

Lesson 5 Writing Assignment Rules

A big part of an efficient and effective claims process is making sure the right work gets to the right people at the right time.

Assignment rules, a type of Gosu rules, help you ensure that Claims, Exposures, Activities, Matters, Service Requests and Subrogations are routed to the correct worker promptly.

5.1 Assigning auto theft claims by location

Succeed Insurance has two groups which handle auto claims in which the entire car was stolen. Succeed Insurance wants complex theft claims to go to either Complex Thefts - West and Complex Thefts - East, depending on the loss location.

Normally, this would probably be done in conjunction with segmentation. A segmentation rule would segment the claim based on loss cause, and the assignment rule would react to the claim's segment. To simplify the exercise, you can write the assignment rule to react directly to the loss cause.

Prerequisites

This lesson, like all the lessons in this class, assumes that you have successfully completed the Configuration Fundamentals course.

This lesson assumes that you have successfully completed the exercise for Lesson 2, Writing Gosu Rules.

For this exercise, you will use ClaimCenter, Guidewire Studio, and a supported web browser.

ClaimCenter Server should be running in debug mode when you start the exercise.

The default URL for ClaimCenter is <http://localhost:8080/cc/ClaimCenter.do>.



Exercise

Exercise 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.

26. 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.

Test procedure.

1. Start (or restart) the ClaimCenter server in debug mode.
2. Log on to ClaimCenter as aapplegate/gw.
3. Navigate to the Allen 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.



5.2 Assigning FNOL error activities to claim creator

When a claim is first created, an "FNOL snapshot" of the claim is taken. This is a read-only record of the information gathered at the time the claim was created. This is useful when important information about the loss changes during adjudication. (For example, a change of loss cause from "collision while turning left" to "collision with auto" might indicate that the insured is trying to hide being at fault.)

Sometimes, information in an FNOL snapshot varies from later information due to human error. When the insured reports that information in the FNOL snapshot was entered inaccurately, Succeed Insurance wants the adjuster to create a "Verify entry of erroneous FNOL information" activity. This activity should be assigned to the person who created the claim.

In the Succeed Insurance Global Activity Assignment rule set, the last rule is a default rule which assigns activities to the issue owner if no other rules have done so. Consequently, every activity which exits the Global Activity Assignment rule set has been assigned to a group and a user.



Exercise

Exercise 2: Assigning FNOL error activities to claim

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
Category:	Request
Code:	FNOL_error_Ext
Calendar importance:	High
Target/escalation days	3
Start point	Activity creation date
Include days	Business days
Calendar type	Company Holidays

- d) Log out of ClaimCenter.
- e) Stop the ClaimCenter server.

27. Create the rule.

- a) 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.

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.



5.3 Assigning vandalism claims manually

At Succeed Insurance, the adjuster who can best handle an auto vandalism claim depends on several complex factors, such as the type of damage, the state of the vehicle, police department involvement, and so on. Furthermore, the strategy for vandalism assignment changes somewhat over time.

Succeed Insurance has decided to manually assign all auto claims whose loss cause is "Malicious mischief and vandalism".



Exercise 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".

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.”

