# Claims Connect & Mobile Claims ™
## Notifications Matrix

**CoreLogic®**

| Claim Life Cycle | Administrator | Project Manager/ Project Director | Adjuster / Estimator | Accounting | Manager/Owner | Definition/Purpose |
|---|---|---|---|---|---|---|
| Claim created by Guest User. | | | | | | If the feature is enabled for your company, a guest user could create a claim using the LINK Services. The carrier would be notified of this claim creation by this Guest User. |
| The insured has been contacted. | ★ | ★ | | | | |
| An inspection of the loss site has been performed. | | ★ | | | | |
| The claim is in progress. | | ★ | | | | |
| The claim is at repair. | | ★ | | | | |
| The claim has been closed. | ★ | ★ | | ★ | | |
| The claim has been closed (cancelled). | ★ | ★ | ★ | ★ | ★ | |
| A claim has been closed by cashing out with the insured. | ★ | | | ★ | | These notifications are triggered by changing the claim status. |
| The claim has been closed (invalid). | ★ | ★ | ★ | ★ | ★ | |
| The claim has been closed (merged) | ★ | ★ | ★ | ★ | ★ | |
| The claim has been reopened. | ★ | ★ | ★ | ★ | | |

# Claims Connect & Mobile Claims ™
## Notifications Matrix

| Assignment Life Cycle | Administrator | Project Manager/ Project Director | Adjuster / Estimator | Accounting | Manager/Owner | Definition/Purpose |
|---|---|---|---|---|---|---|
| The insured has been contacted. | ★ | ★ | | | | |
| An inspection of the loss site has been scheduled. | ★ | ★ | | | | |
| An inspection of the loss site has been performed. | ★ | ★ | | | | |
| The mitigation work has been started. | ★ | ★ | | | | |
| The mitigation work has been completed. | ★ | ★ | | ★ | | |
| The job has been scheduled. | ★ | ★ | | | | These notifications are triggered by changing the assignment status. |
| The job has been marked as not sold. | | | | | | |
| The job has been started. | ★ | ★ | | | | |
| The job has been completed. | ★ | ★ | | | | |
| The assignment has been marked as completed. | ★ | ★ | | ★ | | |
| The assignment has been marked as cancelled. | ★ | ★ | ★ | ★ | | |
| The assignment has been reopened. | ★ | ★ | ★ | ★ | | |

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| Quality Connect Life Cycle | Administrator | Project Manager/ Project Director | Adjuster / Estimator | Accounting | Manager/Owner | |
|---|---|---|---|---|---|---|
| A reinspection assignment has been completed. | | ★ | | | | Reinspection is a process that a company can add to their workflow. When a reinspection assignment is created, these notifications can update the user of the status. |
| A reinspection assignment has been cancelled. | | ★ | | | | |
| A reinspection has been assigned to you. | | | ★ | | | |
| **Estimate Life Cycle** | | | | | | |
| The estimate is ready for review. | ★ | ★ | | | ★ | |
| The estimate has been rejected (review). | ★ | ★ | ★ | | | |
| The estimate has been completed. | ★ | ★ | | | ★ | These notifications are sent when the estimate status is changed. |
| The estimate has been rejected (approval). | ★ | ★ | | | | |
| The estimate has been approved. | ★ | ★ | | | | |
| A repair/route option has been selected for the estimate. | | ★ | ★ | | | Repair/route is a functionality to automatically set value for a specific group. This functionality is rarely used. For further description, please refer to your Customer Success Agent. |
| A repair/route option has been revoked for the estimate. | | ★ | ★ | | | |

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| Revision Life Cycle | Administrator | Project Manager/ Project Director | Adjuster / Estimator | Accounting | Manager/Owner | |
|---|---|---|---|---|---|---|
| The revision is ready for review. | ★ | | | | | These notifications are sent when an estimate revision status is changed. |
| The revision has been rejected (review). | ★ | ★ | ★ | | | |
| The revision has been completed. | ★ | ★ | | | | |
| The revision has been rejected (approval). | ★ | ★ | ★ | | | |
| The revision has been approved. | ★ | ★ | ★ | | | |
| A repair/route option has been selected for the revision. | | ★ | ★ | | ★ | Repair/route is a functionality to automatically set value for a specific group. This functionality is rarely used. For further description, please refer to your Customer Success Agent. |
| A repair/route option has been revoked for the revision. | | ★ | ★ | | ★ | |
| **Assignment & Participation** | | | | | | |
| A claim has been assigned to your company. | ★ | | | | | This notification will be triggered when an assignment is made to your company in which you are a participant. |
| Your company has been unassigned from the claim. | ★ | | | | ★ | This notification will be triggered when an assignment is cancelled which was previously made to your company in which you are a Participant. |
| A claim has been delegated to your company. | ★ | | | | ★ | Some companies have the capability to give full control over an estimate. This is called Delegated Authority. If you are a participant in this claim, you will be notified of that change. |
| Your company's delegated authority in the claim has been removed. | ★ | | | | | |
| A claim has been assigned to you. | | ★ | ★ | | | Notification will be triggered if an assignment is given to you specifically. |

