



Release Notes – Symbility version 5.10

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Effective Date:	04/13/2016
Version:	1.6



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1.0 introduction

This document describes the new features and enhancements that are part of the upcoming version 5.10 of Symbility Claims Connect and Mobile Claims. The target dates for this international release are:

- April 15, 2016 in Canada
- May 5, 2016 in the UK
- May 13, 2016 in the US
- May 19, 2016 in South Africa
- May 26, 2016 in Australia and New Zealand
- May 31, 2016 in Belgium and Poland
- June 2, 2016 in Germany

2.0 major enhancements

2.1 Enhancement 31736 – Integration with National Flood Services (NFS)

The integration of Claims Connect with the National Flood Service's ClaimsXchange system is a significant move towards enabling Symbility customers to communicate claim documentation more efficiently with the NFS program. With the ClaimsXchange integration with Claims Connect, all claim data from a flood claim—including NFIP forms, estimates, photos and other claim artifacts—can be electronically passed to the NFS ClaimsXchange system. This eliminates the need for Symbility customers to send this information via manual electronic processes such as e-faxing and or attaching reports to an email. This integration allows for automated workflow processes within the ClaimsXchange system. Reports sent into ClaimsXchange from Claims Connect are noted in ClaimsXchange, validated, and then Claims Connect users receive feedback that shows which reports were successfully submitted, and which required reports remained to be submitted. This also expedites the issuing of claims payments to the company.

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2.2 Enhancement 32118 – Quality Connect

Quality Connect is new module created and designed specifically for insurance company reinspection programs. This integration allows a company to run a reinspection program for all claims flowing through their Symbility account. Quality Connect gives a Reinspector the ability to place a claim in 'reinspection' mode and then begin a detailed review of all elements within the claim. During this review, the Reinspector can make changes or notations for the different portions of a claim and then view those changes either in context (i.e. viewing an estimate notation within the estimate itself) or in a summary page. This summary page is a powerful tool for a Reinspector to see all changes and notes, compare the impact of the changes to the original estimate, and even track different versions of the reinspection process. Specifically, the Quality Connect module includes the following features:

- Individual users can be assigned the 'Reinspector' user role within their specific user account in Claims Connect.
- Claims can be randomly selected for reinspection via a new 'random select' option in the Claim List.
- Each company can create their own custom 'Reinspection Change Reasons' for their Reinspectors.
- Reinspectors can view all parts of the claim and change or comment on specific portions of the claim such as diagrams, estimates, and photos.
- A special Quality Connect node on the Claim Explorer makes it easy to see all individual comments and changes, as well as a summary of the impact of all the changes made.
- A new set of reinspection template reports are also included for generating reports on re-inspected claims.

3.0 Enhancements

3.1 Enhancement 30969 – Ability to edit pages from Claims Connect

Within Claims Connect, users now have the ability to edit pages (sections) within a claim that before were un-editable. This increased flexibility for Claims Connect users further reduces the need to open a claim within Mobile Claims for the sole purpose of making certain edits.

With this enhancement the following pages within a claim in Claims Connect can now be edited:

- Estimate Renaming/Deleting – Existing estimates can now be renamed or deleted entirely inside of Claims Connect.

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- Diagram Renaming/Deleting – Diagrams can also now be renamed or deleted.
- Hand Written Notes Renaming/Deleting – Any hand written notes put into a claim can also be renamed or deleted.
- Documents and Forms Renaming/Deleting – Any documents attached to the claim or forms generated within the claim can now be renamed or deleted.

Permissions for the editing of pages within Claims Connect can be given to originators or those with delegated authority or intermediary assignees on diagrams, estimates, forms, documents, handwritten notes and photos. Tooltips are placed in strategic positions on the screens to make the editing and renaming option easy to find and complete.

3.2 Enhancement 33953 – Export Estimates to Excel

This enhancement gives a user the ability to export an estimate into an Excel file format to work with the estimate data. This feature will not be available by default, please contact your company's account managers for more information about this feature. Symbility can create a customized export format for each client, as requested.

3.3 Enhancement 33958 – Business Intelligence

Symbility continues to enhance the Business Intelligence module within Claims Connect to deliver greater value to Symbility customers. Release 5.10 includes a significant enhancement to this module, the addition of a fifth cube for estimate line items within the Cube Explorer. Symbility has also added two new reports related to estimate line items in the reports section. Changes have been made to the permissions for the Cube Explorer which allow for increased flexibility and control over who has access to this feature.

