**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 reopen adj]
2. Assign to Insurance Company In-House Appraiser
3. Directed to Assigned Claims (correct)
4. Close Claim
5. Directed to claim in Search (correct)
6. Re-open Claim
7. Directed to the Assigned Claims box (correct)
   1. Directed to correct box but the claim is not located in the system
   2. Claim is searchable (working)
   3. Claim should not be deleted from system
   4. See chart for users the claim should not have been removed from

|  |  |
| --- | --- |
| **User** | **Box** |
| Insurance Adjuster | Assigned claims + Pending Assignment Acceptance |
| Insurance Adjuster Super | Assigned Claims + Pending Assignment Acceptance |
| Insurance in-house app | New Claim Inbox |
| Insurance Company Admin | Assigned Claims + Assigned to Branch/ Franchise |
| Insurance Branch Admin | Assigned Claims + Pending Assignment Acceptance |
| Insurance Dispatcher | Assigned Claims + Pending Assignment Acceptance |
| CFS Emp | View Closed Claims |
| CFS Manager | View Closed Claims |
| CFS Global Admin |  |
| CFS Super Global Admin | View Closed Claims + Canceled Claims + Deleted |
| CFS Tech | View Closed Claims |