INSURANCE TECHNOLOGIES

Enhance Pop-Up Messages for Base Call Outs

FIRELIGHT BASE

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Platform

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iConnect 228850 Design Approach - Enhance Pop-Up Messages for Base Call Outs

Project Overview

Generic, user friendly wording is needed for system messages when actions are running in the background. The message that displays today is not user friendly and confusing to a client or agent.

1 Update Pop-Up Messages for Base Call Out

Enhance the system pop-up messages for base call out/validation actions to describe what type of action is being performed. There is a spinner that pops up on the screen to indicate a process is running so we don't need the message to display unnecessary text, such as, "in the background."

Update messages to:

Generic message: "A validation is being performed."

If GIACT, display this specific message: "Account validation is being performed."

If LexisNexis, display this specific message: "User validation is being performed."

Acceptance Criteria

- Generic validation message displays, "A validation is being performed."
- LexisNexis displays, "User validation is being performed."
- GIACT displays, "Account validation is being performed."