



ClaimCenter 7.0 Application Configuration

Course Description

Overview

This course provides students with the knowledge and skills required to successfully configure the application-specific features of ClaimCenter.

The course assumes students know the fundamentals of configuration for any Guidewire product. The course focuses on the features specific to ClaimCenter which are configured in nearly all implementations. By the conclusion of the course, students should have an understanding of ClaimCenter sufficient enough that they can use the product documentation to learn how to accomplish more advanced configuration.

- This course does not cover integration. Integration of ClaimCenter is covered in *ClaimCenter 7.0 Application Integration*.

Objectives

After completing this course, students will be able to:

- Complete common configuration tasks using the base application
- Configure ClaimCenter-specific UI locations, including the Claim tab
- Configure ClaimCenter business rules, including: claim setup rules and validation rules
- Configure the Line of Business model
- As mentioned in the course objectives section, this course does not cover integration. ClaimCenter integration is covered in *ClaimCenter 7.0 Application Integration*.

Duration

- The course is 4 days long. Guidewire strongly recommends that students should attend this course immediately after the *ClaimCenter 7.0 Configuration Fundamentals* course or *InsuranceSuite 7.0 Configuration Fundamentals* course.

Audience and Prerequisites

This course is designed for developers who will be configuring Guidewire ClaimCenter.

To successfully achieve the objectives of the course, each student should be able to:

- Read and use XML or another markup language such as HTML.
- Explain the structure of a relational database with regard to tables, columns, and foreign keys.
- Program in a programming or scripting language (such as C, C++, Java, or JavaScript) and use common scripting techniques (such as variables, if-then-else statements, loops, and function calls with parameters)

To successfully achieve the objectives of the course, each student should have taken either:

- *ClaimCenter 7.0 Configuration Fundamentals* (for students learning ClaimCenter only)
or
- *InsuranceSuite 7.0 Configuration Fundamentals* (for students learning ClaimCenter as well as PolicyCenter and/or BillingCenter)

Course Materials



Electronic copies of all lecture and lab materials are available to the students during the course through the Guidewire Resource Portal. Guidewire Implementation Services provides customers with the same education materials used to train its own employees.

Agenda

Day 1

The Claim File

The ClaimCenter data model
The claim file

Claims Process and Intro to Intake

Claims processing - business perspective
Claims processing - functional perspective
The claim intake process
Automated claim setup
New claim validation

ClaimCenter Demo

Demonstration of ClaimCenter functionality

Introduction to ClaimCenter Configuration

ClaimCenter data model
ClaimCenter user interface
ClaimCenter rules
Importing data into ClaimCenter

Configuring Location Groups

Location group basics
Location group configuration
Page configuration

Day 2

Configuring Wizards

Wizard basics
Wizard configuration
Wizard step configuration

Configuring Claim Setup

Claim setup basics
Presetup rules
Segmentation rules
Workplan rules
Exposure and activity setup

Configuring LOB Typelists

Line of business model
The LOB typelists
The LOB editor
LOB model configuration

Configuring LOB User Interface

LOB model and the user interface
Configuring exposure types
Configuring new exposure menu behavior



Day 3

Configuring Validation Rules

- Types of validation
- Validation rule basics
- Validation rules in the user interface
- Warnings and errors
- Identifying invalid fields

Configuring Permissions

- ClaimCenter security functionality
- Checking system permissions in Gosu
- Creating system permissions
- Application permission keys

Contact Roles

- Contact roles
- Categorizing contact
- Contact role configuration
- Contact role type constraints
- Entity role constraints

Day 4

ClaimContact Widgets

- ClaimContact widget basics
- Configuring ClaimContact widgets

Intro to Transaction Rules

- Transaction basics
- Transaction data model
- Transactions and Gosu
- The Financial Calculations Library

Configuring Transaction Validation Rules

- Transaction and check life cycles
- Transaction validation basics
- Transaction validation rules

Configuring Transaction Approval Rules

- Transaction approval basics
- Authority limits
- Transaction approval rules
- Approval routing rules