  actions.exit()
} else {
activity.CurrentAssignment.assign(activity.Claim.AssignedGroup,
    activity.Claim.AssignedGroup.Supervisor)
    actions.exit()
}
END
```

Test procedure

1. **Start the ClaimCenter server in debug mode.**

2. **Log in as aapplegate/gw.**

3. **Using the quick claim wizard, create a personal auto claim.**

4. **Assign the claim to Dan Henson.**

5. **Log out of ClaimCenter and then log back in as dhenson/gw.**

6. **Create a "Request" activity on the claim using the "Verify FNOL entry error" activity pattern.**

7. **Verify that the activity is automatically assigned to Andy Applegate.**

Workplan

	Due	Priority	Status	Subject	Exposures	External	Ext Owner	Assigned By	Assigned To
	03/12/2018	Normal	Open	Verify FNOL Entry Error		No		Dan Henson	Andy Applegate

All open activities — (1 - 1 of 1) Columns

Solution 3: Assigning vandalism claims manually

1. **Create the rule.**

   Create a claim assignment rule that assigns any claim with an assigned group and a loss cause of "Malicious mischief and vandalism" to the supervisor of that group for manual "pending assignment".

   The screenshot shows Default Group Claim Assignment Rule DCG00100 – Auto vandalism.
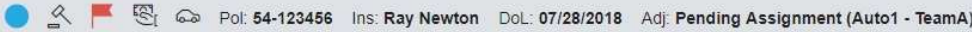
```
USES:


CONDITION (claim  : entity.Claim):
return claim.LossType == LossType.TC_AUTO
    and
    claim.LossCause == LossCause.TC_VANDALISM
ACTION (claim  : entity.Claim, actions : gw.rules.Action):


if (claim.CurrentAssignment.assignManually(claim.AssignedGroup.Supervisor)){
  actions.exit()
}
END
```

Test procedure

1. **Restart the ClaimCenter server in debug mode.**

2. **Log in to ClaimCenter as aapplegate/gw.**

3. **Navigate to any auto claim and change its loss cause to "Malicious mischief and vandalism."**

4. **Reassign the claim using automated assignment.**

5. **Verify that the Adjuster field in the status bar reads "Pending assignment."**