3.4 Enhancement 33697 – New Estimate Grouping Option

This enhancement enables users to group estimate line items by parent groups and then sub-groups, making it easier to compare contractor's estimates. This expands the current functionality of the 'Group by Category' option to include grouping by sub-groups and to display those groupings within the estimate accordingly.

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3.5 Enhancement 33957 – Desk Adjuster – Add Business Rules to Repair/Route Options

Symbility's Desk Adjuster continues to improve with additional features added in the 5.10 release. This enhancement allows business rules to guide and direct the repair/route option decisions made by the user. Specifically this enhancement to Desk Adjuster includes:

- Disable, force or suggest a repair/route options based upon business rules.
- The capability of requiring the user to select a reason for the action and to add notes explaining the reasoning behind the repair/route selection.
- Upon the selection of a repair/route option, the system will update the system generated journal record with the details specific to the option the user selected.

3.6 Enhancement 29137 & 33897 – Search Optimization in Mobile Claims

An exciting enhancement for Symbility Mobile Claims users is the optimization of the price database search. The changes to, and fine tuning of the database estimate line item search, allows greater flexibility for the users to quickly and accurately find line items within the price database. Specifically the following search features will now be available:

- Instantaneous search results based upon the new database architecture within Mobile Claims and how the price database loads in the backend of the system.
- The user can now "search through" to the action level of an item, allowing them to quickly find the exact operation they are looking for.
- Search results automatically display based on strength of match. Near exact entries are no longer needed.
- Partial word and synonym search capability added.
- Fine tuning of searches including numbers, symbols, and miss-spelled words has also been addressed.

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3.7 Enhancement 32030 – Ability to Show Payment and Recoverable Depreciation Details on Forms

This enhancement of the Payment Tracker feature focuses on tracking the status of what has been paid and what has yet to be paid within an estimate. A new section on the Payment Summary form has been added that contains a list of all payments made for the claim, a summary of the payments by coverage, and the balance of what remains to be paid. This makes it easier for a user to track the recoverable depreciation within an estimate and allows them to view the summary in a single place.

3.8 Enhancement 34011 – Revoke Repair Options vs. Insurance Contractor Quotes

This enhancement to the Repair/Route Option page within the Desk Adjuster module allows a user to go back to their original estimate when revoking a route option using a contractor quote.

3.9 Enhancement 34300 – “Force users to complete or cancel estimates before completing assignments” Option in Desk Adjuster

This enhancement to the Desk Adjuster module gives the Administrator an option that was previously only available within Mobile Claims. If the option is enabled, the Desk Adjuster user will be forced to either complete or cancel their estimates when completing their assignment. This eliminates unused estimates and ensures that the estimates that were created have been marked as complete.

3.10 Enhancement 34552 – Add a Label in Claims Connect on Mobile Claims for Co-Pay Percentage

This enhancement to the variable deductible option of the Loss Details is to add the “Co-Pay %” label. Up until now this field did not have a specific label assigned to it.

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4.0 major resolutions

4.1 Resolution # 34555 – Menu button too small when on projector from a Surface Pro

This resolution solves an issue for Surface Pro users. Previously, some icons in the Items pane appeared too small creating usability issues. With the release of 5.10, these icons have been enlarged.

4.2 Resolution # 34749 – Print preview not displayed correctly

This resolution solves an issue when generating a Print Preview of the Photo pages in Mobile Claims. In some cases, the photos appeared either grainier or with incorrect colors. With the release of 5.10, the Print Preview now displays the photos correctly.

4.3 Resolution # 35211 – Cannot scroll pictures with keyboard

This resolution solves an issue introduced in a recent release. Originally, it was possible to scroll the Photo pages in Claims Connect using the keyboard arrow keys but that capability was lost. With the release of 5.10, it is once again possible to use the keyboard arrow keys to scroll the Photos pages in Claims Connect.

4.4 Resolution # 35687 – Assignments status change is not saved after ordering SkyMeasure

This resolution solves an issue that came up when a user changed the Assignment status and ordered a SkyMeasure report without saving the claim between the two steps. Even if the user tried to Save and Upload the claim after ordering the SkyMeasure report, the Assignment status was lost. With the release of 5.10, the Assignment status change will be saved automatically after ordering the SkyMeasure report.