Users and Groups Solution

Exercise 1: Investigation

Using your best judgment and the information in the Administration screens, answer the following questions about user "Warren Motley".

1. What is Warren's job?

He is a claims supervisor. (He has the Claims Supervisor and Trusted for Sensitive Claims roles.)

2. The claims that Warren works with are from what line of business? (Auto, property, liability, workers' comp)

Warren works with workers' comp claims. (He is assigned to the Comp - TeamA group.)

3. How many objects does Warren own?

Three (3 activities)

Answer the following questions about team "Property - TeamA".

4. Does this group handle simple, typical, or complicated claims?

Complicated claims (The group type is "Property - complex").

5. If claims assigned to the group are then assigned to users using round robin:

- Will the supervisor of the group have any claims assigned to him or her?

Yes. He is a member.

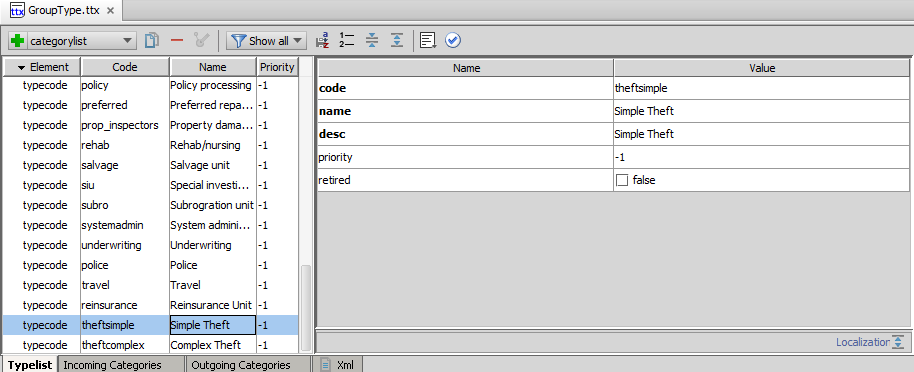
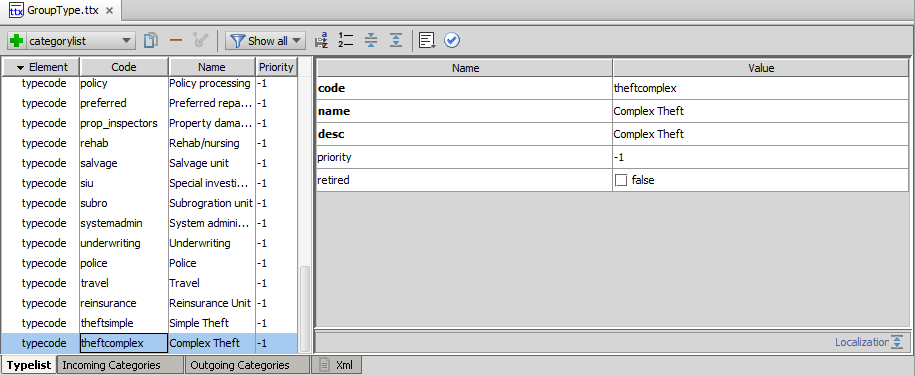
- Will the non-supervisor members of the group get an equal amount of claims assigned to them?

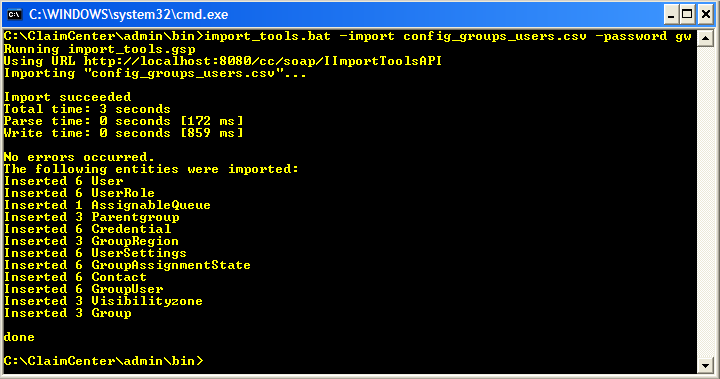
Yes. There are no varying load factors across users in the group.

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

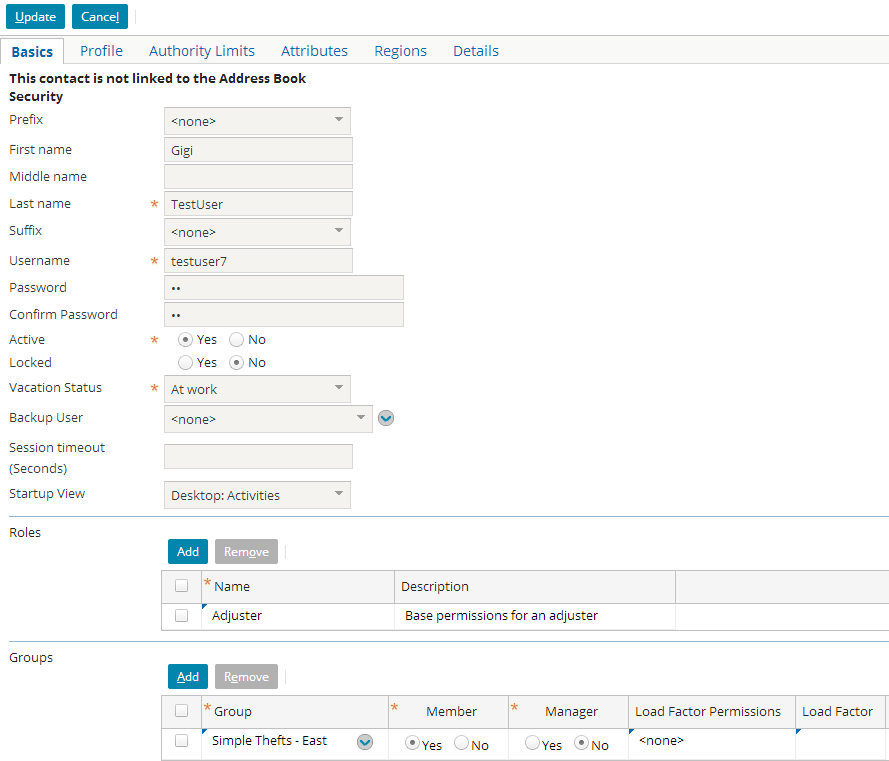
Yes. The group covers the "Western Region", which includes Arizona.

**Exercise 2: Configuration**



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