



RELEASE NOTES

Release 5.4

Author: Catherine Huish

Revision History

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1. Introduction

This document describes the new features and enhancements that are part of the upcoming version 5.4 of Symbility Claims Connect and Mobile Claims. The target date for this release is April 25, 2014 in Canada and May 30, 2014 in the US.

2. Major Enhancements

2.1 Enhancement # 24176 – Water Mitigation Tool for Smartphone

Symbility's fully-integrated Water Mitigation tool is now also available on Mobile Claims for Android and iOS smartphones and tablets. With the Water Mitigation tool's tailored features and estimating capabilities, it's now even easier to capture water loss claims information in the field on your mobile device.

2.2 Enhancement # 24222 – Customer Care Program

Symbility is proud to announce a brand-new strategic relationship with The Home Depot® which marks the inauguration of the Customer Care Program, newly developed within the Symbility software suite in line with Symbility's mission to help our clients better serve their policyholders all the way through to complete restoration after a loss.

This aspect of the Customer Care Program will enable users to order materials directly from The Home Depot from within Mobile Claims, leveraging the estimates they've built using the software. The feature uses the list of materials drawn from the estimate to automatically generate a Product List – using current Home Depot products and prices – which can be modified before users submit the order electronically to retailer location of their choice.

With the integration of The Home Depot as part of the Customer Care Program, users will benefit from:

- ✓ An automatically-generated Product List with pre-calculated quantities
- ✓ Current, localized prices from The Home Depot
- ✓ The ability to modify the list of products before placing the order
- ✓ The option of entering a Home Depot Pro Rewards number, for Pro Xtra members
- ✓ Electronic order submission
- ✓ Automatic order confirmation by email
- ✓ Added overall efficiency in carrying out restoration activities
- ✓ The option to pick up ordered products from a preferred store location
- ✓ The ability to manage a list of preferred Home Depot products

Please contact your account manager for more details about this major feature.

2.4 Enhancement # 24814 – API 2.0

Symbility has released a new, more evolved version of its API that gives users greater control over the way the API parses and retrieves claim information. The most significant API enhancements are task support and an entirely redesigned notification system to enable users to precisely and subtly define the types of claim events they wish to be notified about. Numerous added attributes and improved web methods for all features will optimize the redesigned notifications for maximum flexibility and user control. API improvements also include photo support, the ability to print to PDF selectively, document ID retrieval without automatically loading the bytes, form status display, the distinction between manual and automatic journal entries, the ability to remove a participant from a claim, the availability of assignment IDs and the option to assign an internal user to an external assignment.

Please contact your account manager for more information about the new version of the API.

2.5 Enhancement # 25202 – Guest Companies

Guest users can now enjoy improved functionality and user-friendliness through the new Guest Companies account management feature. In order to optimize the way companies grant their guest users access to Symbility's platform, Symbility has broadened the scope of these accounts to include the addition of Guest Companies that allow multiple users. This greatly facilitates access management for administrators by offering more configuration options, such as various broker company types to choose from, as well as the ability to set default permissions at the company or user level and associate writing companies with the Guest Company. Guest Company Administrators can create their own new guest user accounts and manage the permissions within the Guest Company's account.

For more details on this major feature, please contact your account manager.

2.6 Enhancement # 26044 – Form Signature Capture on Smartphone

Symbility has added the ability for users to capture signatures in forms on the smartphone version of Mobile Claims. Along with signatures, most other types of annotations can be captured using the mobile application, including text, shapes and more.

2.7 Enhancement # 26477 – Acuverity Aerial Roof Imagery

Import accurate 3D roof models automatically generated by Acuverity! The new seamless integration of Acuverity within the Symbility platform enables users who have an Acuverity account to quickly and easily submit an order for a RoofMeasure Report directly from Mobile Claims or Claims Connect. Acuverity's superior aerial imaging technology provides superb accuracy when it comes to creating roofplans and helps keep adjusters and contractors off of steep, dangerous roofs. With its experienced, friendly customer support and simple flat-rate pricing, Acuverity is a technology partner that Symbility is thrilled to be able to bring to its users.

3. Other Enhancements

3.1 Enhancement # 21560 – Automatic Proxy Detection

Symbility has implemented a new capability that will automatically detect proxy servers to make it easier for users to access their accounts via a proxy server or VPN. Users can activate automatic proxy detection and set up specific proxy servers in their Connection Preferences.

