Enhancements for E-Subro Hub

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Overview

What's new?

- One-click assignment

- Improvements to the Activity Log, batch printing, and messaging

- Data Integration (DI) commands and events will support demand and task assignments. These events can be generated through E-Subro Hub when assigning at the business unit level or through the new DI 5.0 inbound command from a member's claim system*.

What are the benefits for your company?
Companies will gain the capability to initiate the assignment of a demand and task from within their claim system. In addition, DI events for demand and task assignment can be consumed into the member's claims system, increasing visibility and providing process improvement opportunities*.

Additionally, a task and its related demand can be assigned with a single click. Activity logs will be consolidated into two tasks rather than three when a demand is assigned.

Users with batch print privileges will gain access to all batch prints for their company, eliminating the need for user configuration based on individual business units. The introduction of the new filter on the batch print queue will help users refine results more effectively and improve overall filtering capabilities.

*Note: These capabilities will be accessible to member companies who have transitioned to DI version 5.0.

Enhancements Included with Data Integration 5.0

The following enhancements (Assign Demand, Assign Task, and the new message flag) are only available for members who have transitioned to Data Integration (DI) version 5.0.

Assign Demand and Assign Task

What is the purpose of this enhancement?

This functionality assigns a demand or task at the business unit level using the new DI 5.0 assignment events.

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Without this enhancement, task assignment requires a two-step process to assign the task and demand to a TPA or back to a member company. There is limited visibility when a task is created to inform the member to proceed with the demand. Additionally, there are no Data Integration (DI) commands or events for either demand assignment or task assignment.
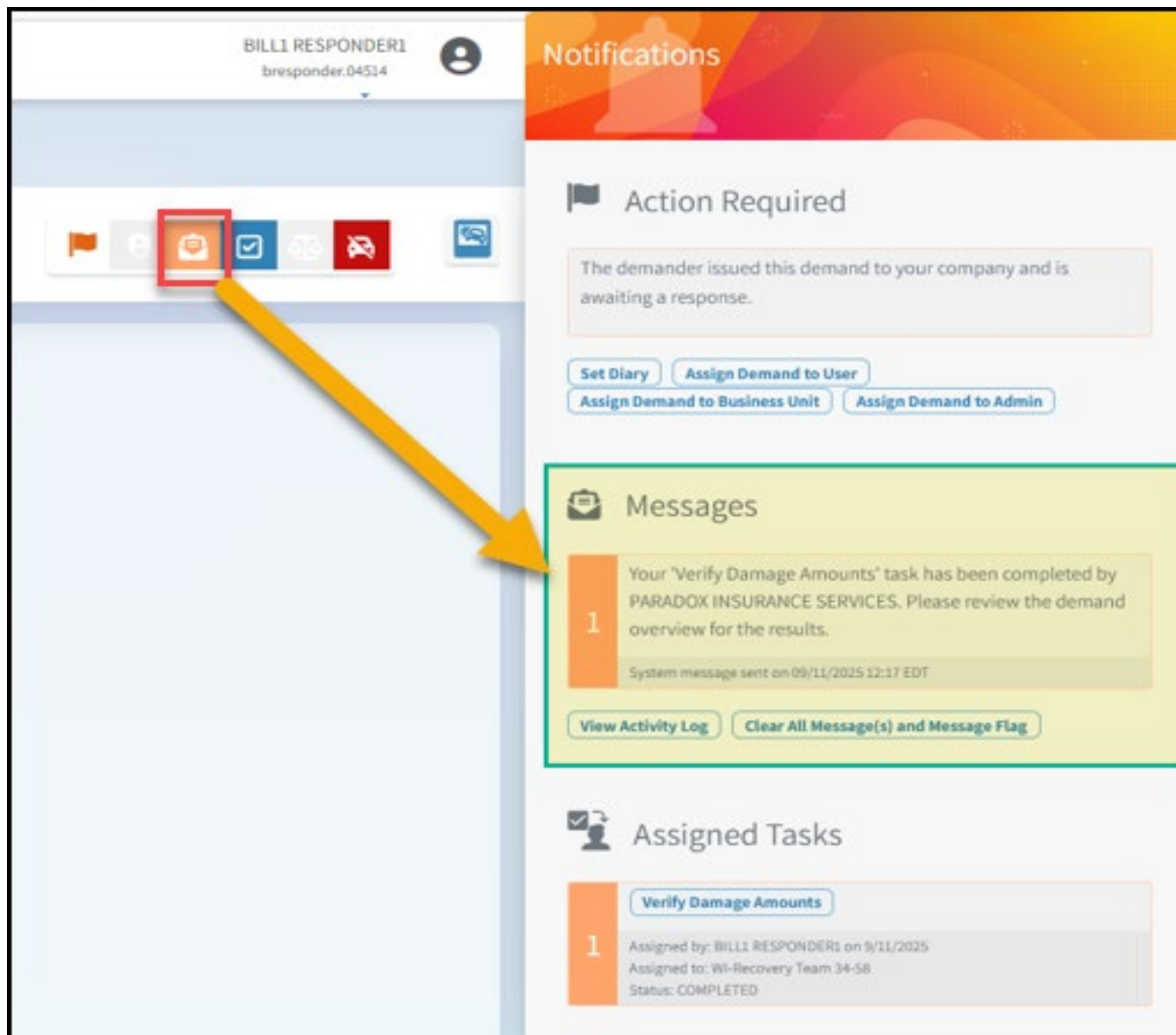
Who receives the events?

