



## Release Notes

*Symbility Mobile Claims and Claims Connect*  
Version 5.6

### Revision History

| Version | Date      | Description   | Author(s)       |
|---------|-----------|---------------|-----------------|
| 0.1     | Oct-2-14  | First draft   | Catherine Huish |
| 0.2     | Oct-6-14  | Proofreading  | Andra Postovaru |
| 1.0     | Oct-21-14 | Final version | Catherine Huish |

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## 1. Introduction

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This document describes the new features and enhancements that are part of the upcoming version 5.6 of Symbility *Claims Connect* and *Mobile Claims*. The target dates for this release are October 24, 2014 in Canada and November 21, 2014 in the US.

## 2. Major Enhancements

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### 2.1 Enhancement # 24221 – Integration of BVS Express in Mobile Claims

Symbility has now integrated BVS Express, MSB's commercial and agricultural building valuation system, giving adjusters access to commercial valuation data within Symbility and allowing valuation data to flow between both systems. BVS enables Symbility users to create an accurate valuation by entering a handful of information and the location of the building. A more detailed estimate can then be created by entering specific pieces of information for each construction component. The system includes data prompts, context-sensitive help, and other design features that make it easy to use. Data selections are organized in a navigational link format so you can quickly get to the data you want with minimal clicks.

### 2.2 Enhancement # 24374 – Ability to Drag and Drop Attachments

*Mobile Claims* users can now simply drag-and-drop files to attach them to the desired node in the Claim Explorer. This functionality is available for photos, documents, email attachments from Outlook, roof plan XML files, estimates and contents inventory lists, among others. Multiple files can be added via drag and drop at the same time.

### 2.3 Enhancement # 24170 – Symbility Integrates ContentsExpress, Powered by Enservio (US only)

Symbility has integrated Enservio's ContentsExpress as its contents estimating tool, offering users a seamless and versatile contents estimating experience. Users now have access to a powerful and accurate contents matching engine that helps companies achieve faster, more accurate settlements. ContentsExpress also enables collaboration with the insured, which can decrease claim cycle time and improve the policyholder experience. Once a contents claim is created in Symbility, users can upload it to ContentsExpress at virtually any point during the inventory capture or claim building process. Inventory is resolved in ContentsExpress using Enservio's database, which is updated daily and contains 8 million products, including over 500 top brands from more than 150 retailers. Multiple key value factors such as brand, make and model are used for selection of replacement items to ensure both accurate pricing and a more efficient replacement process.

ContentsExpress is available only to Symbility users in the United States. For more details, or to enable Enservio ContentsExpress for your company, please contact your account manager.

## 3. Other Enhancements

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### 3.1 Enhancement # 23318 – Mobile Claims – Claim List Enhancements

The Claim List in *Mobile Claims* has been modified to optimize the way it is displayed, giving users greater control over which claims appear in their list. To help users quickly find the claims they need to work on, claims that have been closed, or in which the user has marked an assignment as completed, will no longer appear in that user's Claim List. Users can still have these claims appear in their Claim List either by enabling the option "View this closed claim / completed assignment" or by downloading the closed claim, even if they do not have ownership of the claim. This will cause the specific claim to appear in the user's claim list but will not cause it to appear automatically for all other participants in the user's company. The tab in *Mobile Claims* used to search for claims on *Claims Connect* has been aptly renamed "Search Claims".

For more details about this enhancement, contact your account manager or the Symbility Support Team.

### 3.2 Enhancement # 24177 – Pricing Engine Changes

Symbility has improved the way estimate repricing is done by ensuring that database customizations and manually modified item prices are not overwritten when the user selects a new pricing database. There is a new option that users can select so that only the specific individual item properties that were modified by the user will be saved when a new database is selected. All other item properties will use the database values. This new option also applies to items in item batches and saves the user from having to re-apply customizations or changes to previously modified item properties.

### 3.3 Enhancement # 24764 – Ability to Set Adjuster on the Loss Summary Page

The name of a claim's Adjuster appears in specific prefilled form fields by default. Previously there was no way for users to change the Adjuster on the claim, but a new option enables users to select a different Adjuster, whose name will appear in forms. On the Loss Summary page, the Adjuster can now be selected from the dropdown, and then any forms added will contain the new adjuster's name.

### 3.4 Enhancement # 26211 – Mobile Claims - Ability to Duplicate Forms

Symbility now offers the ability to duplicate forms within a claim, and to copy a form from one claim to another. This is especially advantageous for users who need to fill out the same form with the same, or similar, information for different claims because they will not have to fill in the information more than once. Once a form has been filled in, users can duplicate it within the same claim or copy it in a different claim that requires the same form. Copying a form to another claim can be done directly from the Claim List in *Mobile Claims*.

### 3.5 Enhancement # 26523 – Mobile Claims - Entering Long Text in Forms

Symbility has added new functionality in *Mobile Claims* to improve the visibility of form fields for users entering multiline text in forms. Form fields that are designed to accommodate multiple lines of text now have a full screen editor function that enables users to enlarge the field so that their text is easy to read. This function can also be set by an administrator as the default for specific fields.

### 3.6 Enhancement # 27616 – Mobile Claims - Hours Field Added to Item Properties

A new field has been added to the Item Properties dialog in the Trade/Crew section that displays the hours of labour associated with the selected line item's action. The value displayed in this field is equivalent to the value in the Unit Hours column of the estimate for items that have an action with a time value.

### 3.7 Enhancement # 27619 – Mobile Claims - Text Editing in Forms

There is a new preference setting in *Mobile Claims* that gives users the option of enabling or disabling the automatic selection of text entered in a form when clicking on the field. When a user clicks on a text field that contains previously-entered text, the default behaviour is that all the text is automatically selected (highlighted). To disable this automatic selection and instead have the cursor appear at the end of the existing text, the user can simply disable the option in his or her Preferences.

### 3.8 Enhancement # 28374 – Improved Access to SkyMeasure Reports and Diagrams

All participants in a claim now have access to any SkyMeasure ROOF reports associated with that claim. Additionally, the SkyMeasure report order status will be visible to anyone who has access to the claim, whereas previously only the participant who ordered the report could see its status and view the report.

### 3.9 Enhancement # 29191 – Comments Text Field Added to SkyMeasure Order Dialog

Symbility has added a new text field to the SkyMeasure order dialog in which users can enter specific notes regarding their SkyMeasure ROOF report order. Users can now specify the roof's pitch when required for the SkyMeasure report, as well as any other relevant instructions or descriptions.

## 4. Major Resolutions

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### 4.1 Resolution # 28753 – Issues Using the Tab Key with a Date Field

Symbility has improved the behaviour of the Tab key in date fields within forms. Previously, using the Tab key to exit a date field would delete the date in the field, but this has now been resolved.