Users and Groups

Exercise 1: Investigation

Log on to ClaimCenter as an Administrator (admin/gw). Using your best judgment and the information in the Administration screens, to answer the following questions about user "Warren Motley".

1. What is Warren's job?
2. The claims that Warren works with are from what line of business? (Auto, property, liability, workers' comp)
3. How many objects does Warren own?

Answer the following questions about the group called "Property - TeamA".

1. Does this group handle simple, typical, or complicated claims?
2. If claims assigned to the “Property – TeamA” group are then assigned to users using round robin:

* Will the supervisor of the group have any claims assigned to him or her?
* Will the non-supervisor members of the group get an equal number of claims assigned to them?

1. Does the group cover Arizona (state abbreviation "AZ")?

**Exercise 2: Configuration**

Configure ClaimCenter to meet the following customer requirement from Acme Insurance.

**Requirement: Creating Test Users and Groups**

1. Create two new typecodes in the GroupType typelist, and deploy your data model changes.

Code: theftsimple

Name: Simple Theft

Code: theftcomplex

Name: Complex Theft

1. Using one of the import tools, import the groups and users in the config\_groups\_users.csv file. (The import will fail if the typecodes identified above have not been created with the codes specified.) The users and groups in the file are summarized below.

**Groups**

Name: Complex Thefts - West

Parent: Western Auto Group

Type: Complex Theft

Supervisor: Mike Maples ("MMaples")

Security Zone: Auto and Property

Region: Western Region

Queues: (no custom queues)

Name: Complex Thefts - East

Parent: Eastern Auto Group

Type: Complex Theft

Supervisor: Mike Maples ("MMaples")

Security Zone: Auto and Property

Region: Eastern Region

Queues: (no custom queues)

Name: Simple Thefts - West

Parent: Western Auto Group

Type: Simple Theft

Supervisor: Mike Maples ("MMaples")

Security Zone: Auto and Property

Region: (none)

Queues: Theft Statements

**Users**

Name: Adam TestUser (testuser1)

Group: Complex Thefts - West

Role: Adjuster

Name: Brad TestUser (testuser2)

Group: Complex Thefts - West

Role: Adjuster

Name: Cleo TestUser (testuser3)

Group: Complex Thefts - East

Role: Adjuster

Name: Dawn TestUser (testuser4)

Group: Complex Thefts - East

Role: Adjuster

Name: Erma TestUser (testuser5)

Group: Simple Thefts - West

Role: Adjuster

Name: Fred TestUser (testuser6)

Group: Simple Thefts - West

Role: Adjuster

9. As the "admin" user, manually create the following group and user:

**Group: Simple Thefts - East**

**Profile**

Name: Simple Thefts - East

Type: Simple Theft   
Parent: Eastern Auto Group

Supervisor: Mike Maples ("MMaples")

Security Zone: Auto and Property

**Region**: (none)

**Queues**: Theft Statements (visible in subgroups)

**User:** **Gigi TestUser**

First Name: Gigi

Last Name: TestUser

User Name: testuser7

Password: gw

Role: Adjuster

Group: Simple Thefts - East

10. Create a new user custom attribute called "Experience Level" in the Attribute admin screen. Classify it as an "expertise" attribute. Then, assign it to Fred TestUser (testuser6) with a value of 8 (to indicate 8 years of theft claims processing).

**Test Case**

When you have completed your configuration, run the following test case:

11. Log on to ClaimCenter as Gigi TestUser. The Desktop should appear as shown in the following:

