

Lesson 3 Organizational Structure

Prerequisites

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

ClaimCenter Server and Contact Manager should be running when you start the exercise.

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



Important!

For this exercise, every student will use the same user login. Therefore, do not modify any data. Never click an Update button!

3.1 Exercise: Users and Groups



Activity

1. Log on to ClaimCenter as Admin (user: admin, password: gw).
2. What is Warren Motley's job?
3. The claims that Warren works with are in what line of business (auto, property, liability, workers' comp)?
4. How many Activities are assigned to Warren?
5. Does the Property – TeamA group handle simple, typical, or complicated claims?
6. If claims assigned to the Property – TeamA group are then assigned to users using round robin:
 - a) Will the supervisor of the group have any claims assigned to him or her?

b) Will the non-supervisor members of the group get an equal number of claims assigned to them?

7. Does the Property – TeamA group cover Arizona (state abbreviation is AZ)?

8. What group does Sue Smith belong to?

9. Will she be assigned claims assigned to this group?

10. What States does the Dallas Claim Center serve?

11. How many adjusters are there in the Sacramento Property Adjusters?

12. What types of claims do those adjusters handle?

13. What regions are assigned to the Sacramento Property Adjusters?

14. Can Andy Applegate create a payment that is \$1100 over the available reserves without a supervisor's approval?

15. Log out of ClaimCenter.

3.2 Solution: Users and Groups



Solution

1. Log on to ClaimCenter as Admin (user: admin, password: gw).
2. What is Warren Motley's job?

He is a claims supervisor. (He has the Claims Supervisor and Trusted for Sensitive Claims roles.)

3. The claims that Warren works with are in what line of business (auto, property, liability, workers' comp)?

Warren works with workers' comp claims. (He is assigned to the Comp - TeamA group.)

4. How many Activities are assigned to Warren?

Three

5. Does the Property – TeamA group handle simple, typical, or complicated claims?

Complicated claims (The group type is "Property - complex").

6. If claims assigned to the Property – TeamA group are then assigned to users using round robin:

a) *Will the supervisor of the group have any claims assigned to him or her?*

Yes, he is a member of the group.

b) *Will the non-supervisor members of the group get an equal number of claims assigned to them?*

Yes, the load factor is the same for everyone.

7. Does the Property – TeamA group cover Arizona (state abbreviation is AZ)?

Yes. The group covers the "Western Region", which includes Arizona.

8. What group does Sue Smith belong to?

Auto1 - TeamA

9. Will she be assigned claims assigned to this group?

No

10. What States does the Dallas Claim Center serve?

AR, LA, OK, TX

11. How many adjusters are there in the Sacramento Property Adjusters?

3 (Harry Dienstfrey, Paulette Flores, Becky Hearst)

12. What types of claims do those adjusters handle?

Property - Complex

13. What regions are assigned to the Sacramento Property Adjusters?

None

14. Can Andy Applegate create a payment that is \$1100 over the available reserves without a supervisor's approval?

No – Authority limits allow only up to \$1000 over reserves.

15. Log out of ClaimCenter.