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DXC Assure Claims

Meet consumer expectations and optimize processes with a flexible, scalable, and configurable claims management system.

The Data Collection Module

Release version 24.3

September 2024

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All questions regarding this documentation should be routed through customer assistance, Blythewood, SC

Phone: 877-275-3676
Email: risksupp@dxc.com

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Data Collection Videos – Introduction, Settings and more

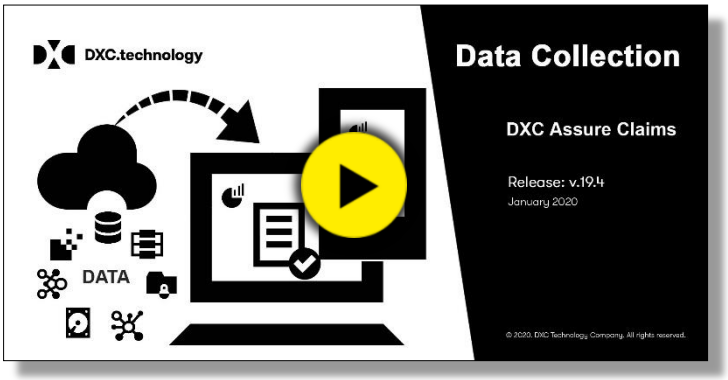
This section contains video demonstrations introducing the Data Collection module, its preliminary security and configuration settings along with creating data collection templates and working with them.

DXC Assure Claims | Release: v.24.3 | September 2024

Data Collection is a pathbreaking feature which accords an ability to collect data using self-designed forms, surveys, and landing pages from any set of users. This feature allows on-field agents, third-party vendors, reporter, insurance agents, employees, and supervisors etc. to file incident reports at the earliest, following the occurrence of an incident. These incidents are documented in customizable forms and shareable as URLs allowing for easy submission, transmission, processing, and creation of Events securely in DXC Assure Claims

The video demonstrations for the Data Collection module comprises of a set of 6 training videos. Please set aside 40 min approximately for an in-depth understanding of this new feature.

Introduction to Data Collection



This video is also accessible via the "**Help**" navigation on the primary menu bar of the DXC Assure Claims application.

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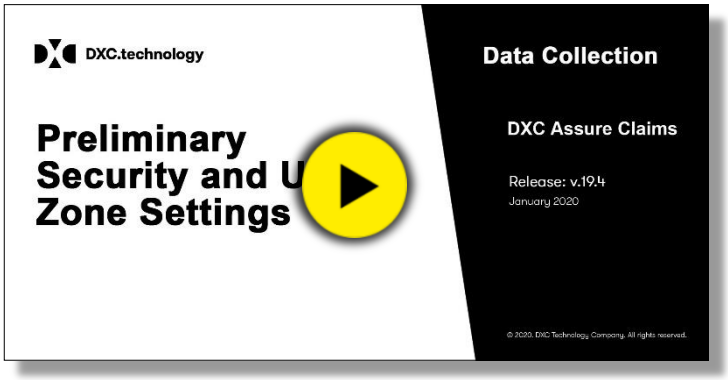
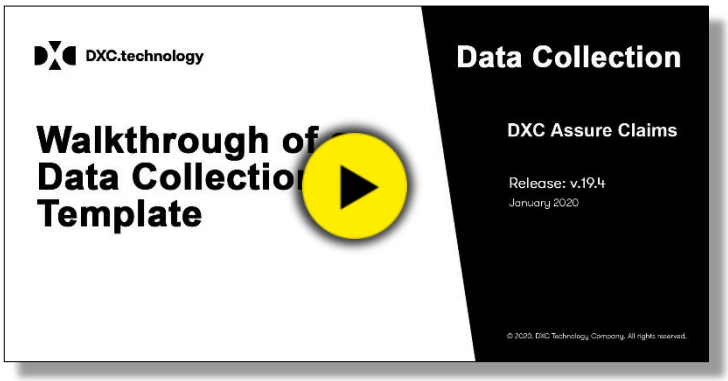
Preliminary Security and Utilities Zone Settings



This video is also accessible via the "**Help**" navigation on the primary menu bar of the DXC Assure Claims application.

Walkthrough of a Data Collection Template



This video is also accessible via the "**Help**" navigation on the primary menu bar of the DXC Assure Claims application.

Creating a Data Collection Template

This video is also accessible via the "**Help**" navigation on the primary menu bar of the DXC Assure Claims application.

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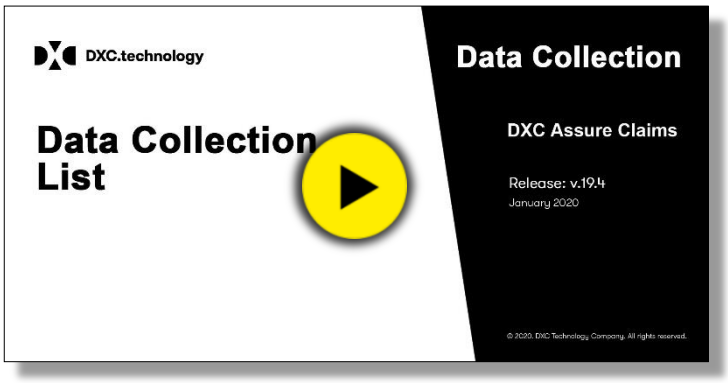
Creating, sharing, and working with a Data Collection Incident

This video is also accessible via the "**Help**" navigation on the primary menu bar of the DXC Assure Claims application.

Data Collection List



This video is also accessible via the "**Help**" navigation on the primary menu bar of the DXC Assure Claims application.

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Licensed Templates, Record Summary & Diaries support

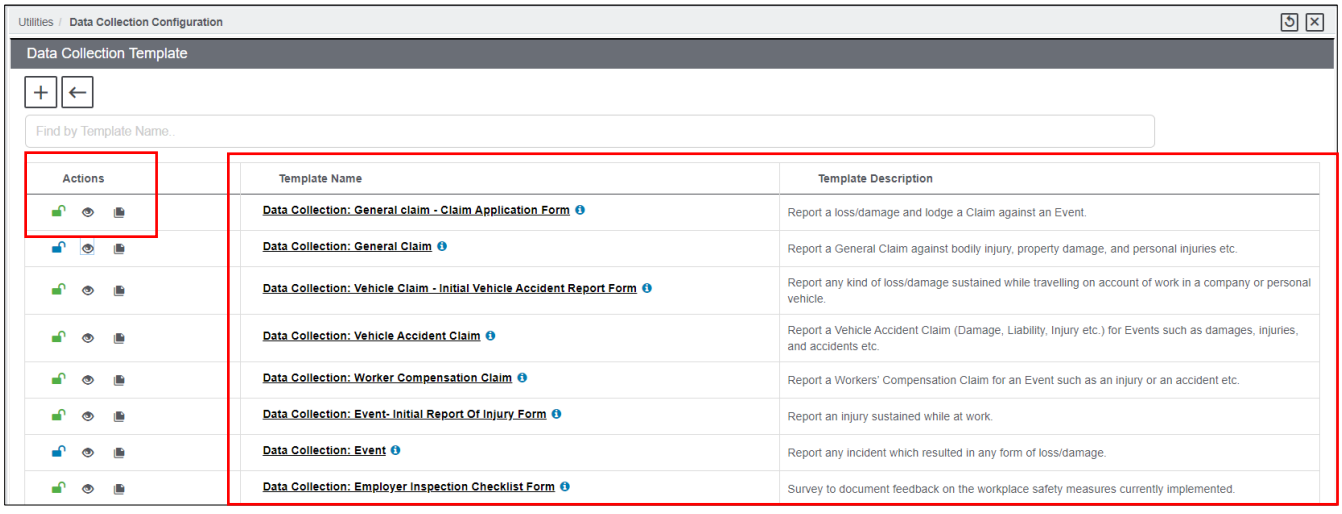
A set of new ready to use licensed data collection templates have been introduced in assure claims. These new templates facilitate the creation and submission of various forms, reports, and surveys without the hassle of creating them from scratch.

DXC Assure Claims | Release: v.24.3 | September 2024

Licensed templates for Data Collection

A set of new ready to use licensed Data Collection templates [Fig. 1] have been introduced in Assure Claims. These new templates facilitate the creation and submission of various forms, reports, and surveys without the hassle of creating them from scratch.

DXC Assure Claims screen



[Fig. 1]

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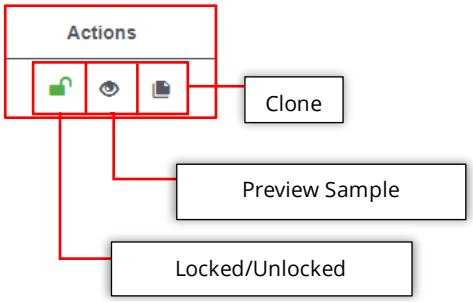
By default, only the following two Data Collection form templates will be available:

- Data Collection: General Claim
- Data Collection: Event



These forms can be customized as needed by adding/ deleting fields (e.g.: Policy LOB, Claim Status) in the dedicated Data Collection PowerView provided in this release.

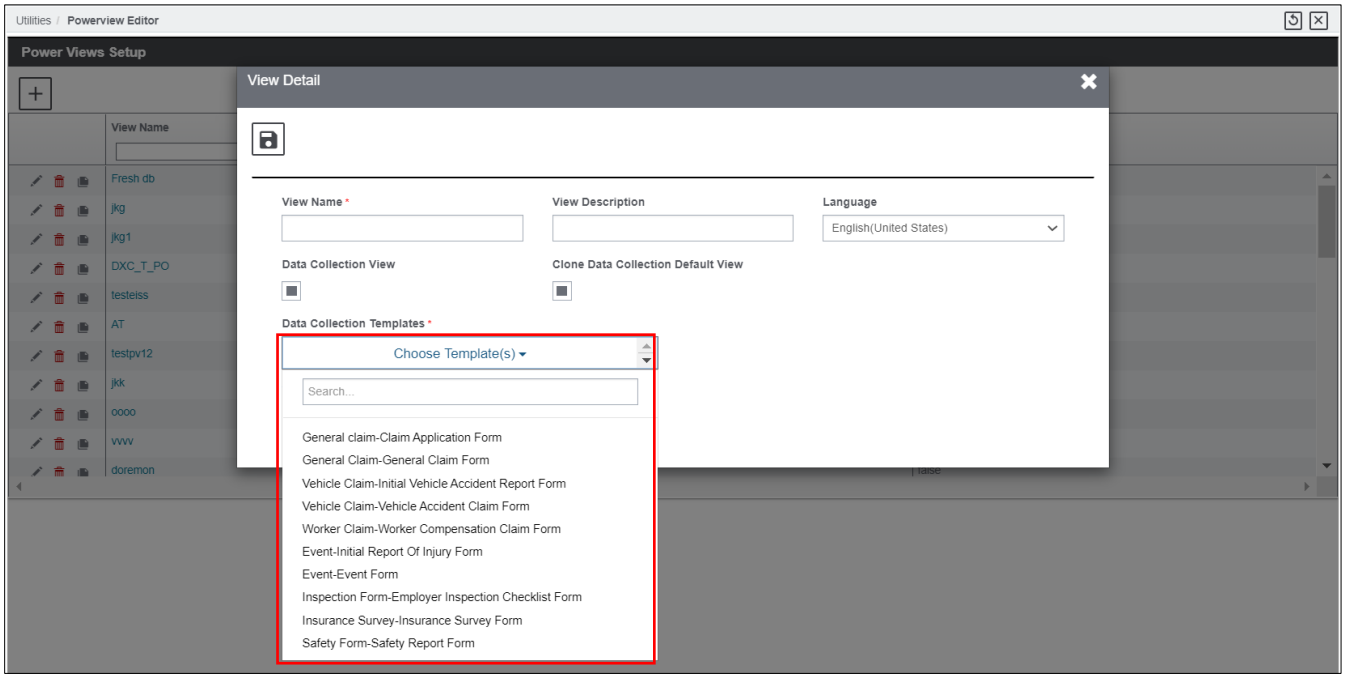
Select the Preview Sample Template icon to preview respective forms.

Note

- Supplemental fields need to be created to use these 3 forms:
  - Event - Initial Report of Injury Form
  - Vehicle Accident Claim - Initial Vehicle Accident Report Form
  - General Claim - Claim Application Form templates
- It is recommended that customers reach out to the Assure Claims Support Helpdesk for creation of the above-mentioned Supplemental fields.

Also, creating PowerViews from scratch will no longer be required for defining the fields in these newly introduced Data Collection forms. Assure Claims provides a dedicated Powerview for Data Collection. All that is required is to select the template(s) for which PowerView needs to be created. [Fig. 2]

DXC Assure Claims screen



[Fig. 2]

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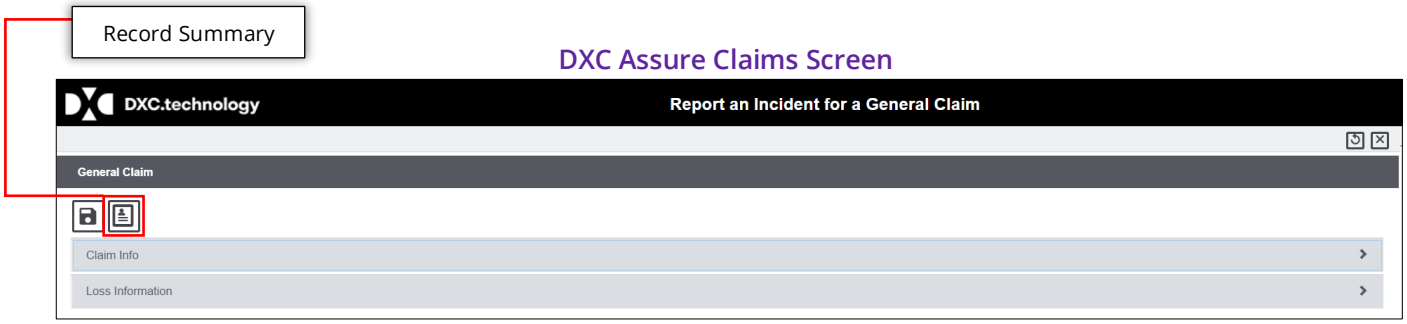
Note

- Barring General Claim and Event, all other form templates require additional licensing.
- For Admin Tracking forms like Surveys, the tables for the forms will be displayed by default in the Admin Tracking Table irrespective of the available Data Collection License.
- SMS permissions for these tables will be “unchecked” by default, apart from the main node. Permissions will have to be granted to all the sub-nodes for proper working of the forms.
- Each time an Event or a Claim PowerView is created using templates which include supplemental fields (Event - Initial Report Of Injury Form, Vehicle Accident Claim - Initial Vehicle Accident Report Form, General Claim - Claim Application Form templates), the Supplemental Fields Data for Events/Claims in the Utilities zone must be saved post execution of an IIS reset. This is necessary for using the pre-defined fields of these templates.

Record Summary feature in Data Collection forms

A dedicated Record Summary button [Fig. 3] has been added on all Data Collection forms. Selecting this button provides an overview of all data entered in the Data Collection form in a single window. This facilitates sighting any important fields where data may not have been filled.



[Fig. 3]

If the data is aptly filled, the “Save and Exit” button [Fig. 4] can be selected to save the entered data and send the Data Collection form to the approver for further processing.

