

Lesson 6 Configuring Claim History

ClaimCenter provides a history functionality that tracks important events and actions related to each claim. Insurers can also add new event and action types to track anything of importance. Since the history records are not editable, they stand as defensible records of actions taken on a claim.

6.1 Track changes to salvage status field



Exercise

Succeed Insurance requires change tracking to the Salvage Status field.

- You may use the existing Data Change custom history type or create a new one.
- The description should provide both the “from” and “to” values of the field.

Prerequisites

This lesson assumes that you have successfully completed the **ClaimCenter Configuration Kickstart** course.

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

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

Exercise 1: Track changes to salvage status field

1. Add a typecode to the CustomHistoryType typelist (optional)

code	Ext_SalvageStatusChanged
name	Salvage Status Changed
desc	Salvage Status Changed

2. Add a Claim Preupdate rule to write the records.

- Name it CPU00500 – Salvage status change history
- Use the `isFieldChanged()` and `getOriginalValue()` functions.

Test procedure

1. Reload changed classes (or restart ClaimCenter server).
2. Log in to ClaimCenter as aaggregate/gw.
3. Navigate to the Bill Kinman claim (235-53-425891).
4. In the sidebar, select Summary ➔ Status.
5. Click Edit.
6. Change the Salvage Status field to In review.
7. Click Update.
8. In the sidebar, select History.
9. Verify that the “Salvage status changed” entry is present at the top of the History list.



6.2 Solution

Solution 1: Track changes to salvage status field

Element	Code	Name	Priority	Name	Value
typelistextension	CustomHistoryType	Custom history ev...		code	Ext_SalvageStatusChagned
typecode	a_n_f_r	Auto: No fault rati...	-1	name	Salvage Status Changed
typecode	e_w_n_r	Exposure with no ...	-1	desc	Salvage Status Changed
typecode	Export	Exported to mainf...	-1	identifierCode	
typecode	DataChange	Data change	-1	priority	-1
typecode	create_recovery_bill	Create recovery bill	-1	retired	false
typecode	catastrophe	Guidewire catastr...	-1		
typecode	email	Email sent	-1		
typecode	warning	Warning	-1		
typecode	Ext_SalvageStatus...	Salvage Status Ch...	-1		

```
1  USES:
2
3  CONDITION (claim : entity.Claim):
7  return claim.isFieldChanged(claim#SalvageStatus)
8
9  ACTION (claim : entity.Claim, actions : gw.rules.Action):
14 claim.createCustomHistoryEvent(
15     CustomHistoryType.TC_EXT_SALVAGESTATUSCHANGED,
16     "Salvage status changed from " +
17     claim.getOriginalValue(claim#SalvageStatus).DisplayName +
18     " to " + claim.SalvageStatus.DisplayName + ".")
19
20  END
```

Test procedure

Claim Status	
Primary Group	Auto1 - TeamA
Special Claim Permission	
Claim Validation Level	Ability to pay
Salvage Status	In review
Other Recoverable Status	
Reinsurance Reportable?	
Reinsurance Edit Reason	

History				
All				
Type	Related To	User	Event Time Stamp	Description
Salvage status changed	Entire claim	Andy Applegate	05/09/2018 11:48 AM	Salvage status changed from null to In review.