
Release Notes

Claims Connect and Mobile Claims
Version 6.15.0

Issue 2

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Introduction

This document describes the new features and enhancements that are part of the upcoming version 6.15.0 of CoreLogic Claims Connect and Mobile Claims, including minor releases since 6.14.0. The target dates for this global release are:

- August 31st in Canada
- September 7th in Australia, New Zealand & South Africa
- September 12th in Germany, France & Poland
- September 14th in U.K.
- September 19th in Belgium
- September 21st in the United States

Note: From version 6.15 onwards, Claims Connect will no longer support Internet Explorer 11. You are likely to experience issues if you attempt to access Claims Connect on Internet Explorer 11 after the latest release. We recommend that you use Claims Connect on a supported browser such as Edge, Chrome or Safari.

Major Enhancements

Vertex and Segment Modes for Openings

When working with Floorplans in Mobile Claims, users can create more accurate openings by using our Vertex and Segment tools, now available from the Wall Editor.

Import Estimate XML in Claims Connect

The ability to import estimates into a claim from XML files, which was previously only supported in Mobile Claims, is now available in Claims Connect.

Minor Enhancements

Task Completion Conditions – Assignments

Completion criteria can now be set for a task template, so a task cannot be set to complete until the completion criteria have been satisfied. Once the completion criteria have been satisfied, the task will auto-complete.

In this release, company administrators can set the requirement to make an assignment as a task completion criterion. Doing so ensures that the completed task leads to the next action as per the user's company processes and guidelines.

Improvements to the Claim Navigation

A new button has been added to each tab in the Claim navigation bar of Claims Connect. Clicking these buttons will open the corresponding tab in a blade, allowing users to view and interact with different sections of the claim without leaving the page they are currently on.

Insured Preferred Phone Number

When entering an insured's contact information in Claims Connect or Mobile Claims, users now have the option to specify the insured's preferred phone number if multiple phone numbers are added within a claim.

Notifications that contain the insured's phone number will then include the number marked as Preferred instead of the home phone number. New API methods have also been added to set and retrieve the insured's preferred phone number.

Additionally, forms can be configured to display the preferred phone number, or to indicate which of the displayed numbers is marked as Preferred. Contact your account manager if you wish to update a form.

Note: If no phone number is marked as Preferred for an insured, the first specified number in the following order of priority will be used by default: Home, Business, Mobile, Other.

Updated Permissions for Supplier Managers

Users in the Supplier Manager user group can now import and export vendor configurations through the Vendors page in Claims Connect.

They can also access the Service Territories page in order to create, edit and delete service territories for the company.

Estimate Recap – Recap by Item Age

This enhancement provides users the ability to produce reports that summarize the items by depreciation age. This change applies to the Recap page within an estimate in Claims Connect and Mobile Claims.

The Show/Hide section of the Print Profiles has also been updated with the addition of a "Recap by item age" checkbox that is unchecked by default.

Coverage/Subcoverage Grouping Option

This release introduces a new Item Grouping option titled "Coverage/Subcoverage" that allows users to view estimate items by Coverage and Subcoverage. When selected, this option will create Coverage groups with each Subcoverage being a subgroup.

The Item Grouping section of the Print Profiles has also been updated with the addition of a "Coverage/Subcoverage" checkbox that is unchecked by default.

Q&A Estimating renamed SmartScope

As of this release, Q&A Estimating is being renamed “SmartScope”. This change will be visible in Claims Connect and Mobile Claims, as well as in the API.

Claim Participants’ Names in Notifications

To improve the ability for email software to apply routing rules to emails, our notification email will now include the following additional information:

- The name of the claim’s Originating company
- The name of the company that triggered the notification
- If applicable, the name of the Assignor company

Resolutions

Allow a Numeric Field to Retain Zero as a Value

This resolution allows Claims Connect and CAPTURE users to enter 0 or 0.00 as a value for a numeric field in a Desk Adjuster or CAPTURE questionnaire.

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