

Enterprise Technology

P&C Auto & Fire

Fire&Ice Tasks

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Table of Contents

- **Team Fire&Ice Overview**
- **SAE UI Overview**
- **Task Overview**
- **Defects/Solutions**
- **Enhancements**
- **Obstacles**
- **Q&A**



What does the Fire&Ice team do?

- **Created and continually modify our main product, Simplified Auto Experience (SAE) UI utilizing Angular/TypeScript**
- **Work with other teams that utilize our code and vice versa**
 - AutoQuoteAPI, AutoQuoteandBuy UI
- **Utilize tools such as Lumberjack, Handyman, Splunk and others for logging/debugging/production support**



What exactly is SAE UI?

- **Allows agents to go through the quoting process for a customer**
- **Similar but different than AutoQuoteandBuy UI (which is what the customer would go through for a quote), more questions per page**
- **State-by-state rollout**
 - Currently in Ohio, expanding more this Winter (?)



What did I do?

- **Learned Fire&Ice's technologies they utilize**
- **Fixed defects through debugging**
- **Integrated enhancements**
- **Added AAT's (Codecept) and/or Unit Tests (Jasmine)**
- **Notified neighboring teams about certain issues/tasks that was done to SAE UI**

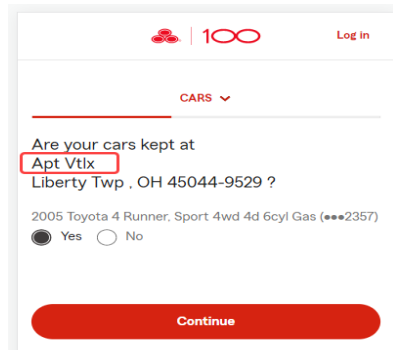


Examples of Defects

Address Line #2 Bug

Small bug but crucial for the agent.

If an agent entered in an Address Line #2 for the customer's address (for example, the apartment number), the address would not display back to the agent properly. May not seem dire but fixing this provides more clarity to the agent.



The screenshot shows a mobile app interface for State Farm. At the top, there's a red header with a logo and 'Log In'. Below it, a red bar contains 'CARS' with a dropdown arrow. The main content area has the text 'Are your cars kept at' followed by 'Apt Vtix' (highlighted with a red box), 'Liberty Twp . OH 45044-9529 ?', and '2005 Toyota 4 Runner, Sport 4wd 4d 6cyl Gas (***2357)'. There are radio buttons for 'Yes' (selected) and 'No'. At the bottom is a red 'Continue' button.

Vehicle End-to-End Tests

When testing our SAE UI code, a section of tests is tagged “@Vehicles” that would constantly fail when ran.

Anytime one of my coworkers (or myself) would push code, if we worked on the vehicles page, we would add on the “@Vehicles” tag to allow those specific page tests to run in the pipeline. But, any time this happens, they would fail immediately.

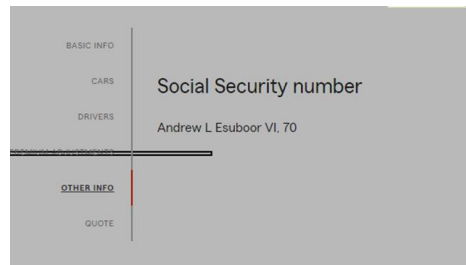
Customer Lockout Page

Customer Lockout – When a customer is working on a quote and an agent attempts to access the quote, they would normally encounter a Customer Lockout Page.

An error page would appear for the agent, but it was not the correct one we want to display.

SSN Input

Any time the agent added more drivers to the quote and a Social Security Number was required for one of them, the UI would display a page that made it impossible for the agent to input anything in.



The screenshot shows a mobile app interface for State Farm. It has a grey background with a white border. On the left, there's a vertical list of menu items: 'BASIC INFO', 'CARS', 'DRIVERS', 'OTHER INFO', and 'QUOTE'. The 'CARS' item is selected. The main content area has the text 'Social Security number' followed by 'Andrew L. Esuboor VI, 70'. Below this is a red bar with a white 'Continue' button.



Fixing the Defects

Address Line #2 Bug

I replaced existing code so that it can check if Address Line #2 is available, if so, format and display it back to the agent properly.

Vehicle End-to-End Tests

I added code that updates any vehicle error verbiage and rework a few tests to be checking for that new verbiage.

Also fixed a few tests that were looking for outdated options in certain dropdown menus in the vehicle summary page.

Customer Lockout Page

I added code that specifically checks whether the agent should be shown the customer lockout or a general error page.

Also added unit tests that check each possible branch of all routes that could happen (such as different HTTP response, or different error code). Lastly, I added an e2e test that runs in the pipeline that can check that the customer lockout page functionality still works/shows (added decryption of request ID for this as well).

SSN Input

I replaced code to add a regex statement that would look for any driver that requires their SSN input, not just the first driver.



Examples of Enhancements

Driver's License Number

The task: Replace old method of showing the Driver's Aged First License with Driver's License Number (more useful for the agent)

The solution: I integrated code to show Driver's License Number, if available, otherwise display an informational icon with a specific message. Also, added e2e tests to check that the Driver's License Number still shows as well as a separate test to check that the warning verbiage still displays (also reworked an old e2e test that was looking for age first licensed).

Add driver information

Here's who we found based on your address. Select or add additional drivers if provided by the customer. ?

<input checked="" type="checkbox"/>	Pearline Hallenger, 45	Edit
<input type="checkbox"/>	Missing Driver's License number. Edit now or continue.	
<input type="checkbox"/>	Flordeliza E Eugene, 91	Edit
Driver's License number: *****7151, OH		
+ Add a driver		

Back

Save and continue

Vehicle verbiage and Icon Switch

The task: Update vehicle verbiage as well as switch an icon on a certain page so that it is more visually helping for the agent

The solution: I replaced parts of code where it says "Personal" to instead say "To work, school, or pleasure." Added unit tests that check that the functionality still works and displays the updated verbiage properly. Lastly, I replaced code to show the correct 1x class icon.

BASIC INFO

CARS

DRIVERS

DISCOUNT

QUOTE

Is the car used for rideshare (ex. Lyft, Uber)?

1998 Toyota Corolla, "Ce" 4d Sed Gas (***6406)

☐ No

☐ Yes, less than 50%

☒ Yes, 50% or more

1

We apologize, but we can't complete your quote online. Let us put you in touch with a State Farm agent who can answer your questions.

replace informational icon with error icon

Continue with agent

Save Send to agent



Obstacles

- **Adapting to the corporate experience**
- **Transitioning from React to Angular**
- **Getting used to my team's code**
 - As well as getting used to our partnering team's code



Thank you!

Any questions?

