Use Cases:

Employee:

Sales:

* Take a payment
* Start policy
* Decline a policy
* Give a quote
* Enter customer information
* Chat

Service:

* Make changes to policies
* Cancel policies
* Re-issue policies
* Reinstate policies
* View policy details
* Chat

Claims:

* Take claims information
* Assign an adjustor

Customers:

* Make a change to a policy
* Buy a policy
* Cancel a policy
* Make a payment
* View coverage
* View bill
* View covered property
* ChatFile a claim
* Check claim status

