**Warranty Claims Review Application**

AI based warranty claims reviewer application

**Workflow:**

1. Web page after load must contain a File page link choosing option (Request)

API response: Read the file and respond back successful read or not.

On successful file read will return all unique ids of the records parsed

Web app Screen will have the following fields to display

Unique ID

File Name

VIN number

Car Manufacturing country

Car Make:

Warranty Start Date

Repair Date

Mileage

Dispute Status (Accept or Denial status from the application)

1. Process simple filtering button click from webpage (this button will initiate simple rule based screening)

API response: Returns back record ids filtered back with rule-based filtering.

Response will be unique ids with Category codes reasoning for rejection

Categories: Denied coverage based on the following categories:

1. 'VIN Number Mismatch'
2. 'Out of Warranty period' : Claim is out of warranty period
3. 'Out of Mileage': Mileage out of range
4. 'MaterialCostLower2Threshold', Material cost lower
5. 'Errorenous Record'

After displaying all rule-based screening records, user can select start AI processing button. This will start processing record by record based on each request ID

AI application screening

API will send list of claim IDs that are low cost that needs attention only if user wants (optional)

Remaining claim IDs are sent as request one by one

Webapp: Post request: Claim ID

Response: All record information as listed above

Technician Comment: (Field with technician comment)

AI recommend Claim Status: Accept or Deny recommendation

AI recommend Reasoning: “json” highlighting the words used by AI

AI generated response: text for sending dispute reason

Text Response from user: Get response from user

Accept of Claim decision by user: Get this response from user and record

Collect all this response and save in local database. Can send all the information at end of transaction or save it in excel file in the same local file.

Next button can process next claim.