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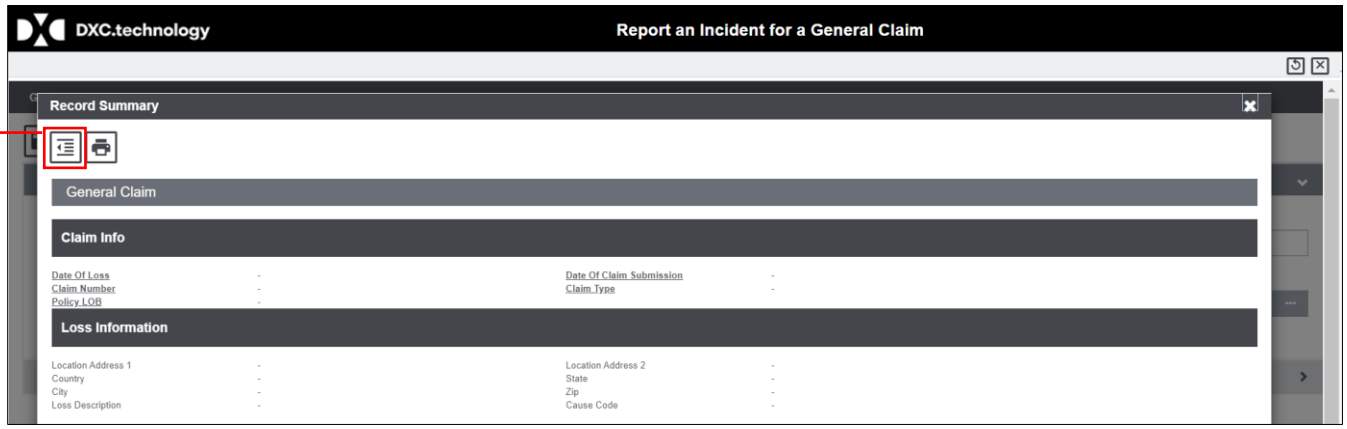
Save and Exit

DXC Assure Claims Screen

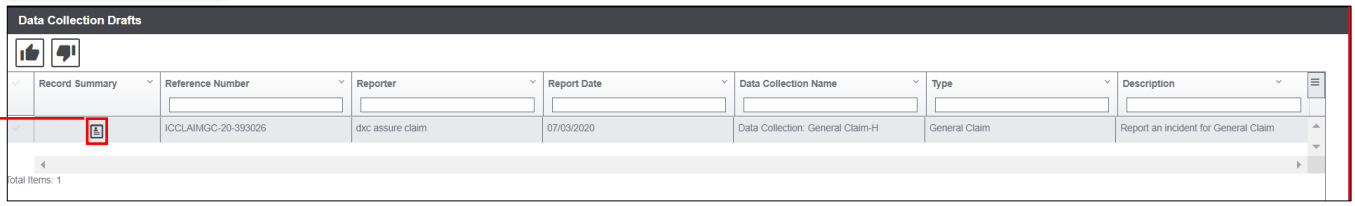


[Fig. 4]

The Record Summary button will also be available on the Approver's screen against each Data Collection record. Selecting the Record Summary button displays the Data Collection record details to the Approver. [Fig. 5]

Record Summary

DXC Assure Claims Screen



[Fig. 5]

Diaries support for Data Collection

A new checkbox labelled "Assign Diary" has been added in "Step 4 – Access Configuration" of the Data Collection Configuration process. [Fig. 6]

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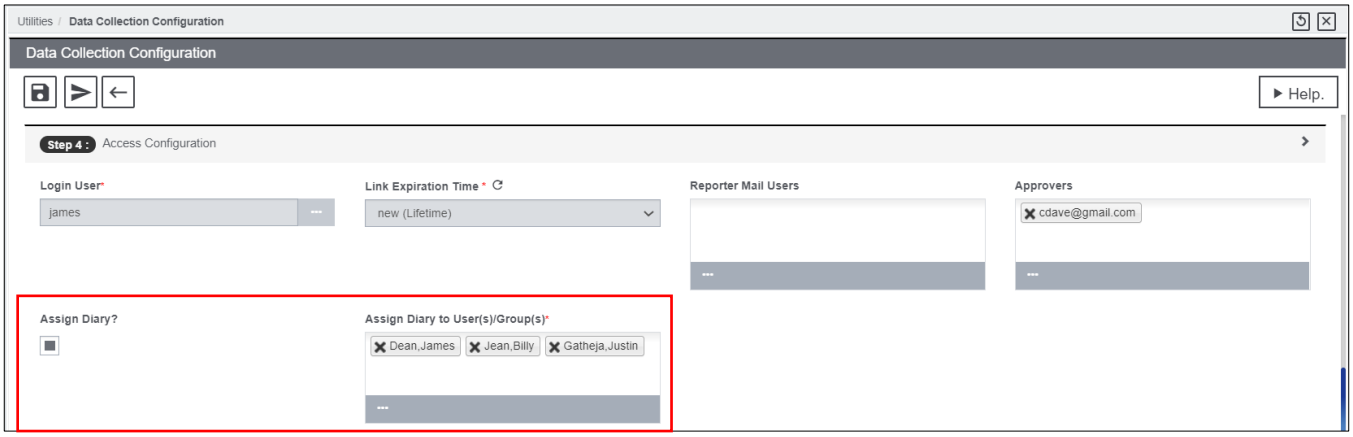
DXC Assure Claims screen

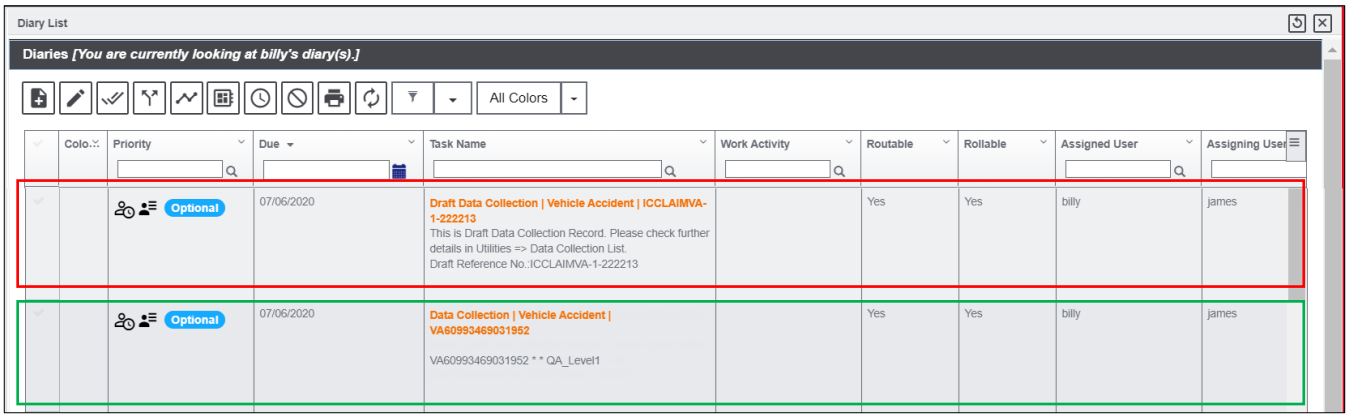


[Fig. 6]

Note

- Selecting the “Assign Diary?” checkbox enabled the “Assign Diary to User(s)/Group(s)” field. Enter relevant User/Group to assign the Diary when an incident is reported or saved.
- In case of a draft record, the assigned diary will display the draft record number.
- When the draft checkbox is selected, and the record is approved, the diary generated will have record id in linked record of diary.
- When the draft checkbox is not selected, the diary generated will have record id in linked record of diary.

DXC Assure Claims screen



[Fig. 7]

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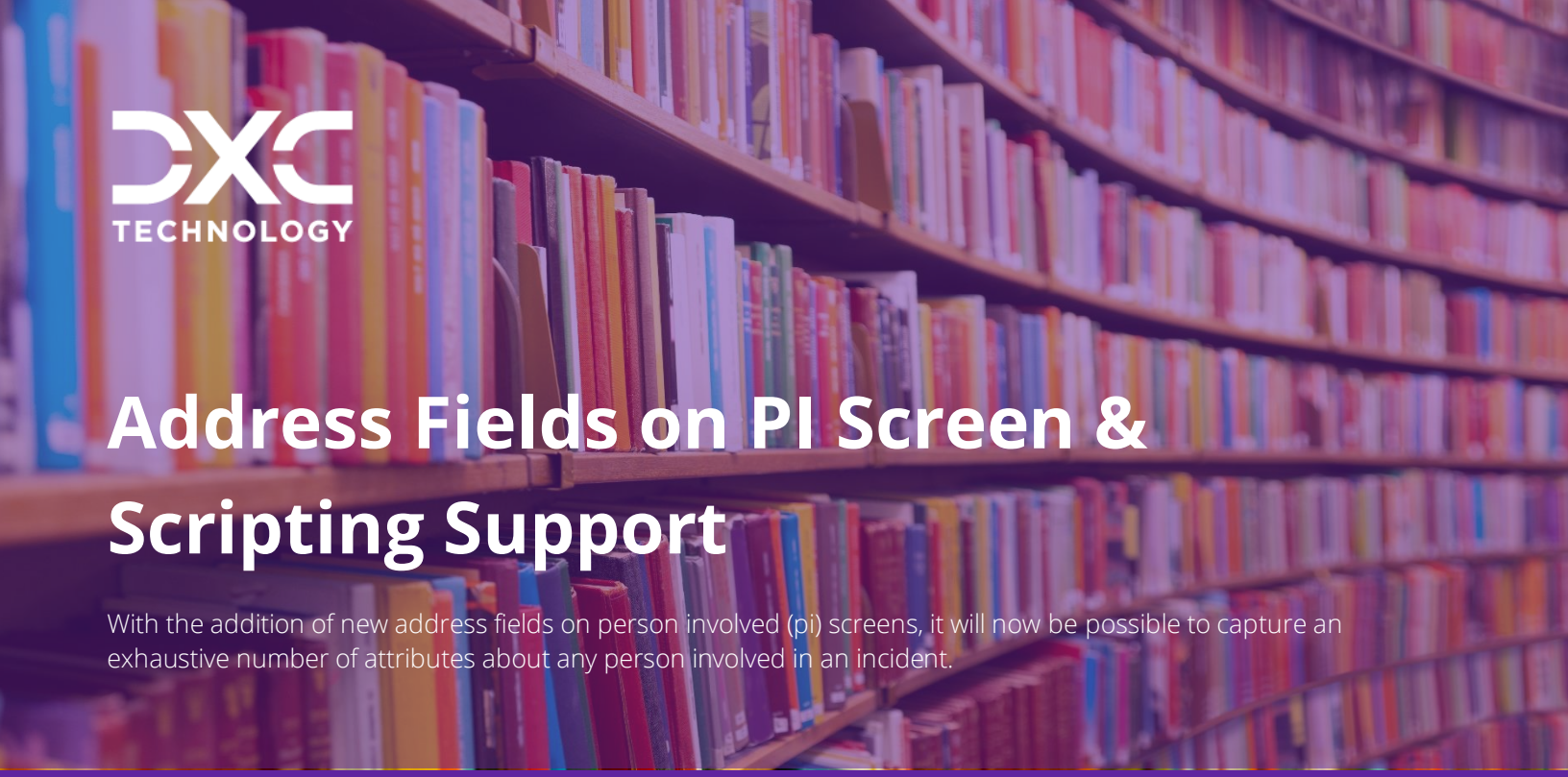

Address Fields on PI Screen & Scripting Support

With the addition of new address fields on person involved (pi) screens, it will now be possible to capture an exhaustive number of attributes about any person involved in an incident.

Address Fields on Person Involved (PI) and Claimant screens

The Address Fields on Person Involved (PI) screens, will enable the capture of an exhaustive number of attributes about any person involved in an incident.

The table below shows the new address fields introduced on the various Person Involved (PI) screens on various Data Collection forms.

Person Involved (PI)	New Address Fields								
	City	State	County	Country	Mail Type	ZIP Code	Email Address	Phone	FAX
Other People	✓	✓	✓	✓	✓	✓	✓	✓	✓
Patient	✓	✓	✓	✓	✓	✓	✓	✓	✓
Witness	✓	✓	✓	✓	✓	✓	✓	✓	✓
Driver	✓	✓	✓	✓	✓	✓	✓	✓	✓
Employee	✓	✓	✓	✓	✓	✓	✓	✓	✓
Medical Staff	✓	✓	✓	✓	✓	✓	✓	✓	✓
Physician	✓	✓	✓	✓	✓	✓	✓	✓	✓

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Scripting support for Data Collection

With Scripting support in place, it will be possible to define different scripts that work only for incidents and forms submitted during the Data Collection process.

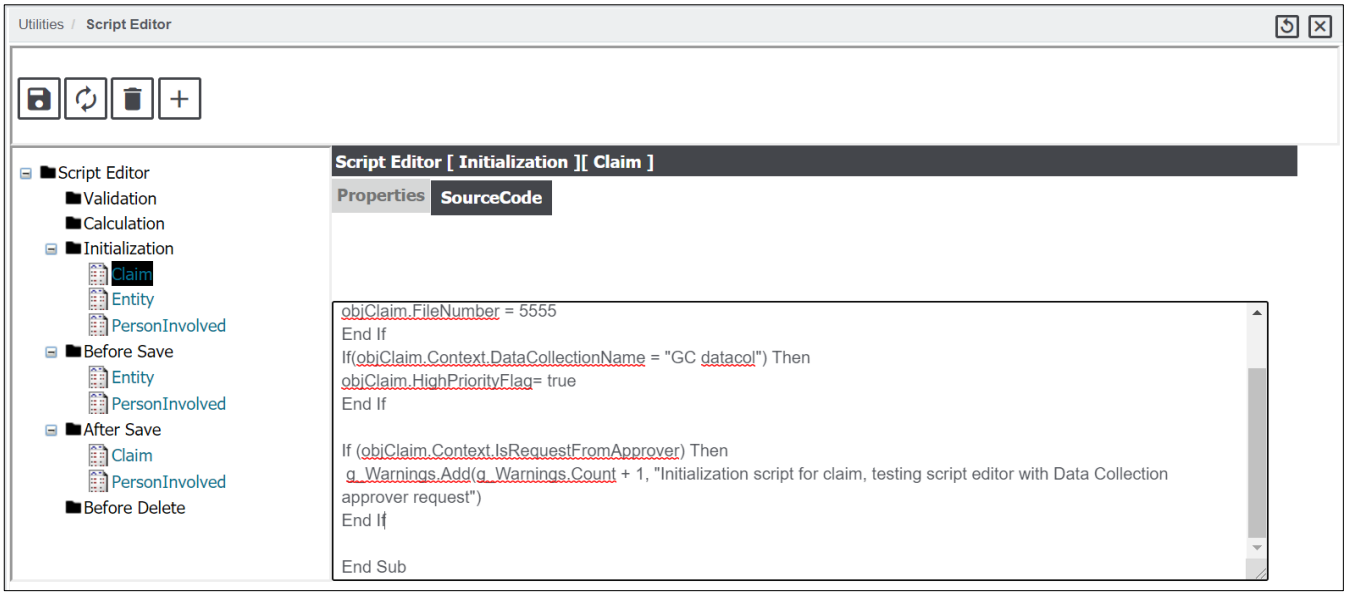
In other words, it will be possible to customize the Data Collection module by adding scripts via the Script Editor module **[Fig. 8]** to display custom warning messages triggered by certain actions. **[Fig. 9]**

Exceptions

The following scripts are not currently supported for release version 20.3:

- Before Delete
- Initialization Script for Claimant & Person Involved (when updating any data)
- Calculations (only warning messages are supported)

DXC Assure Claims screen



[Fig. 8]

DXC Assure Claims screen

[Fig. 9]

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Important

The Script Editor feature is not bundled with Data Collection. A separate license will be required for using the Scripting feature in Data Collection.

Note

- This functionality will be available for all Claim LOBs
- Supported Object Types for Data Collection are Events, Claims, Maintenance, Vehicle and Property, Admin Tracking, Person Involved etc.

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Separate Powerviews, Email Notification & Email Field

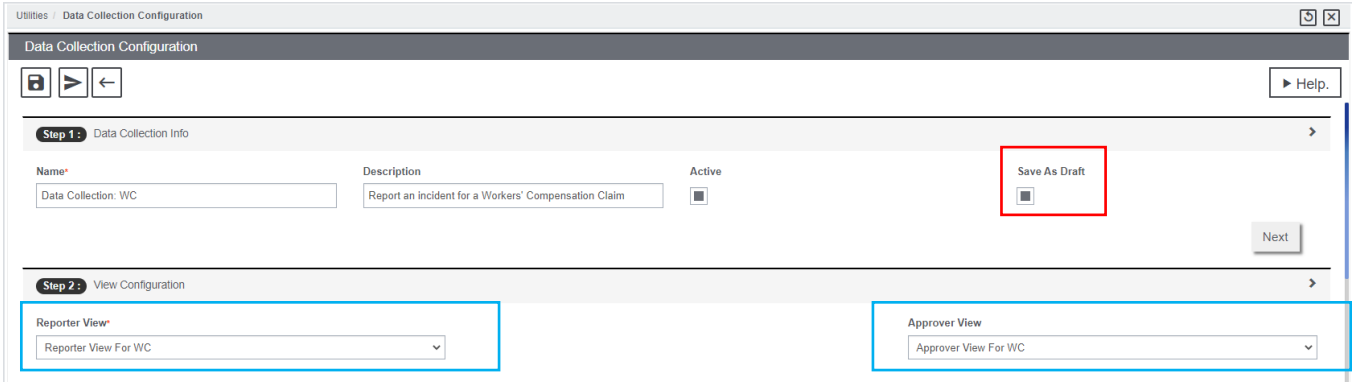
With 2 separate Powerviews it will also be possible to compare data from both reporters and approvers.

Separate PowerViews for Reporters and Approvers

Both Reporters and Approvers have their own separate PowerViews. [Fig. 10]

Approvers can now have access to greater number of field data in their views, compared to Reporters. This will give Approvers greater control over decision making and can also provide feedback or add more fields to the incident form. With 2 separate PowerViews it will also be possible to compare data from both Reporters and Approvers.

