



# Release Notes

**Claims Connect**

**Version 7.2**

Issue 1

November 1<sup>st</sup>, 2023



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# Introduction

This document describes the new features and enhancements that are part of the upcoming version 7.2 of CoreLogic Claims Connect, Mobile Claims and CAPTURE.

The target dates for this global release are:

- November 15<sup>th</sup> in South Africa, Germany, and France
- November 16<sup>th</sup> in Australia and New Zealand
- November 22<sup>nd</sup> in Canada
- November 29<sup>th</sup> in the United Kingdom
- December 4<sup>th</sup> in Belgium
- December 6<sup>th</sup> in the United States

## Major Enhancements

### Rollout Calculator - Stairs

This enhancement now allows Mobile Claims users to apply rolled flooring material items to a staircase using the Rollout Calculator. Users will also have the capability to specify either a Waterfall (default) or Wrapped layout style as well as the maximum steps per cut.

### Rollout Calculator - Room Orientation

This release introduces new capabilities in the Rollout Calculator that enable Mobile Claims users to:

- Select one or many rooms/areas and use the switch layout direction control to change the direction, the seam side or both only for the selected room(s).
- Select a third layout direction (From Wall) in addition to existing "Vertical" and "Horizontal" layout directions. "From wall" direction allows for laying flooring from a wall of any angle.
- Choose the seam side within a room to control where the seam falls to adjust appearance, traffic areas, or waste.

### Reordering Items Across Revisions and Sub-rooms

Users can now reorder items when editing an estimate in Claims Connect, just as they can already do in Mobile Claims. In addition, restrictions that prevented a user from reordering items due to items being applied only in sub-rooms or added to the estimate in a revision have been removed.



## Ability to Reorder Print Pages

This release introduces significant enhancements to the user interface of Claims Connect Print Profile and Print to PDF pages that will benefit users and company administrators. Key changes are:

- The capability to reorder print pages before printing, via a “drag and drop” functionality in Print Profiles and Print to PDF in Claims Connect, and Print Options in Mobile Claims.
- A “Group by assignment” option to better organize and group print pages of claim elements based on assignment association.
- Increased flexibility to position a specific form within the claim elements in the desired printing order, which will require the assistance of a Customer Success Representative or Customer Support to configure.

## Biometric Authentication Option

This enhancement to the Login page offers CAPTURE users the capability to enable biometric log in using fingerprint authentication or facial recognition depending on what is offered on their device.

## Minor Enhancements

### Task Creation via Questionnaires

Claims Connect users now have the capability to trigger tasks based on predefined conditions when saving or completing a Desk Adjuster or CAPTURE custom questionnaire that has been configured to create tasks. When a task is created via a custom questionnaire, it will be visible in the Task list (only if the “Tasks” allowed feature is enabled).

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**Note:** Companies that would like to benefit from this new capability need to contact their Customer Success Representative or Customer Support in order to have changes made to their custom questionnaires.

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### Dissociating Loss Contact Fields from Loss Address Fields

With this new release, the loss contact fields (contact name and phone) are now dissociated from the loss address fields in the loss information section of the Loss Summary page. The loss contact fields will always remain visible in Mobile Claims & Claims Connect, allowing users to capture loss contact information.



## Updating Claim Placeholders in Questionnaires

With this enhancement, users can now see the latest values of their claim placeholders in a Desk Adjuster or CAPTURE custom questionnaire they are currently using. Triggers to update claim placeholders can be activated either manually or automatically.

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**Note:** *Companies that would like to benefit from this enhancement need to contact their Customer Success Representative or Customer Support in order to have this added to one of their existing custom questionnaires or to a new questionnaire.*

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## Automatic Ownership Release on Estimate Status Change

This release introduces automatic ownership release upon a status change of an estimate. When the status of an estimate is changed, ownership of that estimate will automatically be set to be released upon the next synchronization. Mobile Claims users will still need to manually release ownership of other elements in the claim.

## Allowing Status Changes on Empty Estimate

It is now possible for Claims Connect and Mobile Claims users to set a "Ready for Review" or "Completed" status on a new estimate that has no line items or an estimate revision that has no modifications to the estimate. It will also be possible to lock and create revisions of empty estimates.

## Unmasking Password Option

This enhancement to the Login page in Claims Connect allows users to unmask/mask their password via an eye icon that will appear when they start entering their password.

## Assignment Notes Visible in Timeline and Assignment Notifications

With this release, Claims Connect, Mobile Claims and Capture users receiving a new assignment will be able to see notes added to an assignment on the Timeline, eliminating the need to view the assignment to read the notes. Similarly, Claims Connect users getting notified of a new assignment will be able to see the notes added to the assignment directly in the internal or email notifications, also eliminating the need to view the assignment to read the notes.



## Removal of Voice Annotations

With this new release, Mobile Claims users will no longer have the ability to add voice annotations to claim elements. Existing voice annotations in claims will still be present for users to download, listen, or delete.

## Policy Effective Dates and Time Zones

With this new release, Claims Connect, Mobile Claims and Capture users will now see the same Policy "Effective from" and "Effective to" dates in Claims, regardless of their time zone.

## Job Aids

Job aids will be developed for the following features/enhancements in this release of Claims Connect:

- Rollout Calculator – Stairs Cuts & Room Orientation
- Reordering Items Across Revisions and Sub-rooms (Claims Connect)
- Reordering Items Across Revisions and Sub-rooms (Mobile Claims)
- Reordering Print Pages (Claims Connect)
- Reordering Print Pages (Mobile Claims)
- Print Profile Page Updates (Claims Connect)



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