- Internal assignment (within the same company code)

  - Only the member **or** third-party administrator (TPA) assigned to the demand will receive the event. For instance, if a TPA internally assigns a demand to a TPA business unit, only the TPA will receive the DI assignment event. Likewise, if a member company internally assigns a demand to one of their member company business units, only the member company will receive the DI event.

- External assignment (member to TPA or TPA to member)

  - Both the TPA and the member assigned to the demand will receive the event.

What triggers the event?

- Assign Demand to Admin, Assign Demand to Business Unit, Reassign Demand from Admin to Member, Assign Demand to Client

- Assign Task to Admin, Assign Task to Business Unit, Assign Task to Client

New Message Flag

When a task is returned from the damage estimation TPA vendor, the member company may not be promptly notified of its completion, often because of future diary entries. To resolve this, a new message will automatically place the demand back on the member's worklist, clearly indicating that the task has been completed.
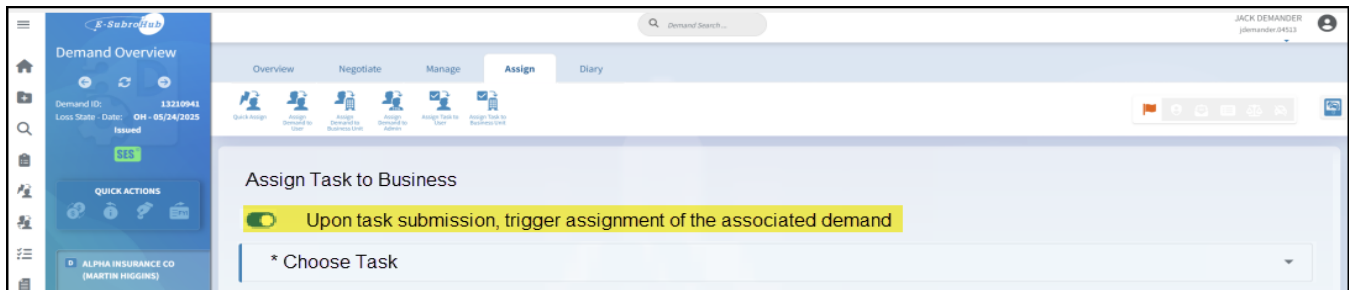
Enhancements for All E-Subro Hub Users

One-Click Assignment

Member companies will have the capability to assign both a task and its related demand with a single click. Under company preferences, there will be a new general option for member companies.

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Once enabled, this setting will control the default choice for dual assignment on the task screen. Users can override this choice during assignment, if necessary.


Activity Log Optimizations

When a demand is assigned in E-Subro Hub, three activity logs are written. To simplify this process, AF will consolidate the activity logs into two.

Current:

New enhancement:

Batch Printing

AF will be removing the "Batch Print Admin" option that is found under the My Arbfile > Administration > Company Preferences menu. This feature was originally designed to allow administrators to add business units to user profiles and manage batch print visibility in the E-Subro Hub queue. Currently, AF recognizes the "Batch Print Admin" setup may introduce complexities when performing manual batch prints for system uploads.

To simplify the process and eliminate the need for configuring new users and business units solely for batch print visibility, we will be **removing the Batch Print Admin option** and **enhancing filtering capabilities within the batch print queue**, including state of loss. This update will allow all batch

prints to be visible in the queue, helping users to refine their view using existing filters for business units, state of loss, and/or both.

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