DXC Assure Claims screen



[Fig. 10]

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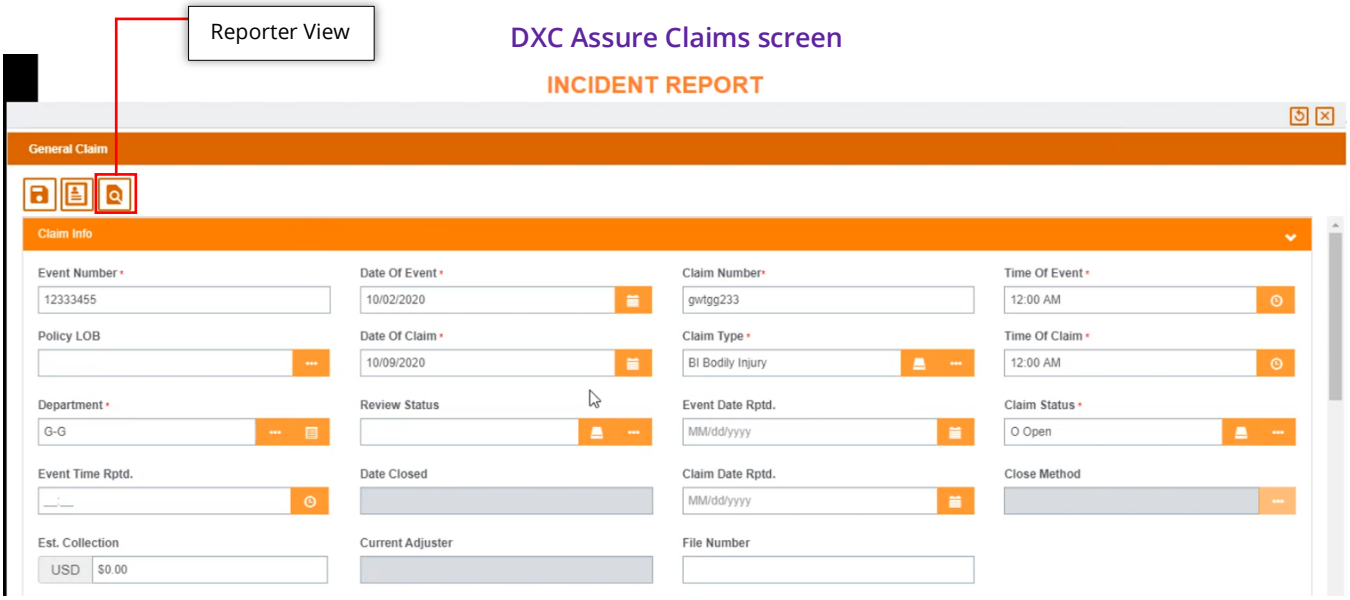
Approver's View

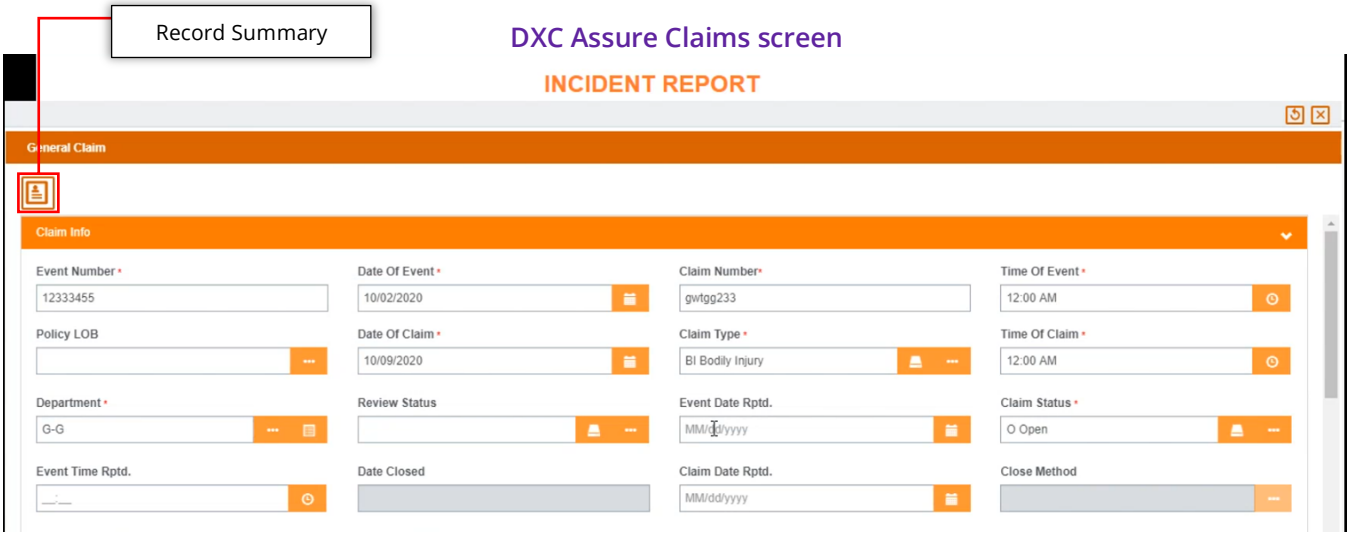
A new button, Reporter View [Fig. 11] has been added on the Approver's screen to view the actual data (fields) submitted by the Reporter.



[Fig. 11]

Reporter's View – as viewed by Approver

The Reporter's view for the Approver only has a Record Summary button. [Fig. 12]



[Fig. 12]

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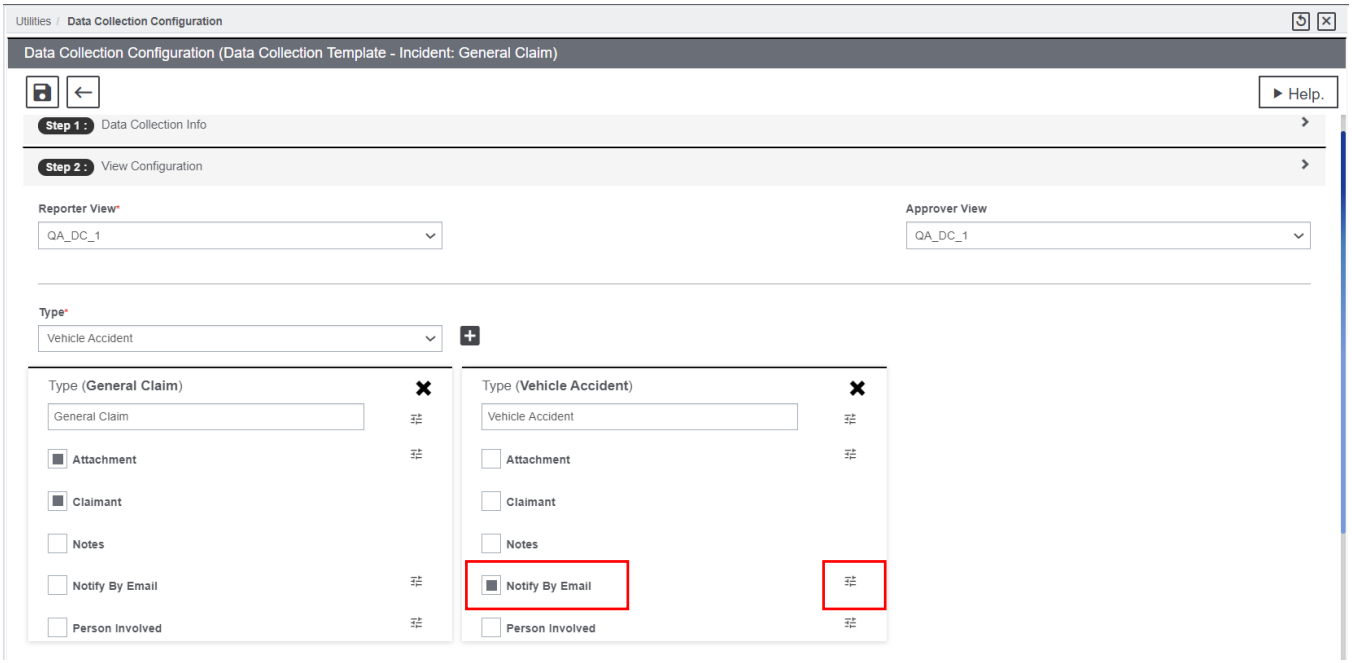
Note

- Approver View dropdown can be turned on/off based on selection of the Save as Draft checkbox.
- If no view is selected for Approver, then the Reporter's View will be applied by default.
- Actions performed by Approver can't be accessed by the Reporter.

Checkbox – 'Notify by Email'

A checkbox – Notify by Email, is available Step 2 [Fig. 13] of the Data Collection Configuration screen. Configuring this checkbox [Fig. 14] is imperative, as without it, an email cannot be sent to the reporter.

DXC Assure Claims screen



[Fig. 13]

Note

- The Notify by Email checkbox cannot be checked if its configuration has not been done.
- Email will not be sent if the configuration is done, but the Notify by Email checkbox is not selected.
- The email field must be added and marked mandatory in the selected PowerView for the reporter.

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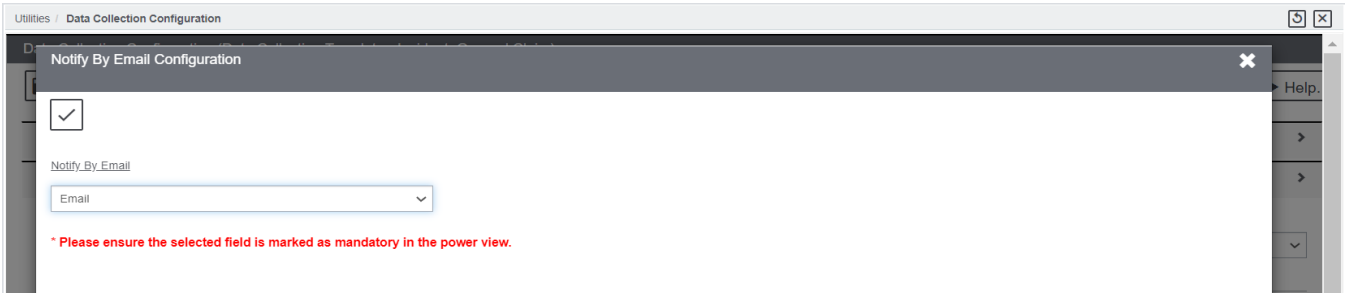
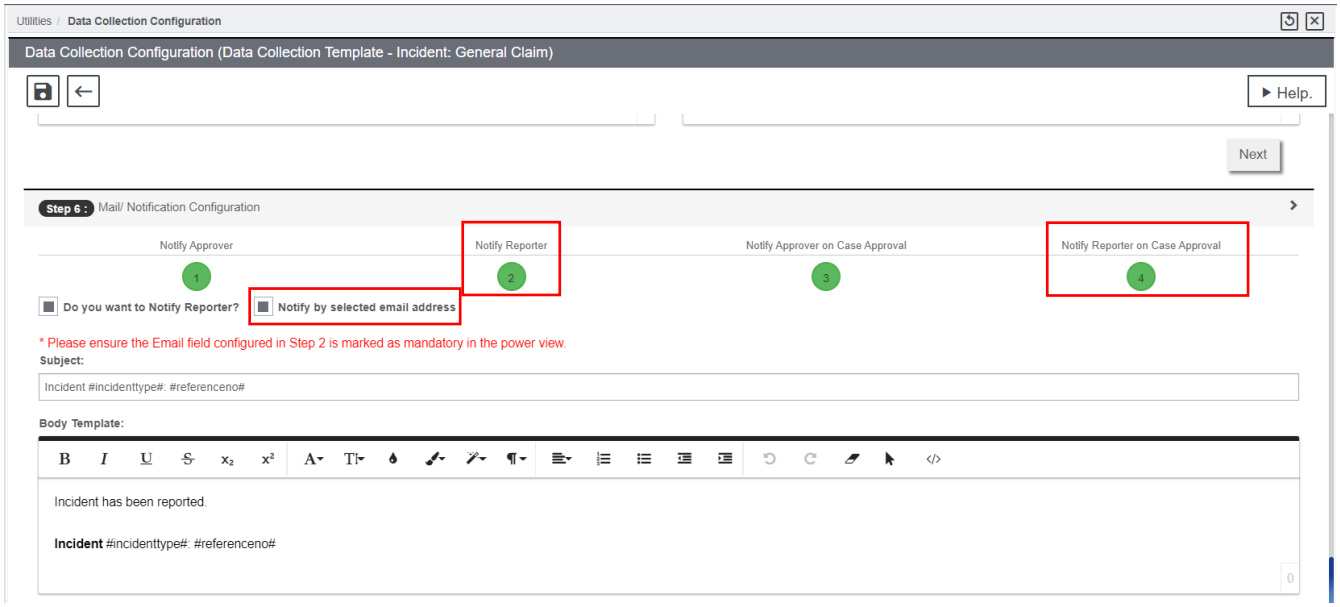
DXC Assure Claims screen



[Fig. 14]

In Step 6 – Mail Notification Configuration, of the Data Collection Configuration section, the newly added checkbox “Notify by selected email address” [Fig. 15] must be selected to ensure that an email is sent to the email address entered by the reporter during incident form submission.

DXC Assure Claims screen



[Fig. 15]

Furthermore, in Step 6, in the Notify Reporter on Case Approval node, the new checkbox “Notify by selected email address” [Fig. 16] must be selected to send email notifications.

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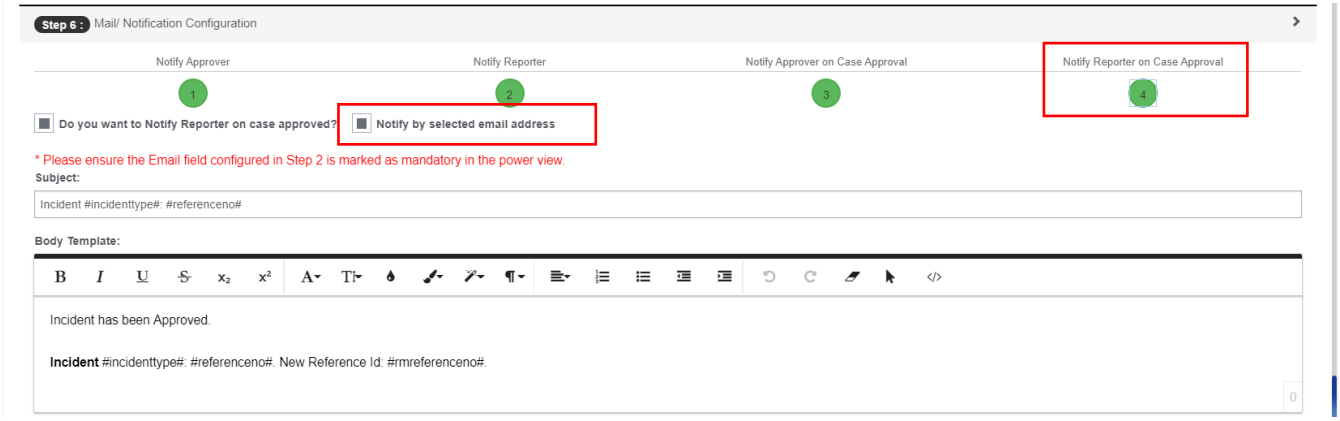
DXC Assure Claims screen



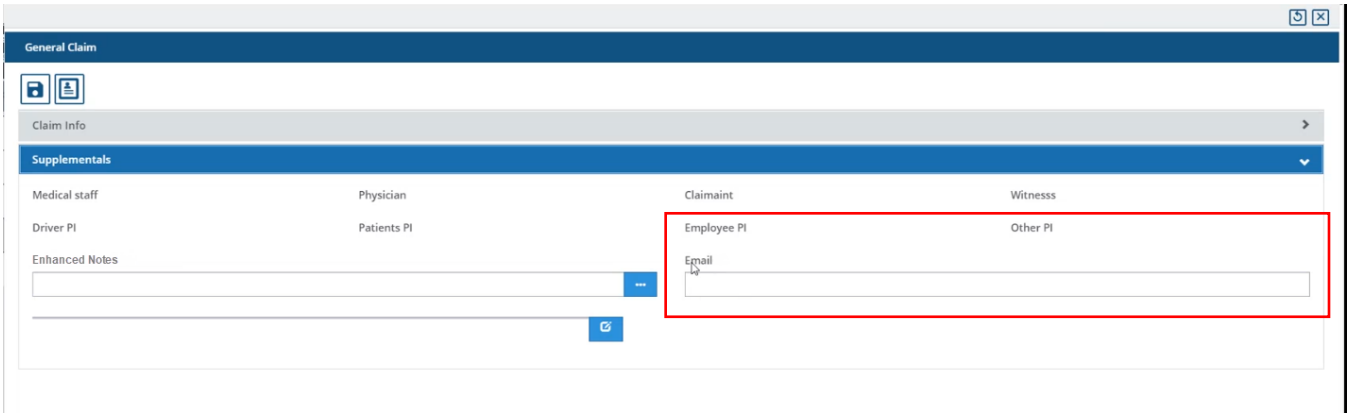
[Fig. 16]

> **Note**
>
> ➢ When the checkbox “Notify by email address” is selected, the message “Please ensure the Email field configured in Step 2 is marked as mandatory in the power view” is displayed.

