

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.

 |  Pol:54-253465 | Ins:Allen Robertson | DoL:10/14/2017 | St:Open | Adj:Brad TestUser (Complex Thefts - West)

Loss Details

LOSS LOCATION		Officials	(empty)
Type	Name	Report #	
Location	345 Fir Lane La Canada, CA 91352		
Location Description			
Location Code			
Jurisdiction	California		

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.**

 |  Pol:54-253465 | Ins:Allen Robertson | DoL:10/14/2017 | St:Open | Adj:Cleo TestUser (Complex Thefts - East)

Loss Details

Date of Loss	10/14/2017 12:00 AM	Name	Severity	Description
Location	345 Fir Lane La Canada, PA 91352			
Location Description				
Location Code				
Jurisdiction	Pennsylvania			

LOSS LOCATION		Officials	(empty)
Type	Name	Report #	
Location	345 Fir Lane La Canada, PA 91352		
Location Description			
Location Code			
Jurisdiction	Pennsylvania		

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		Activity Pattern Dates	
Subject	* Verify FNOL Entry Error	Target days	
Short Subject		Target hours	
Class	* Task	Target start point	<none>
Type	General	Include these days	<none>
Category	* Request	Escalation days	
Code	* FNOL_error_Ext	Escalation hours	
Priority	* Normal	Escalation start point	<none>
Mandatory	* <input type="radio"/> Yes <input checked="" type="radio"/> No	Include these days	<none>
Calendar Importance	* High		

- 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

[Assign](#) [Skip](#) [Comp](#)

All open activities		(1 - 1 of 1) Columns							
<input type="checkbox"/>	Due	Priority	Status	Subject	Exposures	External	Ext Owner	Assigned By	Assigned To
<input type="checkbox"/>	03/12/2018	Normal	Open	Verify FNOL Entry Error	No		Dan Henson	Andy Applegate	

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.”

The screenshot shows a ClaimCenter interface. At the top, there's a toolbar with icons for search, filter, and other functions. To the right of the toolbar, it displays: Pol: 54-123456, Ins: Ray Newton, DoL: 07/28/2018, Adj: Pending Assignment (Auto1 - TeamA). Below the toolbar, the title "Loss Details" is centered. Underneath, there are two tabs: "Details" (which is selected) and "Vehicles". The "Details" tab contains a table with two rows: "Description" (Insured hit other party's car on the front passenger side while making a left turn.) and "Loss Cause" (Malicious mischief and vandalism). To the right of this table is a "Vehicles" section containing a table with two rows: one for a Mazda 626 with license plate 7FDG745, driver Bo Simpson; and another for a Saturn SL with license plate 1HGJ465, driver Stan Newton.

Make	Model	Plate	State	Loss Party	Driver
Mazda	626	7FDG745	California	Bo Simpson	
Saturn	SL	1HGJ465	California	Stan Newton	