# Claims Connect & Mobile Claims ™
## Notifications Matrix

| Assignment & Participation | Administrator | Project Manager/ Project Director | Adjuster / Estimator | Accounting | Manager/Owner | |
|---|---|---|---|---|---|---|
| You have been unassigned from the claim. | | ★ | ★ | | | Notification will be triggered if an assignment has been removed from you specifically. |
| Your company has been added as a peer participant in a claim. | ★ | | | | | Your company has been added/removed as a participant and all default participants configured in your account will be added/removed. Peers are IA/Contractor's partners always in Claims Connect. |
| Your company's peer participation in the claim has been removed. | ★ | | | | ★ | |
| You've been added as a participant in a claim. | ★ | ★ | ★ | ★ | ★ | Your user account has been added as a participant to an assignment. |
| Your role in the claim has been changed. | ★ | ★ | ★ | ★ | ★ | Every participant in a claim has a role. Roles can be modified. This trigger will notify you of that change. |
| Your participation in the claim has been removed. | ★ | ★ | ★ | ★ | ★ | A participant can be removed by another user depending on their level of access. This option will notify you if your participation is removed. |
| The status of claim creator has been transferred to you. | | | ★ | | | The claim creator is the author of the claim. This user can be replaced by another. This option will notify you if your user account has been designated as the new claim creator. |
| The status of claim adjuster has been transferred to you. | | | ★ | | | The status of claim adjuster can be replaced by another. This option will notify you if your user account has been designated as the new claim adjuster. |

# Claims Connect & Mobile Claims ™
## Notifications Matrix

| Claim Ownership | Administrator | Project Manager/ Project Director | Adjuster / Estimator | Accounting | Manager/Owner | |
|---|---|---|---|---|---|---|
| Ownership of a claim has been acquired. | | ★ | ★ | | | You receive a notification when a claim is being acquired/released in Mobile Claims by a user other than you. |
| Ownership of a claim has been released. | | ★ | ★ | | | |
| Ownership of a claim you own has been requested by another user. | ★ | ★ | ★ | ★ | ★ | A user can request ownership to the current owner of a claim. You will get notified of that request or other aspect of the claim ownership status. |
| A claim that you've requested to be notified of when the current owner has released ownership is now available. | ★ | ★ | ★ | ★ | ★ | |
| An administrator revoked your ownership of a claim, making it available to others. | ★ | ★ | ★ | ★ | ★ | |
| Misc | | | | | | |
| A claim participant inputs a journal entry and sends notification of it. * | ★ | ★ | ★ | | ★ | Any participant in a claim can enter manual Journal entries. If that entry includes to notify you, this option will trigger the notification according to your notification method. |
| A claim has been uploaded to Claims Connect. | | ★ | ★ | | ★ | You will get notified if a claim gets uploaded to Claims Connect from Mobile Claims. |
| Water mitigation daily measures have been uploaded to Claims Connect. | | ★ | | | | Some water mitigation requires to provide daily values to the mitigation process. Uploading these values will trigger a notification to you. |
| A claim does not follow a rule. | ★ | ★ | ★ | | ★ | Rules can be created on many aspect of the claim process. Any violation of a rule will trigger a notification. |
| A form has been shared with your company. | ★ | ★ | ★ | | ★ | Forms can be added to claims. Any addition of form will trigger a notification. |

# Claims Connect & Mobile Claims ™
## Notifications Matrix

| ITEL | Administrator | Project Manager/ Project Director | Adjuster / Estimator | Accounting | Manager/Owner | |
|---|:---:|:---:|:---:|:---:|:---:|---|
| An ITEL report has been requested. | ★ | ★ | ★ | ★ | | ITEL is an integration that provides replacement cost value evaluation for materials. This option will notify you of ITEL Integration activities. |
| An ITEL report has been completed. | ★ | ★ | ★ | | | |
| The submission or processing of the ITEL report failed. * | ★ | ★ | ★ | ★ | | |
| **LINK** | | | | | | |
| A photo has been uploaded by an insured. | ★ | | ★ | | ★ | LINK is an integration that provides secured and limited access to a claim for external users. This feature is fully managed by the insurance company. You can be notified of LINK activities in claims. |
| A video has been uploaded by an insured. | ★ | | ★ | | ★ | |
| A document has been uploaded by an insured. | ★ | | ★ | | ★ | |
| Feedback has been provided by an insured. | ★ | | ★ | | ★ | |
| A form has been shared with your company. | ★ | | ★ | | ★ | Forms can be added to claims. Any addition of form will trigger a notification. |