‘Email’ field in the Supplementals accordion

A supplemental field – Email, is available in the Supplemental accordion [Fig. 17] of Data Collection Forms. The email address provided here will receive an email notification when the form is saved and submitted.

DXC Assure Claims screen



[Fig. 17]

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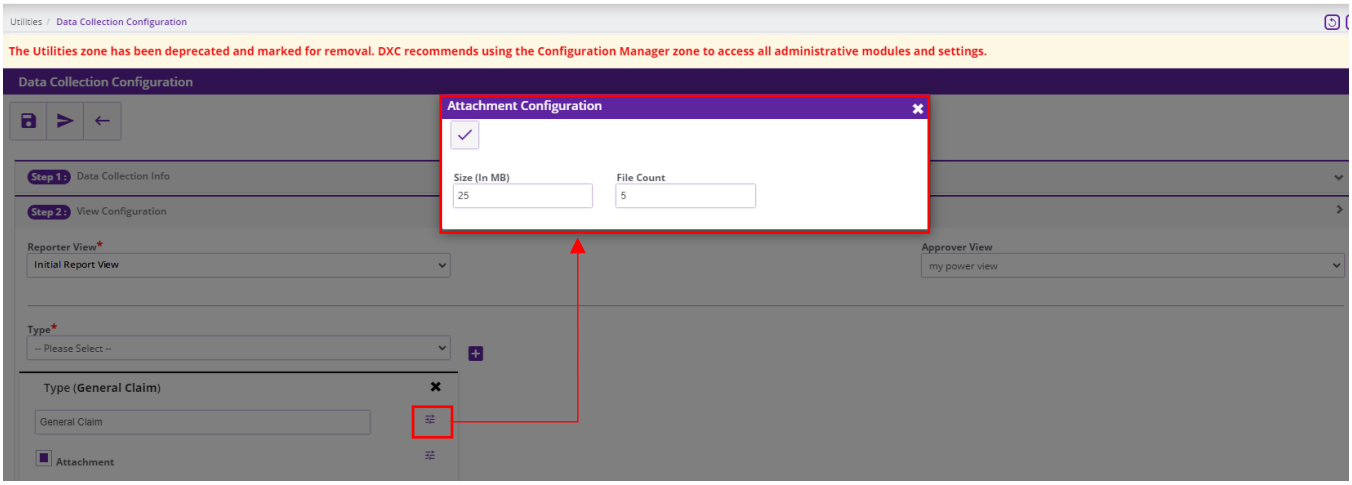
Attachments in Data Collection Forms

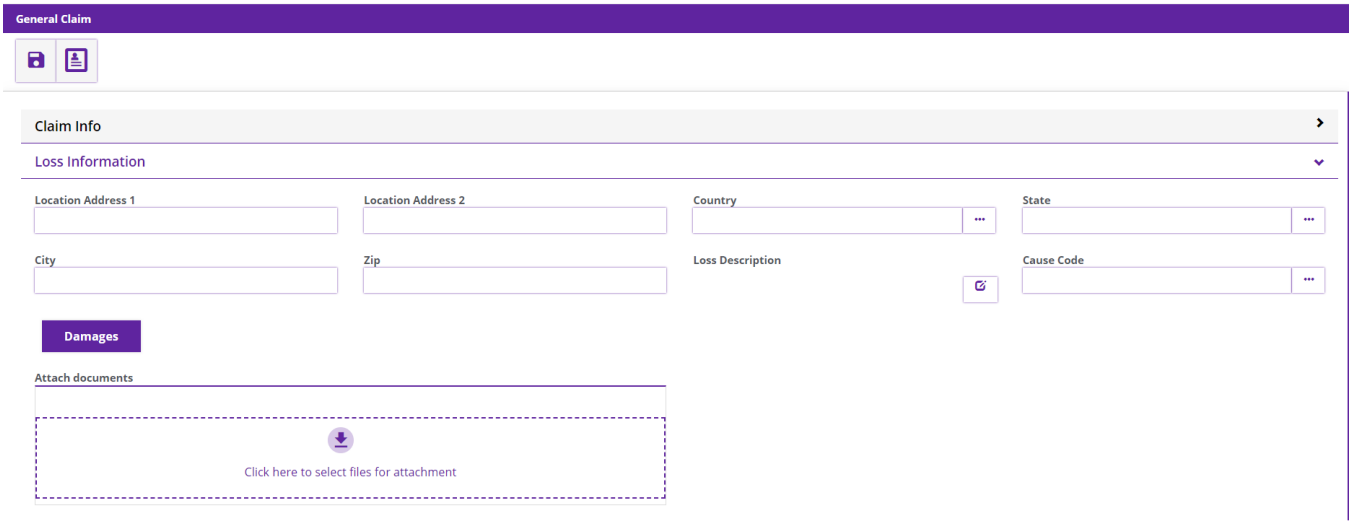
An Attachment field could be added to the Data Collection Form as a Supplemental Field via the Powerview Editor.

DXC Assure Claims screen



[Fig. 18]

DXC Assure Claims screen



[Fig. 19]

The attachment field supports adding multiple files. A maximum of 10 files of up to 25MB each can be attached per field to a Data Collection Form.

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Parameter	Recommended Value	Maximum Value
File Size (MB)	15	25
File Count	5	10

Note

- Only one attachment field per data collection form should be used

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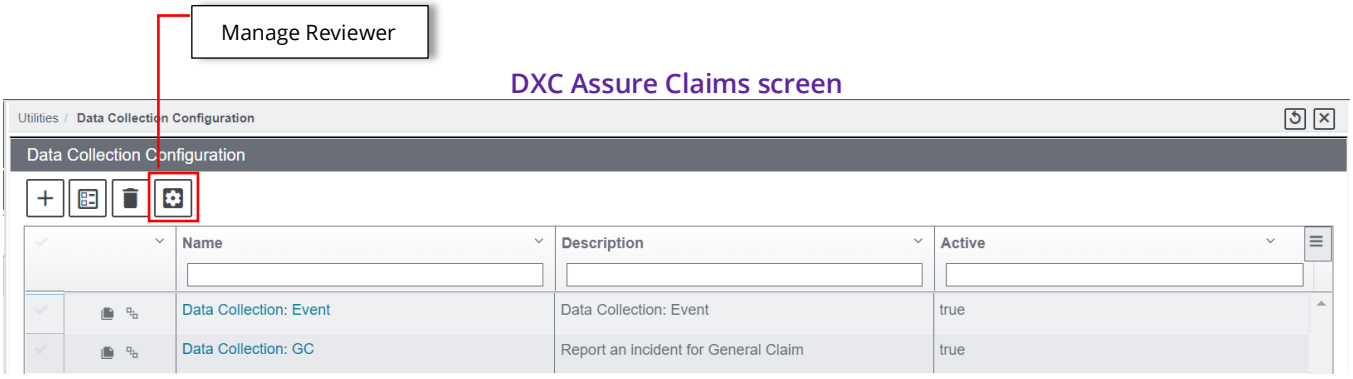
Screens for External and Internal Reviewers

An option to configure an external reviewer's view via a global link for multiple Data Collection Forms on a single window is now available in assure claims. Similarly, the Internal Reviewers too now have a dedicated new screen – Data Collection Drafts, for Approving/Rejection Data Collection Forms.

External Reviewers' Screen

This enhancement entails the addition of a new toolbar button – **Manage Reviewer**, on the Data Collection Configuration screen **[Fig. 20]** which enables configuring an External Reviewer's view via a Global Link for multiple Data Collection Forms on a single window. This saves the External Reviewers the trouble of navigating across various assigned Data Collection Forms for their review and approval.



[Fig. 20]

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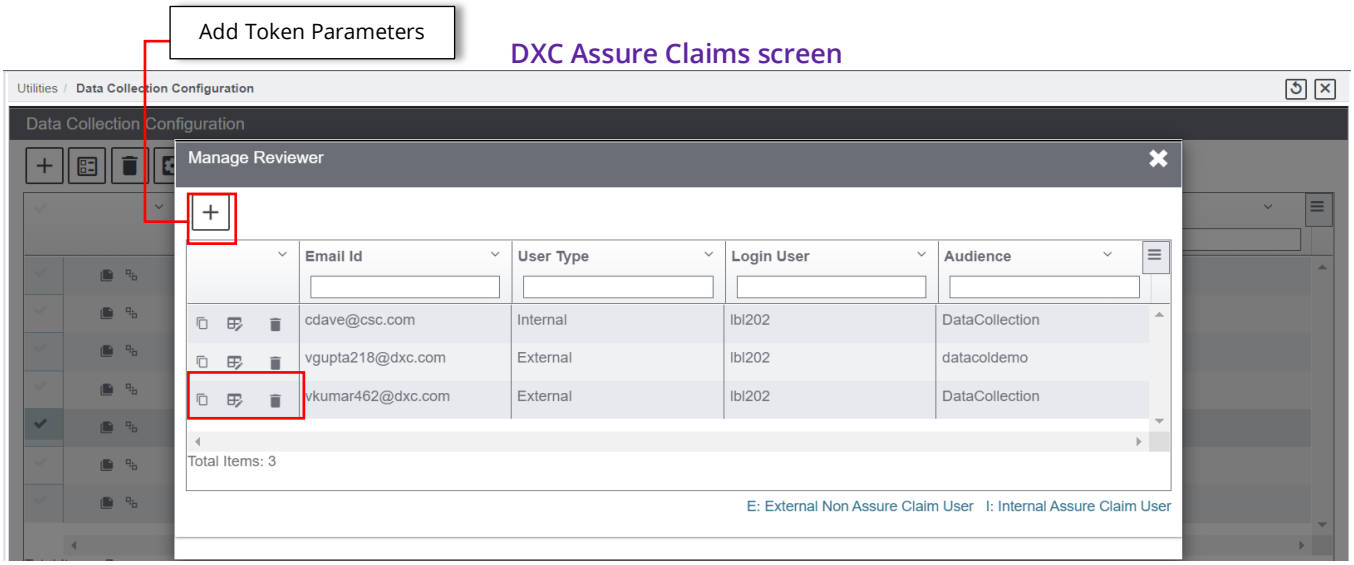
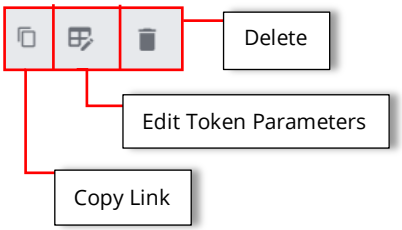
On the Data Collection Configuration screen, select a form followed by the Manage Reviewer button to open the newly added popup window – Manage Reviewer. [Fig. 21]



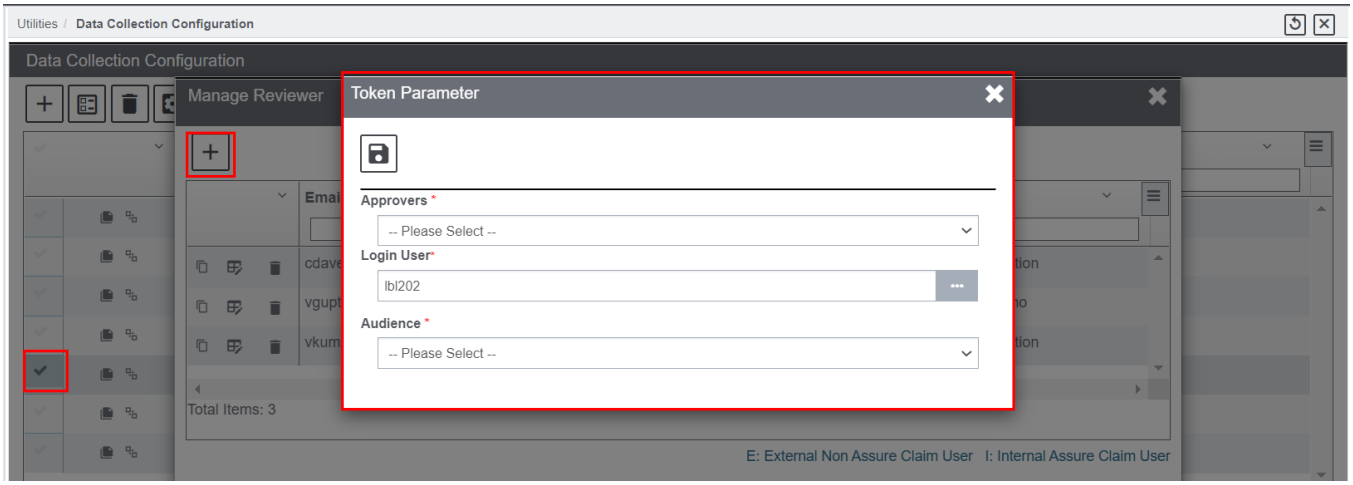
[Fig. 21]



Selecting the "Add Token Parameters" button on the Manage Reviewer window opens the "Token Parameter" [Fig. 22] popup window with the following dropdown fields:

- Approvers
- Login User
- Audience

DXC Assure Claims screen



[Fig. 22]

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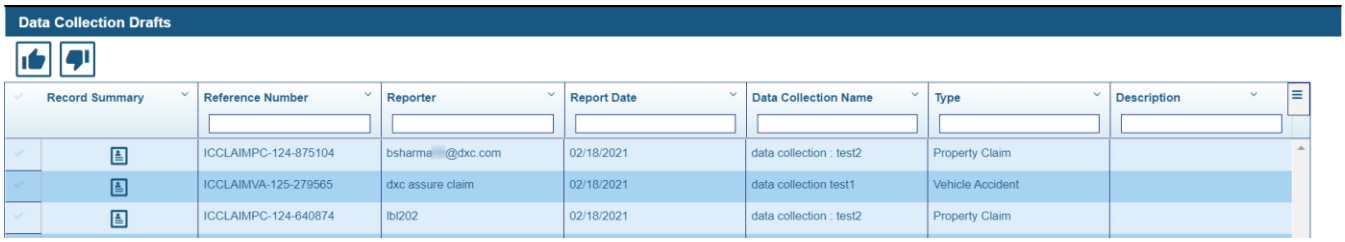
Note

- The complete list of Reviewers/Approvers added across all Data Collection Forms is displayed in the dropdown labelled “Approvers” on the Token Parameter window.
- Email IDs of External Users are suffixed with the letter “E” within parentheses. Similarly, Internal Reviewers have the suffix (I).
- The Login User of the Data Collection Configuration administrator will by default be the Login User for the Reviewer.
- The “Audience” dropdown contains the various Data Collection Tokens.
- Upon selecting the save button, the selected Reviewer gets added to the Manage Reviewer window [Fig. 21] and the same gets removed from the “Approvers” dropdown list as a Global Link for it has been generated.
- The Data Collection administrator can copy the Global Link generated for the selected External Reviewer and share the same for further action.

The External Reviewer can now use the link shared by the Data Collection administrator, to open the Data Collection Drafts screen [Fig. 23] where the reviewer can perform desired actions.

DXC Assure Claims screen



[Fig. 23]

Internal Reviewers’ Screen

The Internal Reviewers too now have a dedicated new screen – **Data Collection Drafts**, for approving/rejection Data Collection forms. This new screen is accessible as a menu option under the My Works tab on the primary menu bar. [Fig. 24]

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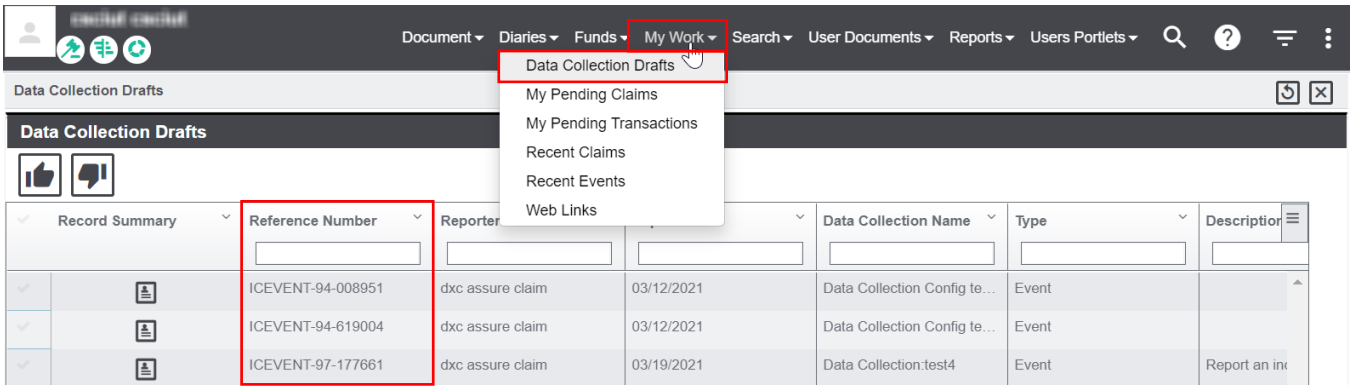
DXC Assure Claims screen



[Fig. 24]

Note

- The Data Collection Drafts dropdown option is available under My Works only when the checkboxes **Use Data Collection** and **Data Collection Drafts** are selected in the **Utilities** and Security zones respectively.
- Selecting a record followed by the Approve button will open that incident form in a new tab for performing necessary actions.
- Only 1 Data Collection form can be opened at a time. Any attempt to open a second form simultaneously will result in the display of a warning message – "Approver window (Reference Number) is already opened. Are you sure you want to navigate without saving the changes?"
- The Reporter View popup window on the Approver's view screen is a draggable window for conveniently viewing the contents of the background screen.

