Compiled notes from the mails and meeting:

The following are the list of items to be considered for the “Mobile App endorsement project” as well.

There are some “My Account” projects happening which accounts for changes in the forms – Change Address, Add/Delete vehicles. Once their requirements are finalized will incorporate them in our requirements package.

To Account for :

1. the updates for the Change Address Form in 11358 should also be included for Mobile App endorsement project
2. the Vehicle Address change forms, as well as the ‘Preferred Contact Method’ forms from the A154 for an April deployment which will impact - Online Endorsement Form Enhancements – Contact Info and Drivewise: ***13125***
3. More clearly indicate what the ‘select’ drop down options are (i.e. deductible amounts, coverage amounts, etc.) within the ‘Add Vehicle’, ‘Replace Vehicle’ and ‘Edit Coverage’ endorsement forms (Auto).

**Example**: Customers can select $0 as a deductible for both Comprehensive Coverage and Collision Coverage within the ‘Additional Coverage’ section found in each of the three forms listed above.

* When this occurs the CCC needs to follow up to confirm whether or not a $0 Deductible is being requested OR is the customer indicating they do not want the coverage – the form is not clear.

1. The Mobile App implementation will **NOT** leverage the routing logic being implemented in our June 2015 delivery. Instead, they will create a direct pipe into eGain so all their requests will be handled by the CCC.Then, at a later date and time, the Mobile App solution will onboard to the new solution being introduced with the Online Endorsement Services strategy.
2. To be confirmed: **Question**:  Can someone confirm what process is going to trigger the Relationship History / CAR Interactions with our June delivery?  Could the Mobile App write those Interactions WITHOUT onboarding to the routing engine we are implanting in June?

Nick’s suggestion: My preference would be that any endorsement request sent to the CCC write the Interactions being requested with our project as of June 2015. Just trying to figure out if they can add that to their scope for April vs. implementing the change as a part of their June release vs. us adding Mobile App to our scope (i.e. we write the Interactions when they submit to the CCC) vs. Mobile App can’t write the interactions until they onboard to the routing engine.