3.2 Enhancement # 24172 – Ability to Calculate Waste on Material Quantity

In response to client feedback, there is a new optional Waste Calculation setting that allows users to increase the Materials Quantity by the waste percentage on applicable materials, in addition to the existing options that apply to Quantity or Material Price.

3.3 Enhancement # 24173 – Ability to Search by Estimate Status, Including Estimates Created by Non-Branch Companies

This enhancement gives intermediaries the ability to search for any assignee by Estimate Status in Advanced Search, even if the assignee is not a branch of the user's company.

3.4 Enhancement # 24182 – New Option When Creating Assignment Types

The permissions by Assignment Type are now more flexible as Symbility has added the option for Administrators to choose to prevent external assignees from adding estimates when creating new Assignment Types.

3.5 Enhancement # 24195 – Security Enhancement – SQLite Upgrade

The PC version of the Symbility Mobile Claims app now supports SQLite – already supported on all smartphone versions – which offers greater performance and significantly increases security for Mobile Claims users. Only new installations will automatically use the SQLite engine and all existing Mobile Claims databases will continue to function in their current format. Users who would like to know more about how they can switch to an SQLite database can contact their account manager or Symbility's support team.

3.6 Enhancement # 24253 – Improved Tax Calculation on Minimum Charges

This enhancement gives users the ability to specify different taxes to be applied to the various individual components of minimum charges. Now, when there is a minimum charge containing a taxable and a non-taxable component, such as materials and labor, users can apply the appropriate tax only to the taxable component.

3.7 Enhancement # 24536 – Display Estimate Total and User in Estimate Notifications

Notifications for "Estimate Ready for Review", "Completed", and "Approved" statuses will now include some additional information, namely the value of the estimate and the name of the user who changed the status.

3.8 Enhancement # 24574 – Coverage Area Prioritization

Symbility users now have the option of assigning a custom ranking to coverage areas, providing greater flexibility in terms of how coverage areas are assigned to both users and vendors. By defining a weight value for any primary or secondary coverage area, users can prioritize their coverage areas.

3.9 Enhancement # 24579 – Allow Different Rafter Lengths

Symbility users can now set different rafter lengths for a single roof using the Unequal Rafters tool in the Roof ribbon, allowing them to adjust the length of only one side of a roof.

3.10 Enhancement # 24588 – Filter Company Branches by Status

This update adds a status filter to the branch search tool and increases branch status visibility when managing branches. It enables company Administrators to search for branches by status, be it Active, Trial, or Expired.

3.11 Enhancement # 24590 – Time Stamps for Documents

Documents uploaded to a claim will now automatically display the upload date and time appended to the document name in the Claim Explorer, as well as the user's company name.

3.12 Enhancement # 24888 – Get/Set User Account Status “Accepting Assignments” via API

Companies can now use the API to set a user account status to “Accepting Assignments” as well as retrieve a list of user accounts based on this status.

3.13 Enhancement # 25141 – Display Hidden Custom Fields in Advanced Search and Report Builder

Symbility has made adjustments to the behavior of Custom Fields set to “hidden” so that they are now visible and accessible to Administrators and Power Users in Claims Connect on the Loss Summary Page, through Advanced Search and in the Report Builder.

3.14 Enhancement # 25881 – Cart Accessible from the Item Browser Panel

The Cart has been optimally relocated to the Item Browser Panel for ease of use and a more intuitive user experience.

3.15 Enhancement # 25981 – Enhanced Vendor Profile Page on Claims Connect

In response to a client requirement, new options have been added to the Vendor Profile page in the Services Offered list, and there is a new addition to the Associations list.

3.16 Enhancement # 26023 – Editable Drop-Down Lists in Forms

Certain drop-down fields in forms now give users the option to type their own entries directly into the field, should the options available in the drop-down list not apply.

4. Major Resolutions

4.1 Resolution # 25145 – Mobile Claims – Issue Adding Documents by Double-Clicking on the Folder

Symbility has resolved the issue that was preventing users from adding documents by double-clicking on a folder.

4.2 Resolution # 25200 – Mobile Claims – Labor Price Components not Showing Correct Value after Re-pricing

Symbility has resolved the issue of certain Labor line items not being re-priced correctly in supplements if a manual amendment to the Net Materials Price was made.