Ability to associate Rule based Approvers

The ability to associate Rule based Approvers is a very useful feature addition to the Data Collection module. It will now be possible to map both Internal and External Approvers based on the submitted data. As a result, a user can now approve/reject a claim based on the (code lookup/department) data entered as per the set rules.

A new toolbar button labeled '**Approver Association**' has been added on the Data Collection Configuration screen. [Fig. 25]

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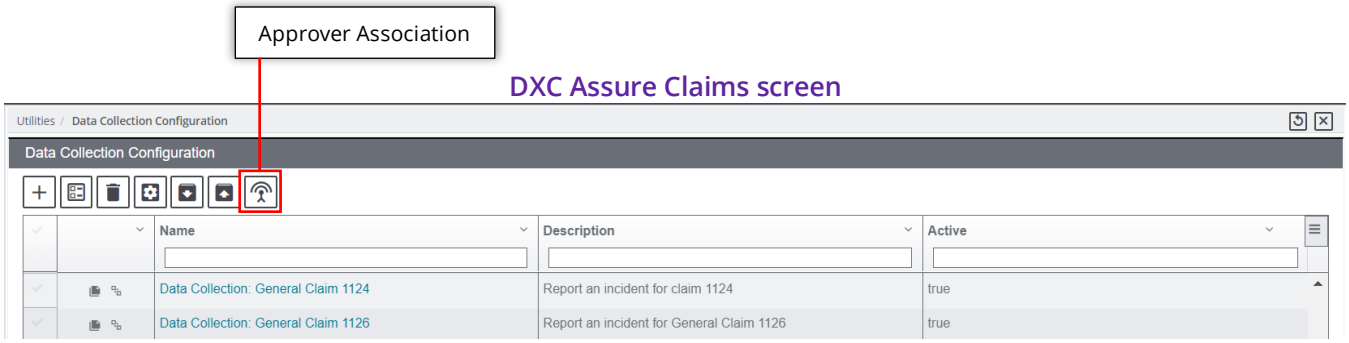
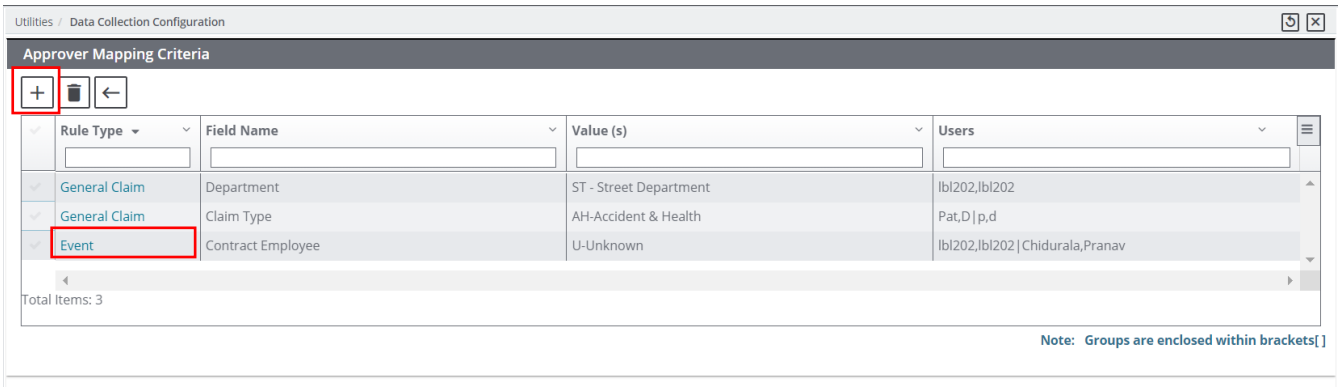


[Fig. 25]

Select the **Approver Association** toolbar button to open the newly added **Approver Mapping Criteria** screen [Fig. 25].

The screen consists of a set of toolbar buttons and grid columns:

Toolbar buttons	Grid (columns)
Add New	Rule Type
Delete	Field Name
Back to Configuration List	Value(s)
Edit	Users



[Fig. 26]

Note

- This feature is currently available for internal users/groups of Assure Claims.
- User Groups are displayed within square brackets [ ].
- The Approver Mapping Criteria screen displays a list of created Rules and the Users/Groups mapped with them.
- Users and Groups are separated by the pipe "|" symbol.

Select the **Add New [Fig. 26]** button to open the **Approver Rule Mapping** screen **[Fig. 27]**.

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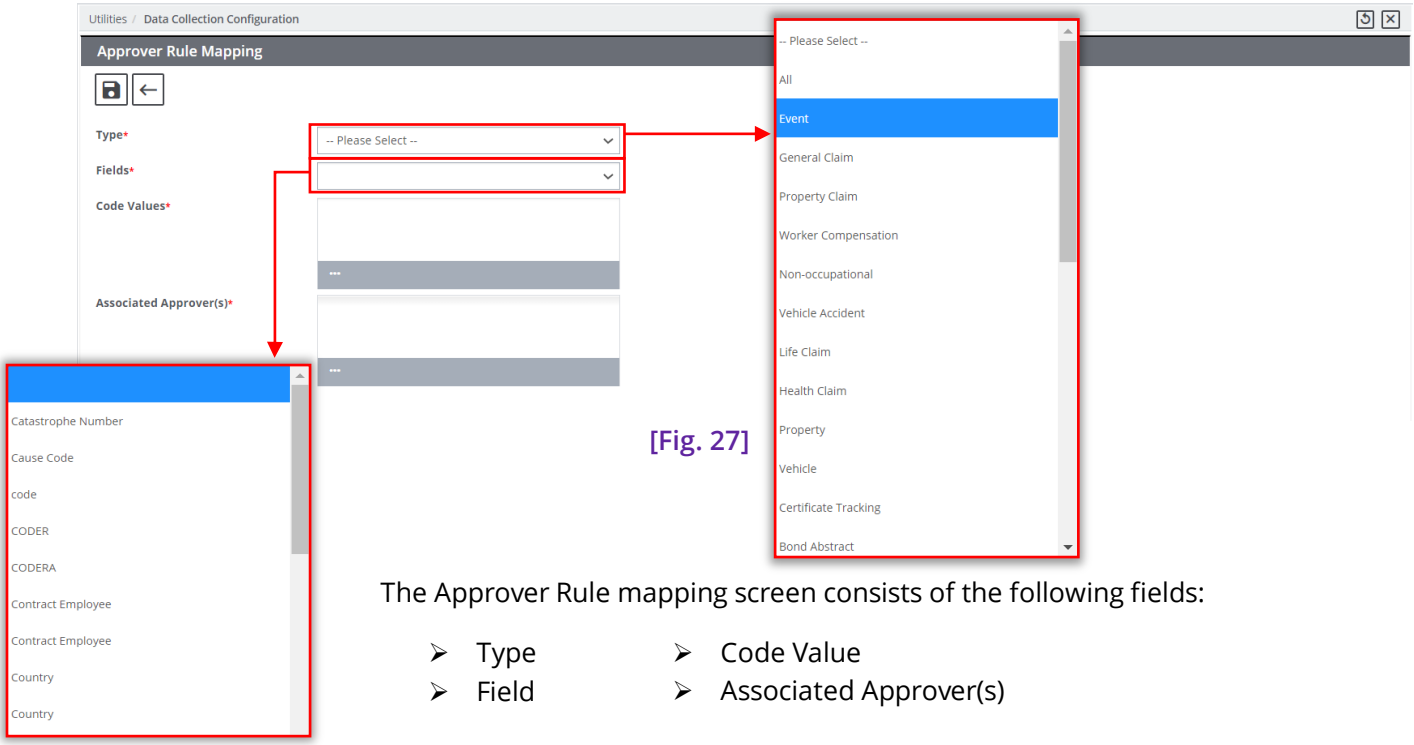
DXC Assure Claims screen



[Fig. 27]

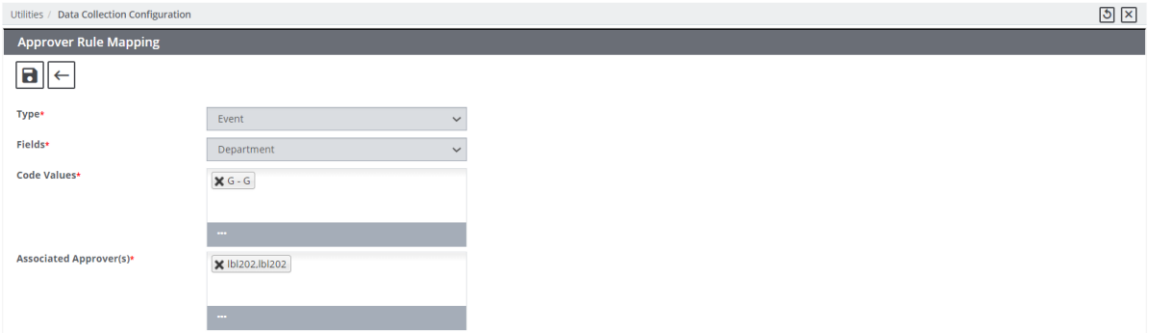
The Approver Rule mapping screen consists of the following fields:

- Type
- Field
- Code Value
- Associated Approver(s)

Appropriate options can be selected in the fields above [Fig. 27] to create a new mapping criterion.

Note

- A Rule can be edited by selecting an existing rule [Fig. 26]



- A validation message will be displayed if a newly added/edited criterion already exists for selected users/groups.
  - "This rule criterion has already been added for the selected incident type ' Event ', please edit the existing rule and add an approver."
  - "This rule criterion has already been added for the selected approver(s), please edit the existing rule."

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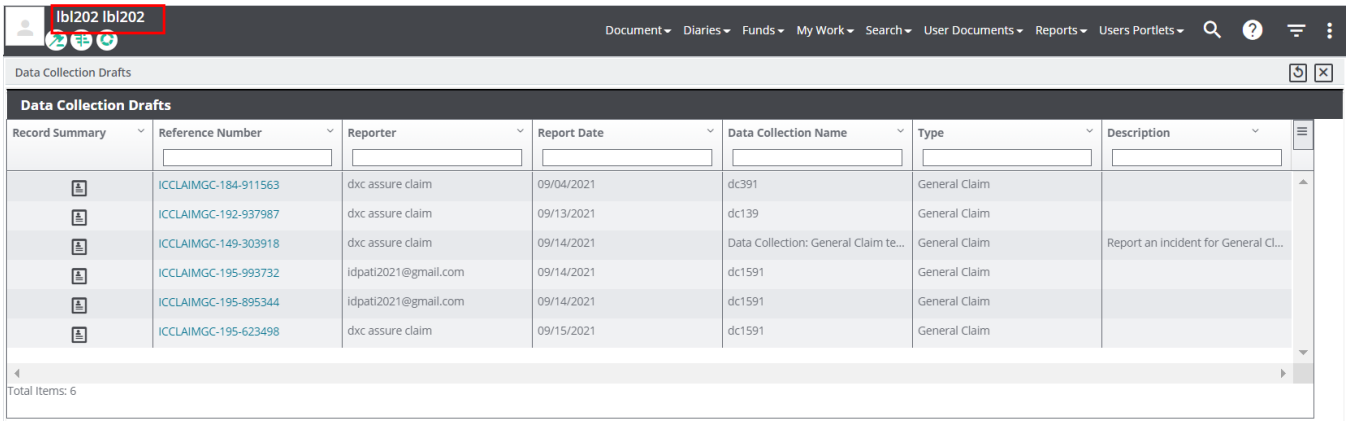
Based on the values selected in the Type, Field, and Code Values fields on the Approver Rule Mapping screen [Fig. 26] Incident Reports with those selected criteria will be displayed to the Associated Approver(s) on the Data Collection Drafts screen (Claims > My Works > Data Collection Drafts). [Fig. 28]

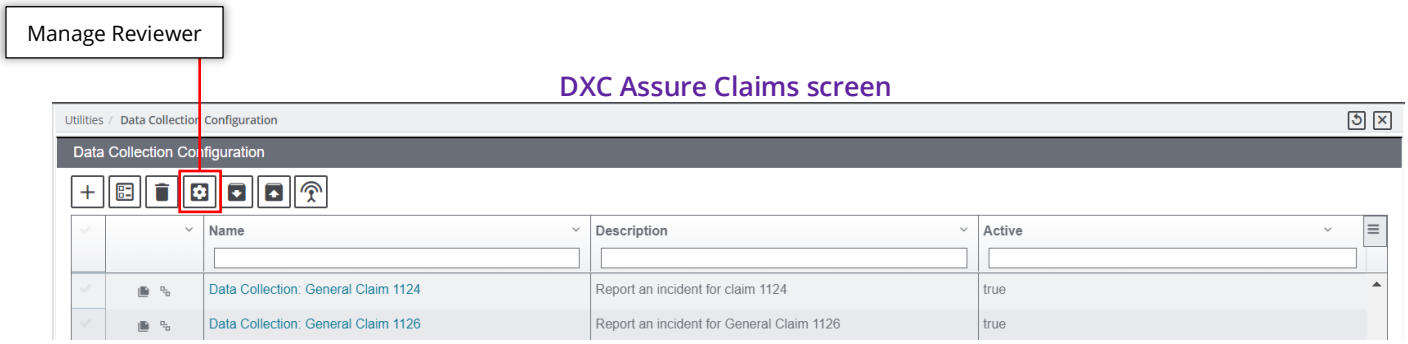
DXC Assure Claims screen



[Fig. 28]

Changes on the Manage Reviewer screen

Until the previous release, an Approver could see only those Incidents that he/she was assigned to. Now, when a global link for an internal user is shared through the Manage Reviewer window, then the Data Collection Drafts screen for the selected internal user will display all those Incidents that are mapped based on the Approver Criteria. [Fig. 30]



[Fig. 29]

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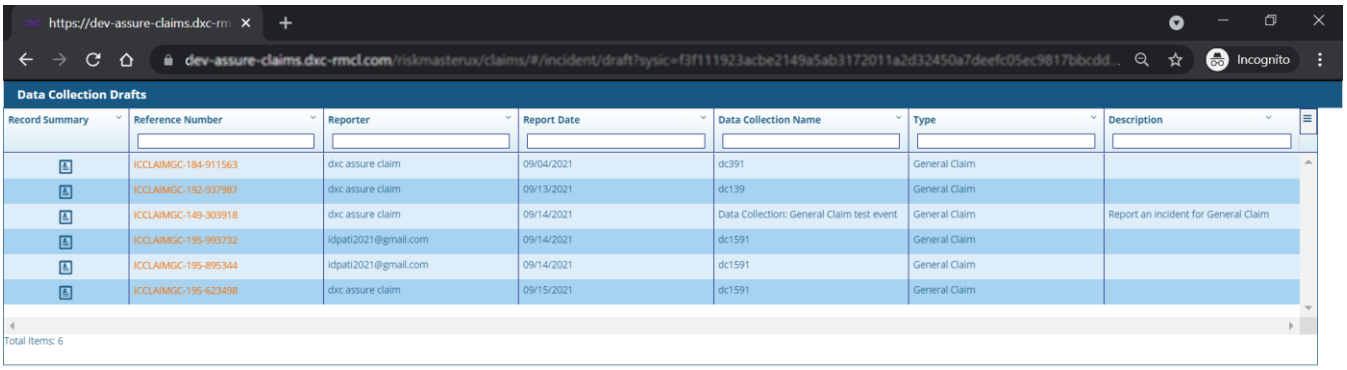
DXC Assure Claims screen



[Fig. 30]

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Availability of ‘Approve’ & ‘Reject’ buttons and other important features

As of the previous release version, the option to approve/reject data collection was available on the data collection draft screen. The process of approval and rejection of data collection has been made more insightful by moving the respective options on the data collection form screen.

