Release Notes

Claims Connect and Mobile Claims
Version 6.12.0

Issue 1
October 29th, 2021

Contents

Introduction

This document describes the new features and enhancements that are part of the upcoming version 6.12.0 of CoreLogic Claims Connect and Mobile Claims, including minor releases since 6.11. The target dates for this global release are:

- November 10th in Canada
- November 17th in Australia, New Zealand & South Africa
- November 22nd in Germany, France & Poland
- November 24th in U.K.
- November 29th in Belgium
- December 1st in the United States

Major Enhancements

CAPTURE - Document Scanner

Field inspectors and other CAPTURE users can now scan physical documents and view them directly from the **Documentation** tab of the app as well as within questionnaires.

After filling out a paper form, users can scan the document with their device's camera. CAPTURE will then generate a PDF file and save it directly in the claim. Documents can be viewed, edited, and deleted from CAPTURE, and they will be synced back to Claims Connect with the rest of the information stored in the app.

CAPTURE - Save Photos to Local Device

With this new feature, users can choose to have any photo taken via CAPTURE saved locally on their device's photo gallery, so that it would be available to use in other apps.

An option was also added in the Company Preferences allowing administrators to prevent photos from being saved on local devices for all claims created by their company.

> ***Note:*** *When annotations are added in CAPTURE, the photos will be saved to the local device without annotations.*

Ability to View Audit Rule Description when Viewing an Audit Violation

It is now possible for a user reviewing an audit report to see the description that was added for a rule. This description would describe the reason for the violation and the actions that should be taken to prevent it.

> ***Note:*** *Companies with custom audit rules should contact their Customer Success Representative or Customer Support to update their rules.*

Roof Contexts / Additional Contexts for Audit Rules

Audit rules have been updated to allow for rules to be applied to all roof links as well as blocks and steps.

Integration of Weather Verification Services

The existing integration of CoreLogic Hail Verification Report with Claims Connect has been replaced with CoreLogic Weather Verification Services (WVS), which includes the following reports:

- Hail Verification Report
- Wind Verification Report
- STRIKEnet® Report

With these new integrations, WVS requests are prefilled with the loss information found in Claims Connect. Adjusters can even create multiple WVS requests at once from the same page. Once completed, WVS reports can be found in the Documentation section of the associated claim.

Please contact your account manager to enable one or several of these integrations for your account.

All Company Types Allowed to Make Assignments

With this new release, all company types are now allowed to make assignments on all claims:

- All company types can define vendor groups to be used when making assignments
- The default assignment list search "My Vendor Assignments" is available to all company types
- All company types can view, filter and report upon assignments they have made

Note: *With this change, CoreLogic will be gradually phasing out the Peers feature currently available to non-insurance companies. Companies currently using Peers can work with their Customer Success Representative or Customer Support to move to vendors.*

Minor Enhancements

Data Export for Claim Assignees

CSV Data exports, which were previously only available to claim originators, can now be performed by the claim's assignees.

When an assignee creates a data export, the file only contains the information that is visible to them in Claims Connect. Depending on their permissions within the platform, this may include Estimate details, Tasks, Custom fields, Coverage information, Diagrams, Sub-assignments, and any additional data made available by the claim originator.

CAPTURE - Add Measurements to Photos

It is now possible to manually add 2D measurements to objects in photos from the CAPTURE app. Surface area measurements can also be calculated, based on added line measurements, and included on the photos.

The unit of measurement for photos will be consistent with the company settings in Claims Connect. Pictures with measurement annotations are also visible in Mobile Claims and Claims Connect.

Bulk Ordering of SkyMeasure Reports

SkyMeasure roof and wall reports can now be ordered in bulk from the claims list, eliminating the need to open every single claim and order reports one by one.

Extract Questionnaire Data Via API

It is now possible to extract an XML answer file that contains the values entered for each question in CAPTURE and Desk Adjuster questionnaires, as well as a list of all documentation (document, form or photo) attached to the claim through the questionnaire.

Advanced Searches Based on Minutes

This enhancement now makes it possible to search for Assignment Sent, Assignment Received using "last x minutes" and for Elapsed Time to Assignment Received and Elapsed time to Insured Contact using minutes.

Current User Search Option

There is now an option, for fields that allow searching for a user, to search for the currently logged in user in the Advanced Search for Claims, Assignments, Estimates and Task list filters.

Total Quantity of Items on Same Surface

This new audit rule validates that the sum of item quantities for items that are covering the same surface do not exceed the actual available surface (Ceiling, Floor, Wall, etc.). As an example, a user would be informed if the total square footage of carpet and flooring tile is greater than the square footage of the floor for a room.

Compare Quantities of Related Items

This configurable rule triggers an audit violation when the quantity of one item is not equal to the quantity of another directly related item (one-to-one relationship), as an example, the number of doors on a floorplan versus the number of locksets.

Display Pricing Database on Forms and on Estimate Totals page

A new option to display the pricing database set for an estimate has been added to the Estimate Totals page options and to the Print Profiles. When it is enabled, the full name of the database will be displayed on the Estimate Totals page.

Additionally, new fields have been added to forms to allow the name of the database for a claim or an estimate to be included on a company's forms.

Claim Number Auto-populated in Video Connect Invitations

When a user creates a new Video Connect invitation through Claims Connect, the associated claim number is now automatically sent to SightCall and will be displayed in the SightCall app and reports. When creating a new Video Connect invitation through Claims Connect, the associated claim number is now automatically added in the Reference field, for a better visibility within SightCall reports.

Display Question Groups as Tables

To improve the readability of Questionnaires on smaller screens, it is now possible to display any group of questions in table form. This feature was previously only available for question groups marked as repeatable.

Please contact your account manager to enable this feature in your Questionnaires.

Default Company Payment Authority Limit

Where payment tracker is being used, a default payment authority limit can now be configured by a company. This limit sets the amount of a payment that a user can set as Approved. The default limit applies to all users of the company who are not part of a user group that specifies a payment limit.

About CoreLogic

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