**Disclaimer:**

Please carefully review the following scenario regarding the creation and flow of a claim. Areas marked in Yellow Highlight indicate what the changes need to be made to correct the issue. Issues will be marked with a “ “

Please be aware for user changes within this scenario as they will be documented along the way in *Italics*.

*User: insuranceadjuster//demodemo*

1. Create claim [Test Ins Flow 2]
2. Assign claim to In-House Appraiser
3. Locate Claim in Pending Assignment Acceptance
   1. No abilities are in the drop down for Pending Assignment Acceptance
   2. Place abilities in the drop down for Pending Assignment Acceptance (should be the same as Assigned Claims Box)

*User: insurancecompanyadmin//demodemo*

1. Locate Claim in Pending Assignment Acceptance
   1. No abilities are in the drop down for Pending Assignment Acceptance
   2. Place abilities in the drop down for Pending Assignment Acceptance (should be the same as Assigned Claims Box)

*User: insuranceinhouseapp//demodemo*

1. Locate Claim in New Claim Inbox
2. Accept Claim
   1. Did not re-direct user to the box of the new location of the claim (In-Process in this case)
   2. Re-Direct user to In-Process

*User: insuranceadjuster//demodemo*

1. Claim is located in Unassigned Claims
   1. Claim needs to be in correct box: Assigned Claims

*User: insurancecompanyadmin//demodemo*

1. Claim is located in Unassigned Claims
   1. Claim needs to be in correct boxes: Assigned Claims, Assigned to Branch/Franchise

*User: insurancebranchadmin//demodemo*

1. Claim is located in Unassigned Claims
   1. Claim needs to be in correct box: Assigned Claims

*User: insurancedispatcher//demodemo*

1. Claim is located in Unassigned Claims
   1. Claim needs to be in correct box: Assigned Claims

*User: insurancebranchmanager//demodemo*

1. Claim is located in Unassigned Claims
   1. Claim needs to be in correct box: Assigned Claims

*User: insuranceinhouseapp//demodemo*

1. Locate the claim -> In-Process
2. Mark Claim Completed
   1. Did not re-direct the user to Pending Review/Completion
   2. Always re-direct the user to the box the claim is being moved too, in this case Pending Review/Completion

*User: insuranceadjuster//demodemo*

* 1. Claim was not in Assigned Claims or Marked Completed by Assignee
  2. Claim needs to be put into all correct boxes, in this case it should have IN ADDITION been put into Assigned Claims and Marked Completed by Assignee

*User: insuranceinhouseapp//demodemo*

1. Locate Claim
2. Move Back In-Process
3. Claim was still in Unassigned Claims
   1. Needs to be put into Assigned Claims and direct the user to this box

*User: insuranceadjuster//demodemo*

1. Perform a search for the claim [Test Ins Flow 2]
2. No abilities are being shown in the drop down after discovered by search
   1. Abilities need to be added to search drop down (will be the same abilities as Marked Completed by Assignee)

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1. Locate Claim in Marked Completed by Assignee
2. No abilities are being shown in the drop down

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* 1. Add abilities to the drop down

1. Close Claim
2. Search for Claim [Test Ins Flow 2]

*User: insuranceinhouseapp//demodemo*

1. Search for the claim [Test Ins Flow 2]
2. Select Re-Open Claim from the abilities drop down
3. This deleted the claim from the entire system (not discoverable from CFS users either)
   1. Claim needs to be Re-Opened and put back into last known box location for each user associated with the claim

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