Availability of ‘Approve’ & ‘Reject’ buttons on the Data Collection Incident Form screen

Previously, the option to Approve/Reject Data Collection was available only on the Data Collection Draft screen. Now, the **Approve** and **Reject** buttons have been made available on the Incident Form screen too. **[Fig. 31]**

This provides greater control to Approvers over the decision-making process who can now review the entire incident form and making necessary changes before coming to a decision.

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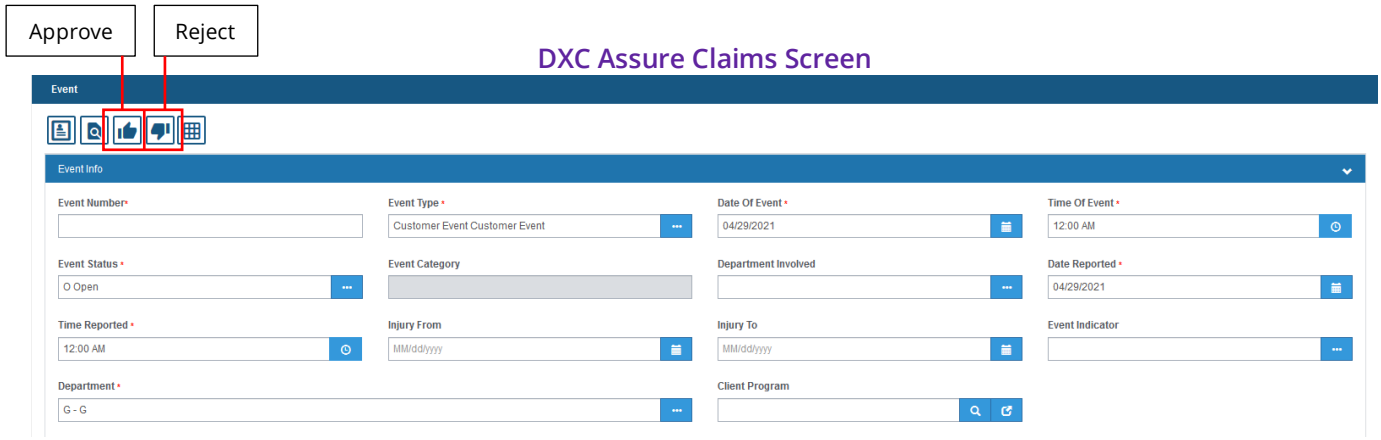

[Fig. 31]

Ability to Email/Attach a PDF copy of the Incident Report Summary form upon submission

The ability to auto-generate a PDF copy of an Incident Form Summary submitted by the Reporter is available in DXC Assure Claims. This PDF summary also gets attached with the Claim record and based on settings; it also gets sent via email to the Reporter. This feature not just helps the Reporter in keeping a record of the submitted Incident Report, but also aids Adjusters in verifying whether the Claim created is in sync with the data submitted by the Reporter.

Addition of new checkboxes

Two new checkboxes – **Email Incident Report** and **Attach PDF to Record**, have been added to **Step 4** of the Data Collection Configuration process. [Fig. 32]

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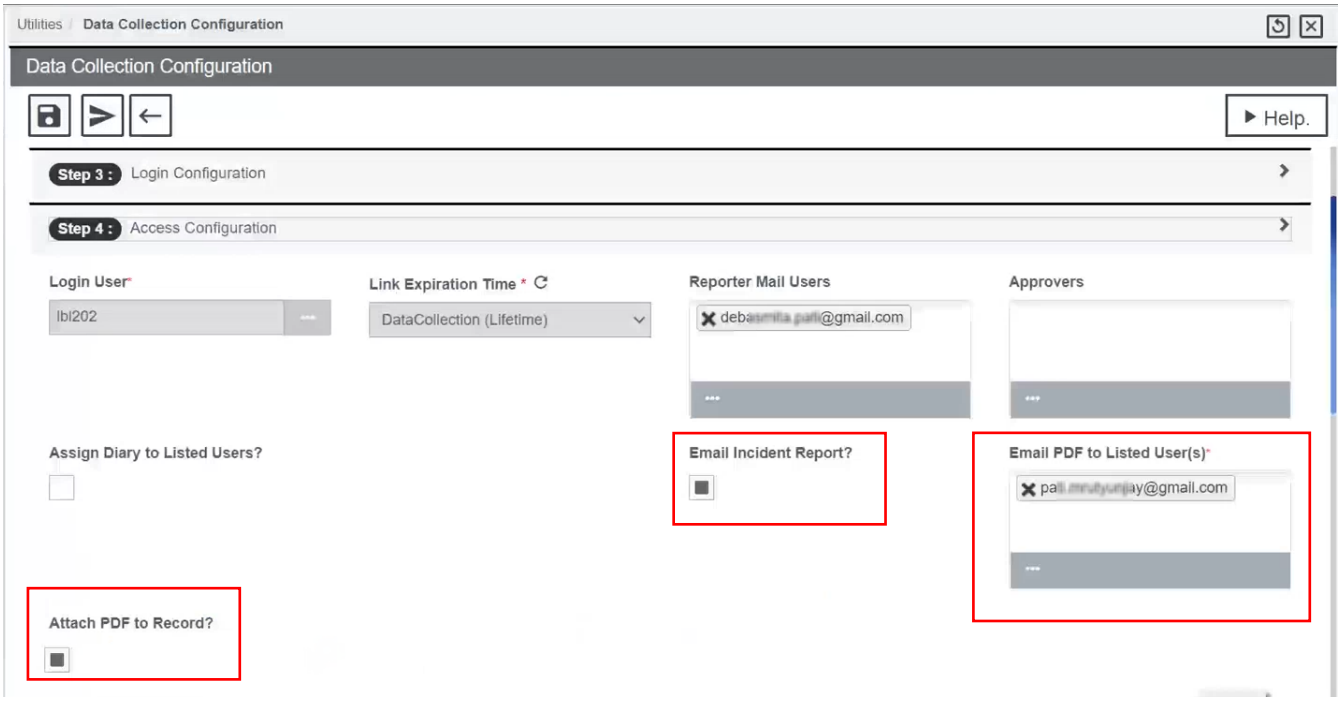
DXC Assure Claims screen



[Fig. 32]

Note

- Selecting the checkbox – **Attach PDF to Record**, ensures that a copy of the Incident Form Summary submitted by the Reporter gets attached to the record (Claim/ Event/ Property or Vehicle Maintenance or Admin Tracking) in Assure Claims.
- If the checkbox – **Save as Draft**, is not selected in Step 1 of the Data Collection Configuration process, then the PDF copy of the Incident Form Summary will get attached to the record as soon as the Reporter submits it. If the **Save as Draft** checkbox is selected, then the PDF copy of the Incident Form Summary will get attached to a record in Assure Claims only when an Approver has okayed the submitted report.
- The attached PDF Incident Summary Form will only display the data entered by the Reporter and its format will be based on the Reporter's Powerview only. Any changes done on the Incident Form by an Approver, during the approval process, will not be reflected in the attached PDF Incident Summary Form.
- Selecting the checkbox – **Email Incident Report**, enables the field – **Email PDF to Listed User(s)**.
- All Users/Email IDs enlisted in the **Email PDF to Listed User(s)** field will receive the PDF copy of the Incident Summary Form upon incident submission by the Reporter

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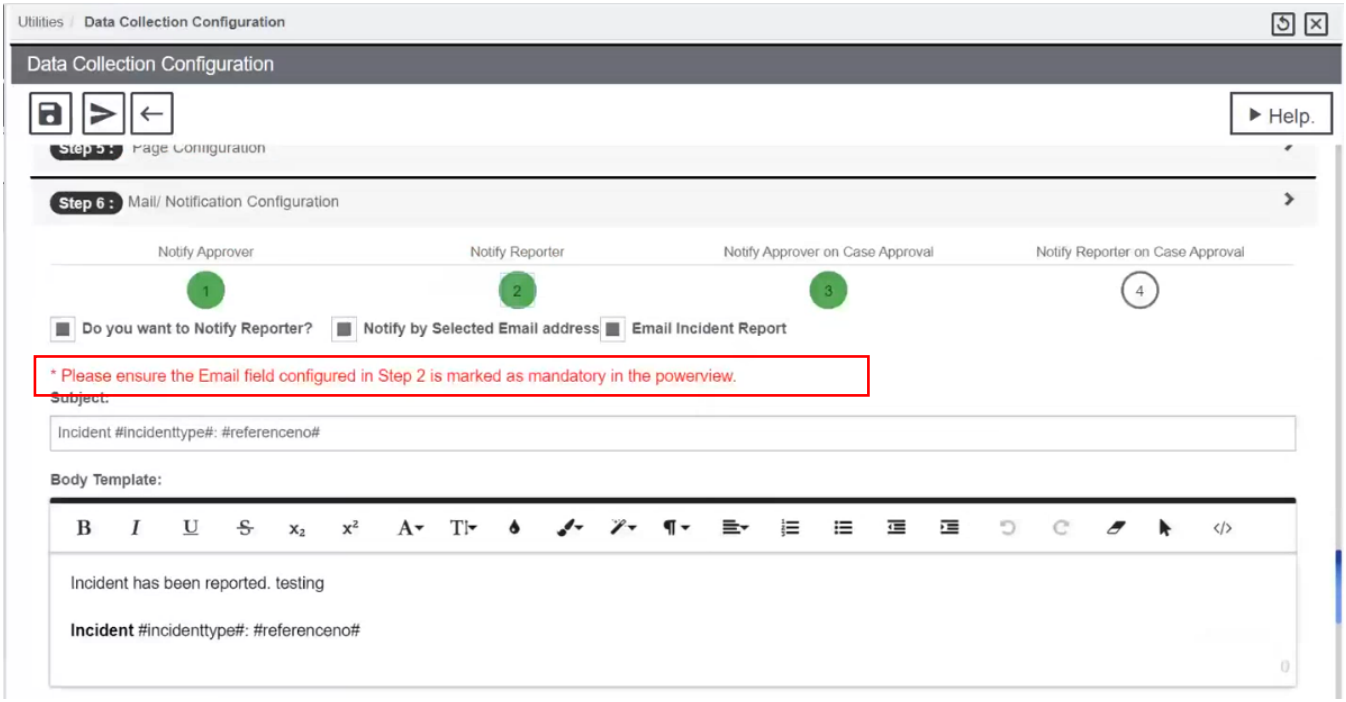
In Step 6 of the Data Collection Configuration process [Fig. 33], in the Notify Reporter tab, if the checkbox – Notify by Selected Email, is selected, along with the checkboxes, Do you want to Notify Reporter and Email Incident Report, then email with the PDF attachment will be sent to that email address which is configured in Step 2 and Step 4 of the Data Collection Configuration process.

DXC Assure Claims screen



[Fig. 33]

Note

- The checkbox, Email Incident Report must be selected for the PDF Incident Summary form to be sent via email to User(s)/Email IDs added in Step 2 and Step 4 of the Data Collection Configuration process.
- If the checkbox, Notify by Selected Email Address is not selected, then the PDF Incident Summary form to be sent via email to User(s)/Email IDs added in Step 4 of the Data Collection Configuration process.

Record submission when the checkbox Save as Draft is NOT selected

In the case when the checkbox – Save as Draft is not selected in Step 1 and all User ID(s)/ Email ID(s) are configured in Steps 2 and 4 along with selecting all 3 checkboxes in the Notify Reporter tab in Step 6 to configure a Data Collection Incident form, and then a Reporter uses his Reporter's Link to fill up and submit the Incident Report form, a record number is generated. [Fig. 34]

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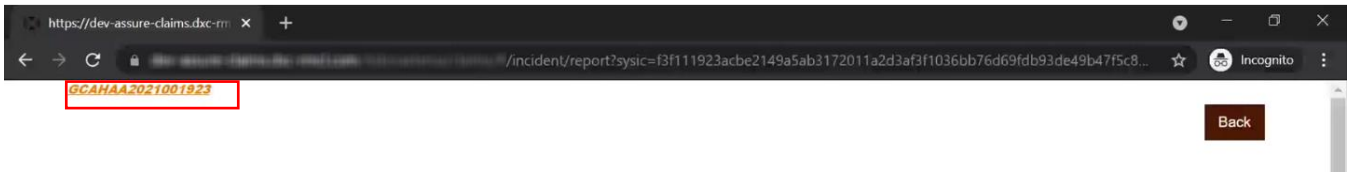
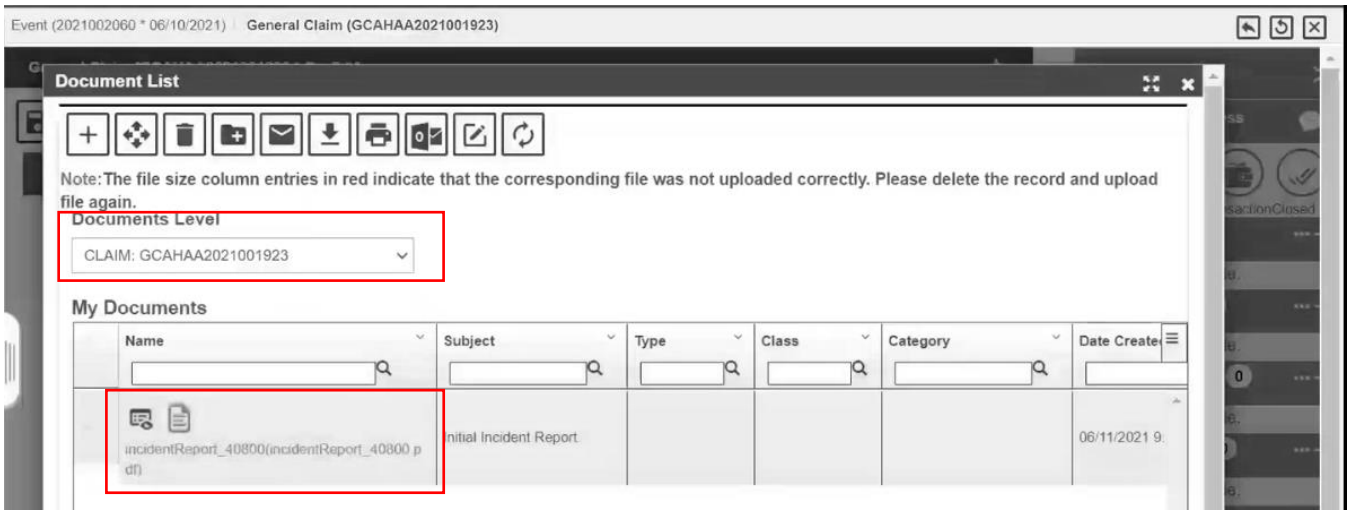
DXC Assure Claims screen



[Fig. 34]

Perform a Claim search with the record number in to open the Claim record and select the Attachment toolbar button. [Fig. 35]

DXC Assure Claims screen



[Fig. 35]

We can see that a copy of the Incident Summary form is attached as a PDF. All data entered by the Reporter in the Incident Report form will be displayed in the PDF summary attached in the Claim record. [Fig. 36]

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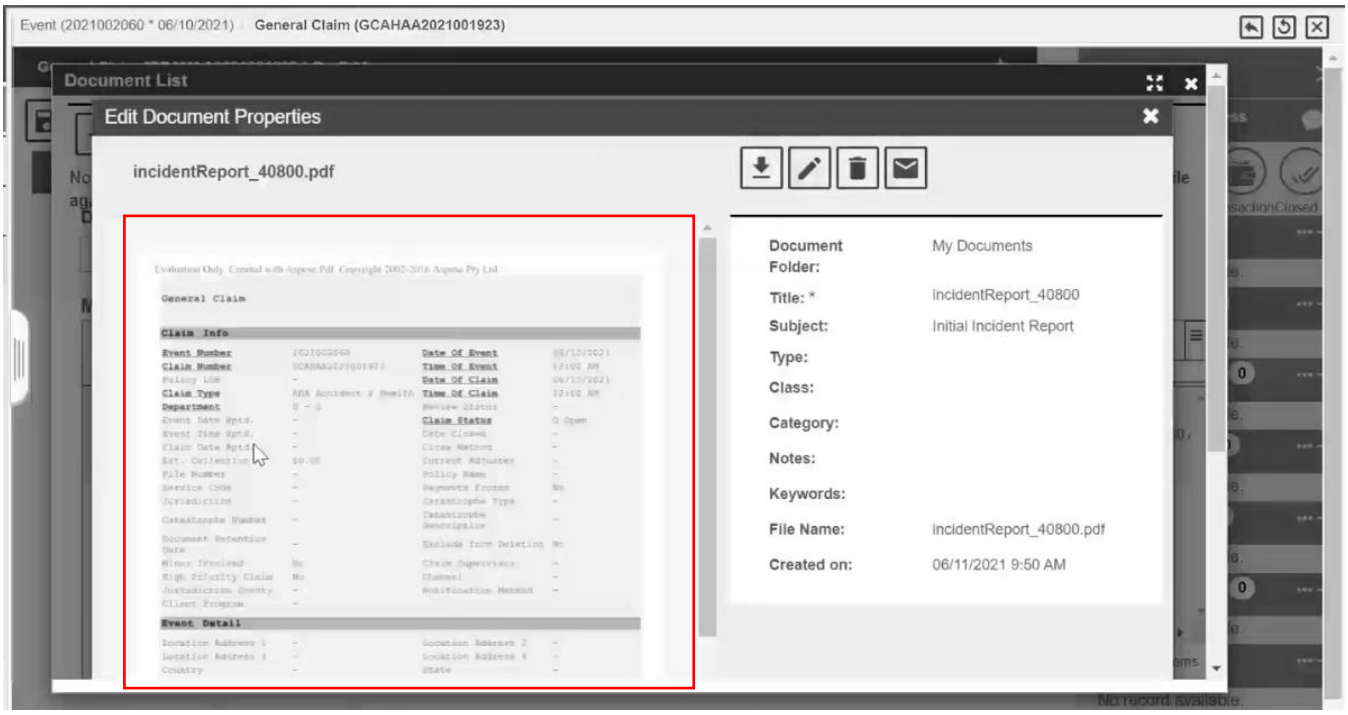
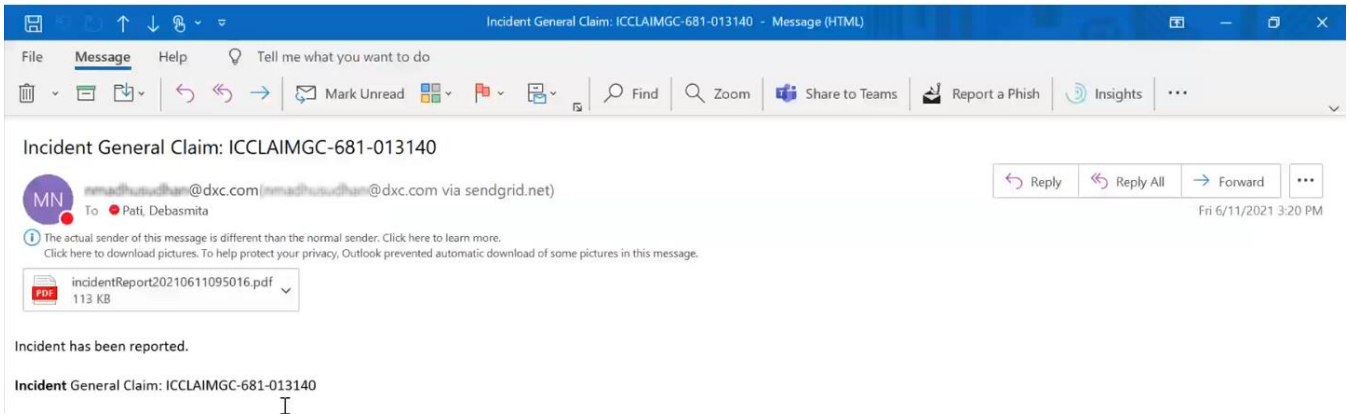
DXC Assure Claims screen



[Fig. 36]

Based on settings and email IDs provided in Step 4, an email with the attached Incident Summary form is also sent to the Selected Email Address, added in Step 2 of the Data Collection Configuration process [Fig. 38] and to the Reporter email address added in Step 4 of the Data Collection Configuration process.



[Fig. 37]

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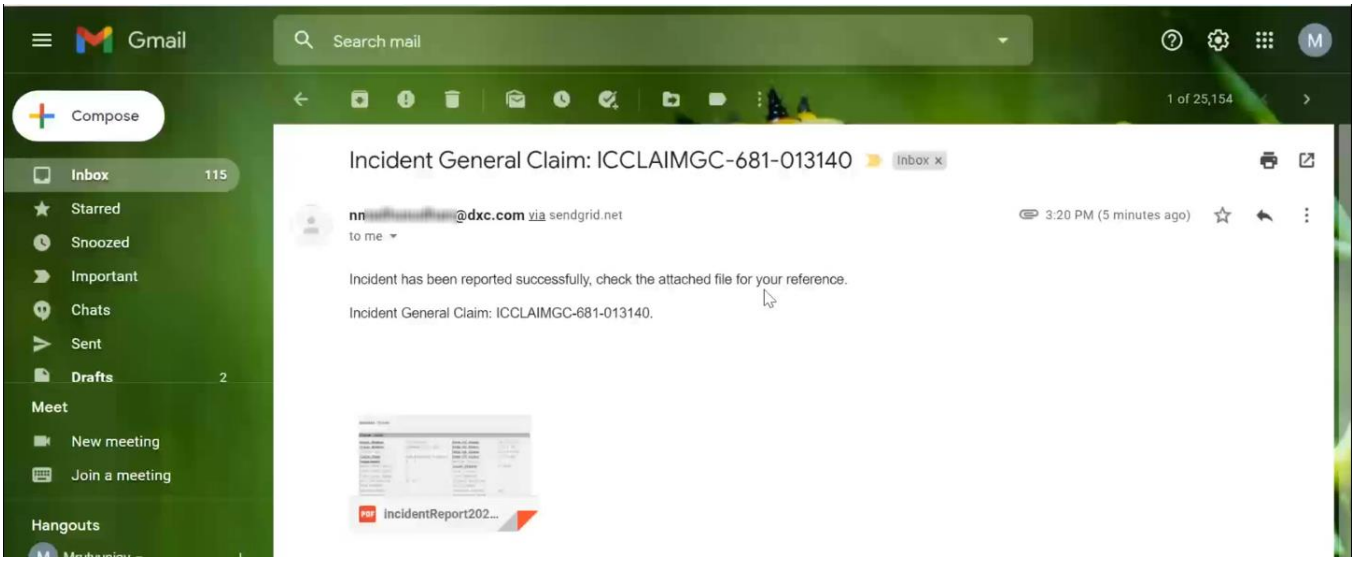


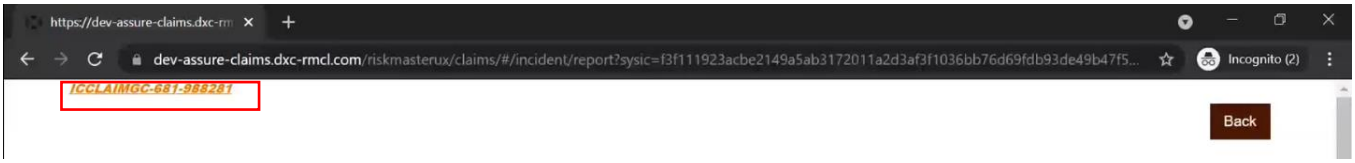
[Fig. 38]

Record submission when the checkbox 'Save as Draft' Is SELECTED

In the case when the checkbox – **Save as Draft** is selected in **Step 1** and an **Approver View** is added in Step 2 along with all User ID(s)/ Email ID(s) are configured in **Steps 2** and **4** along with selecting all 3 checkboxes in the Notify Reporter tab in **Step 6** to configure a Data Collection Incident form, and then a Reporter uses his Reporter's Link to fill up and submit the Incident Report form, an Incident number is generated. **[Fig. 39]**

This means that a record number was not generated and that the submitted Incident form has been sent to an Approver for verification and approval.

DXC Assure Claims screen



[Fig. 39]

However, at this point the Reporter will receive an email **[Fig. 40]** with a PDF copy of the Incident Summary form.

Notification emails will be received on Email IDs entered in **Steps 2** and **4** of the Data Collection Configuration process. **[Fig. 40 and Fig. 42]**

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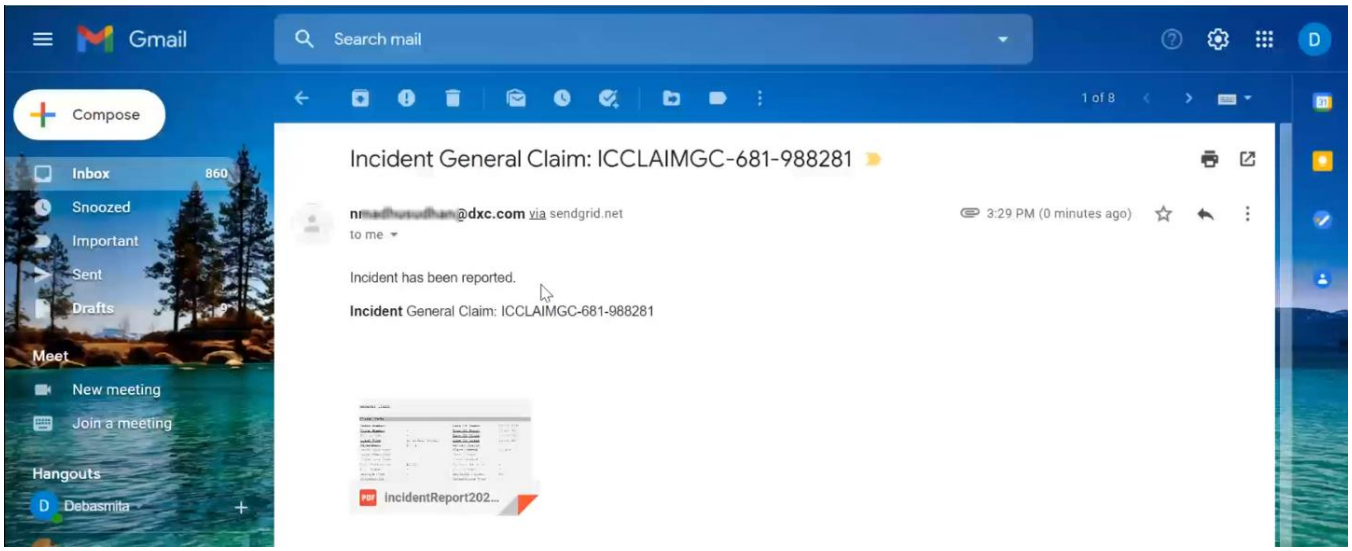
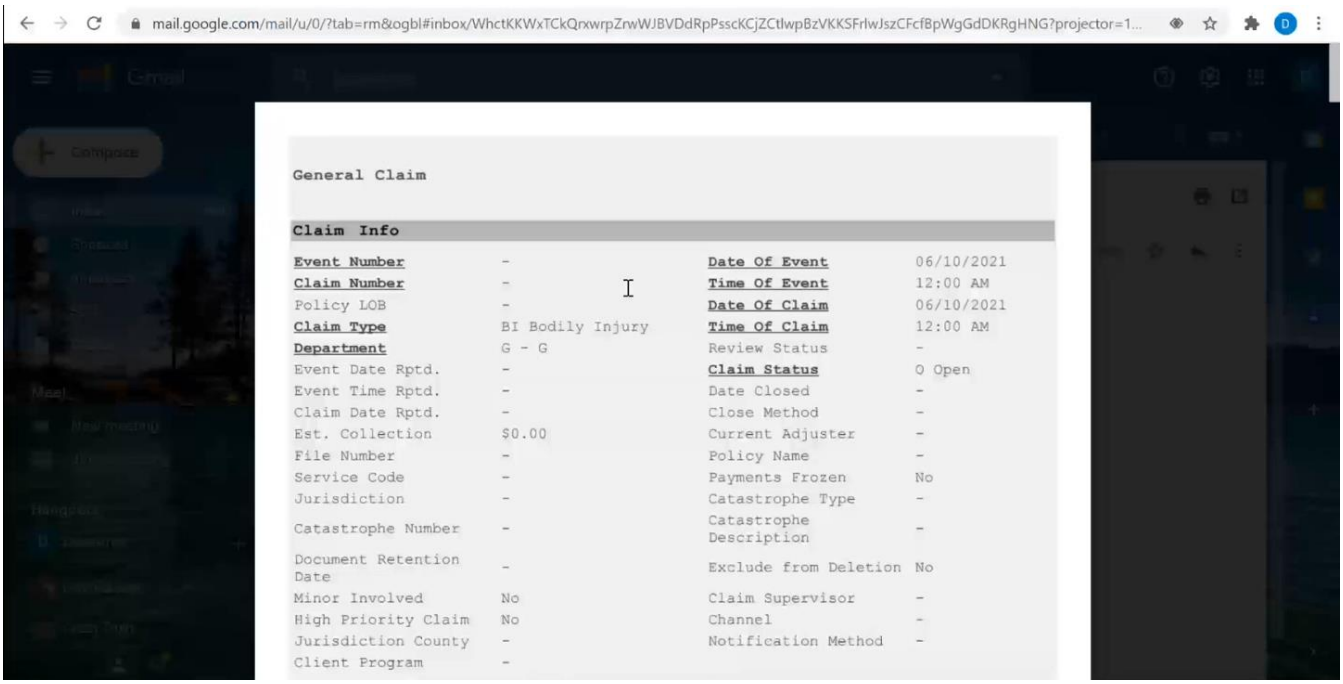


[Fig. 40]



[Fig. 41]

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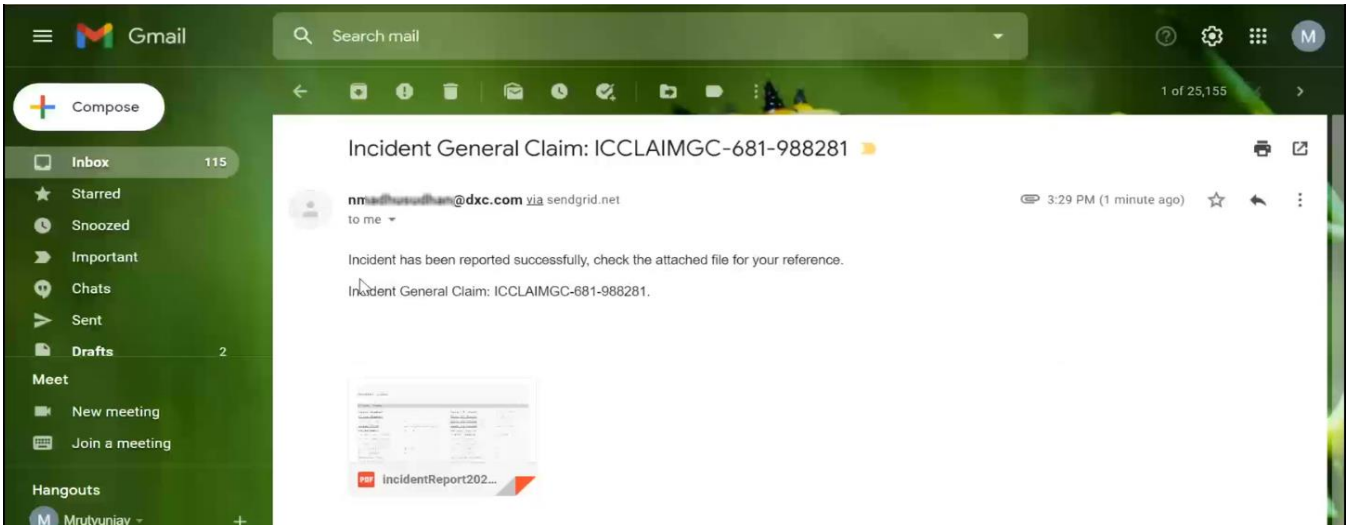
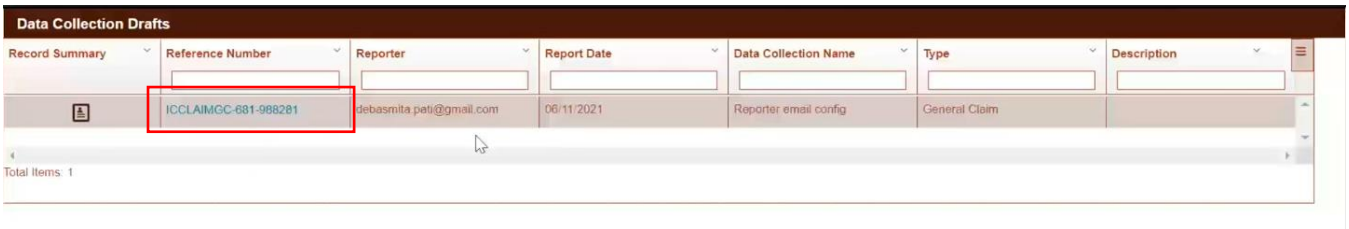


[Fig. 43]

Meanwhile, after form submission by the Reporter, the Approver receives the Approver Link. [Fig. 35]

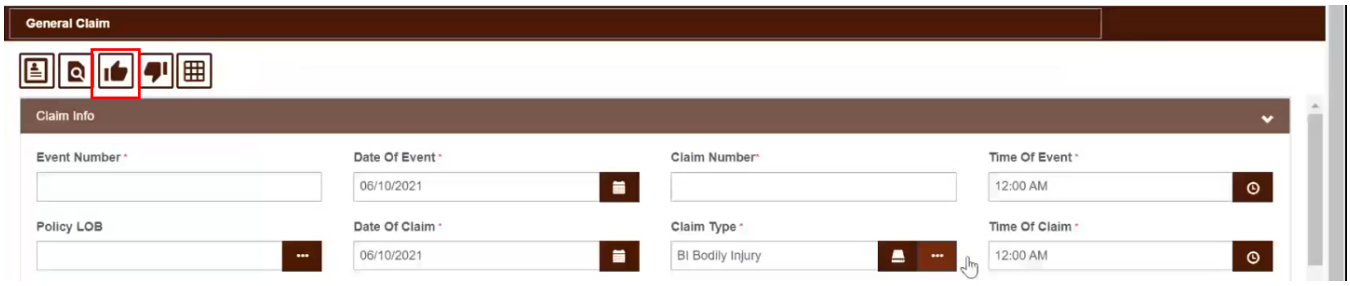
DXC Assure Claims screen



[Fig. 43]

Once approved, by the Approver [Fig. 44], a record number is generated. [Fig. 45]

DXC Assure Claims screen



[Fig. 44]

Note

- Upon approval, a Claim Number and Event Number are auto generated if they're not manually entered by the Approver.

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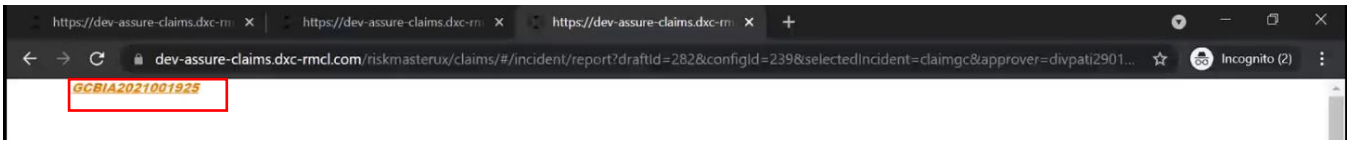
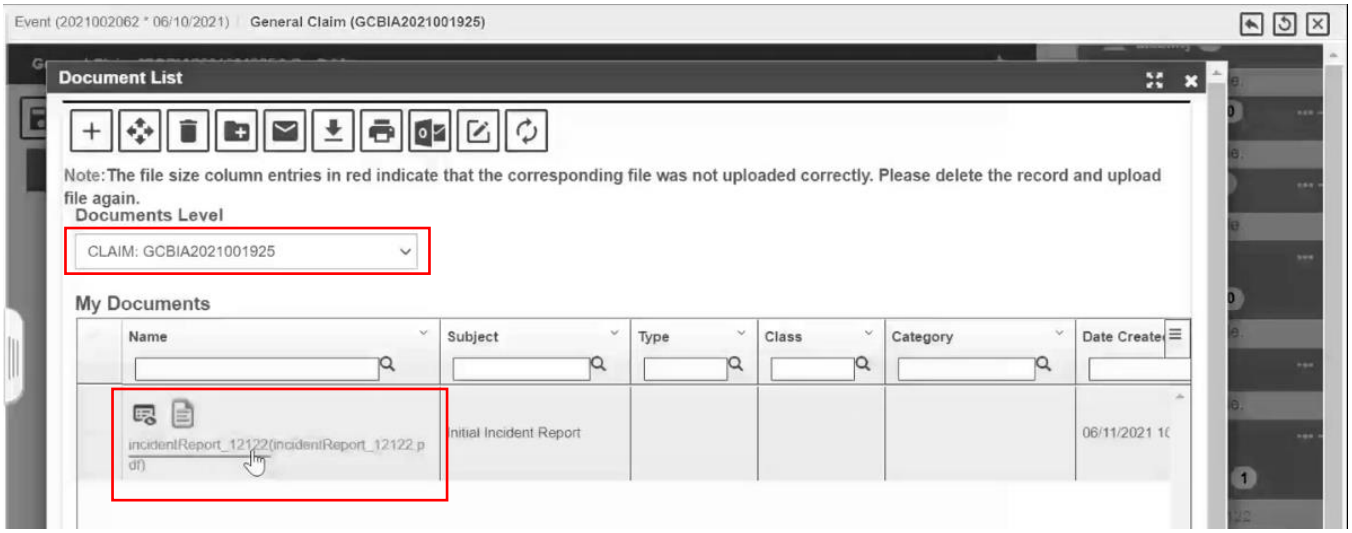
DXC Assure Claims screen



[Fig. 45]

Perform a Claim search with the record number in to open the Claim record and select the Attachment toolbar button. [Fig. 46]

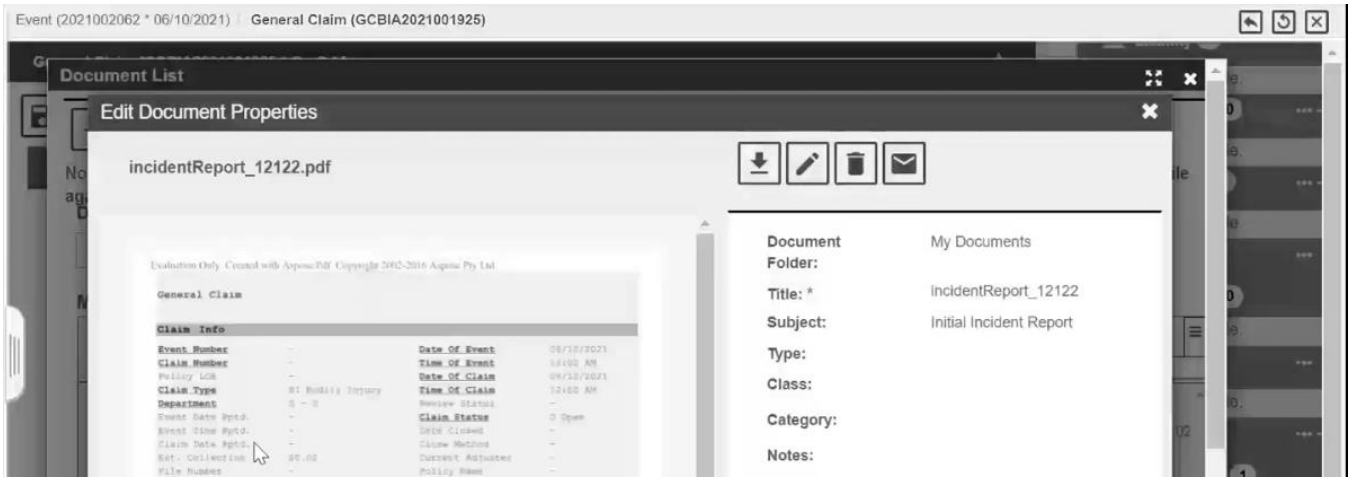
DXC Assure Claims screen



[Fig. 46]

We can see that a copy of the Incident Summary form is attached as a PDF. All data entered by the Reporter in the Incident Report form will be displayed in the PDF summary attached in the Claim record. [Fig. 47]

DXC Assure Claims screen



[Fig. 47]

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> **Note**
>
> - The Event Number and Claim Number show up as blank and any entries made by the Approver are also not displayed as the Incident Summary form is generated based on data entered by the Reporter and the Reporter View.

Important

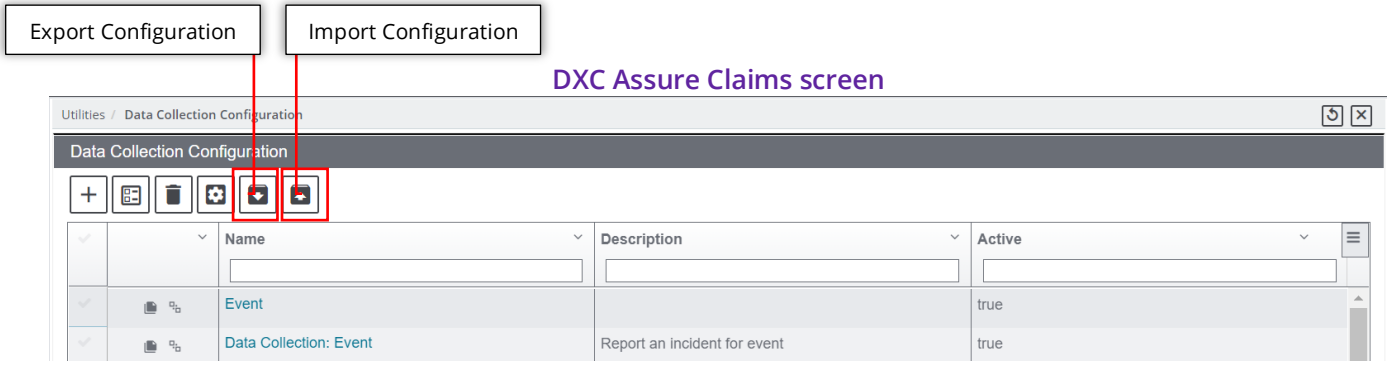
First Name and Last Name of Person Involved and Claimant along with Address 1, Address 2, Address 3, Address 4, City, State, Country, and ZIP are now visible on the auto generated PDF Incident Summary Report. The remaining fields will be made available in future releases.

Migrating Data Collection Configurations & Powerviews from one Environment to another

The ability to migrate **Data Collection Configurations** and **Powerviews** from one environment is a very useful feature available in DXC Assure Claims.

This is because a significant amount of time is devoted to test the newly deployed version of the application on the Test Environment, where customized Data Collection Configurations and Powerviews are added based on business requirements. As these Configurations and Powerviews are replicas of those coming up on the Production Environment, the ability to migrate them from the Test to the Production Environment will prove extremely handy economizing time and efforts recreating them from scratch.

To this end, two new toolbar buttons – **Export Configuration** and **Import Configuration** have been added on the Data Collection Configuration screen in the Utilities zone. **[Fig. 48]**



[Fig. 48]

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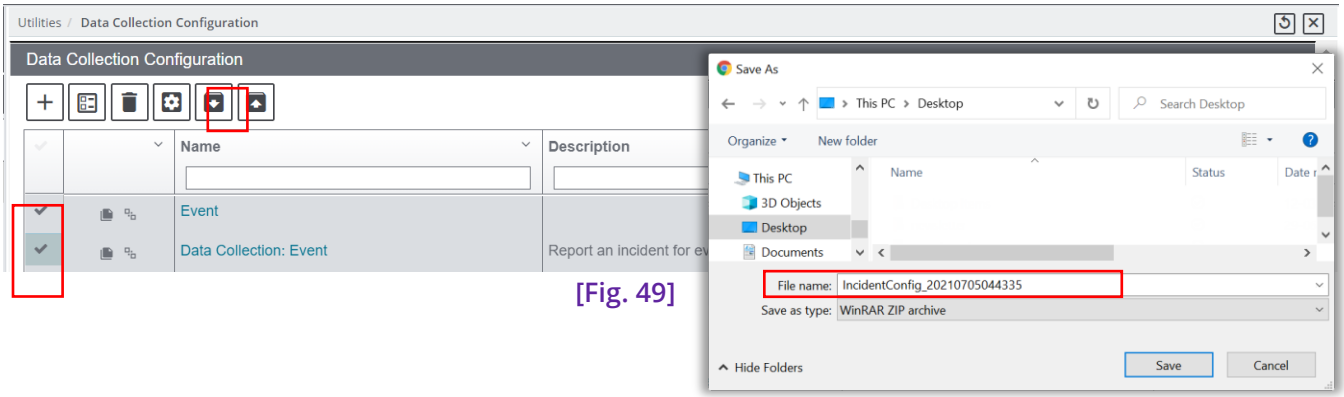
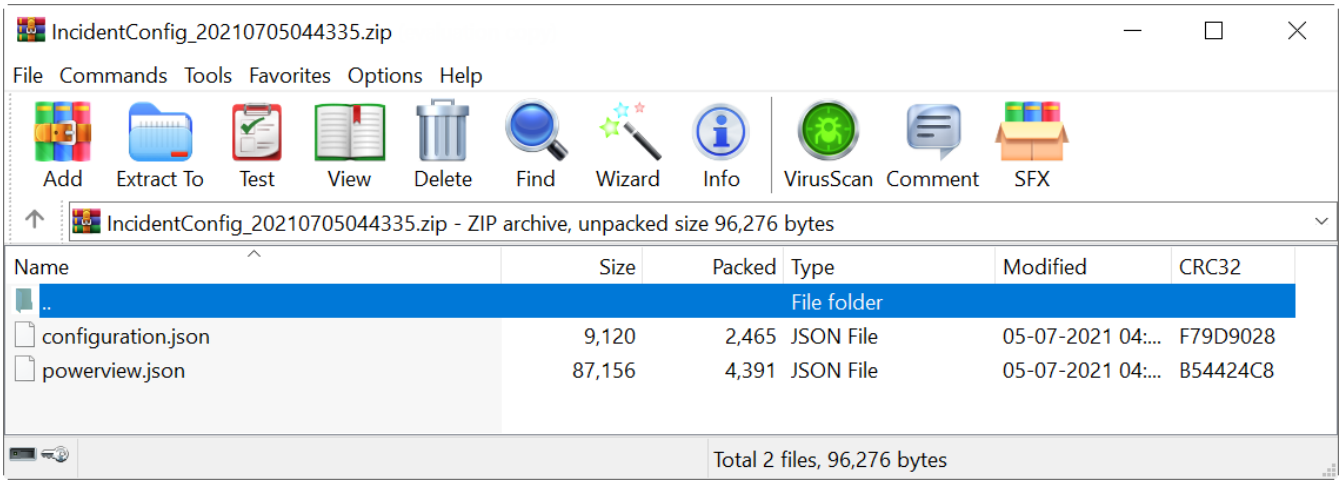
To migrate Configurations and Powerviews, select the required Data Collection Configuration rows to migrate followed by the **Export Configuration** button. Navigate to a desired location save the Incident Config zip archive file. [Fig. 49]

DXC Assure Claims screen



[Fig. 49]

The downloaded Incident Config ZIP archive contains 2 files – **configuration.json** and **powerview.json**. [Fig. 51]



[Fig. 50]

Now, to migrate these downloaded Configurations and Powerviews, log into the destination environment where you wish to import them and select the **Import Configuration** toolbar button on the Data Collection Configuration screen in the Utilities zone. The **Import Configuration Wizard** screen opens. [Fig. 51]

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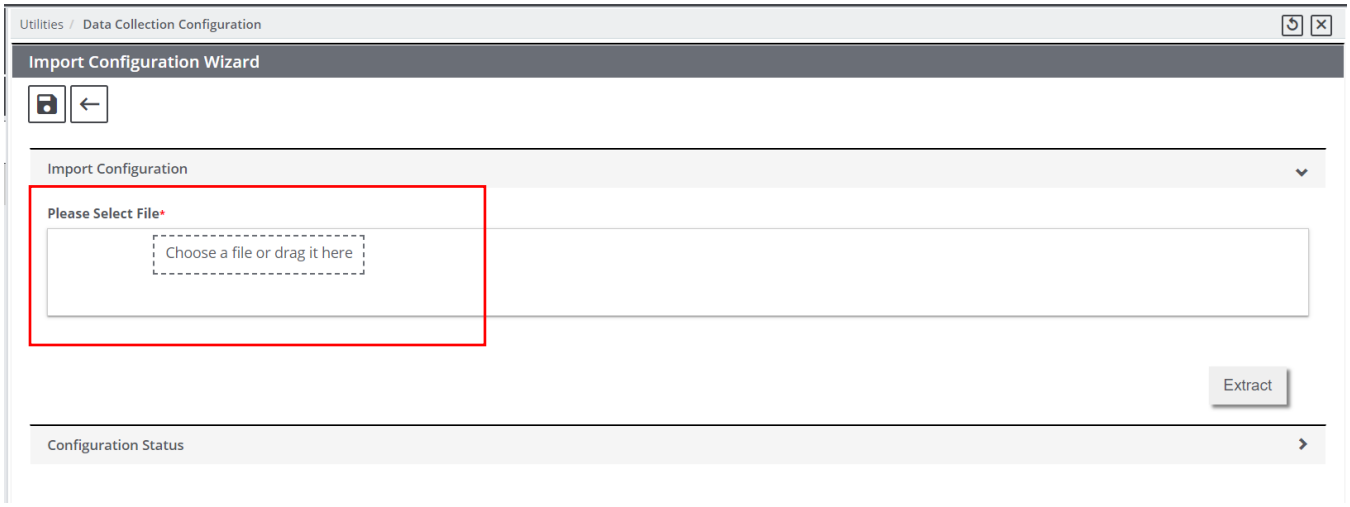
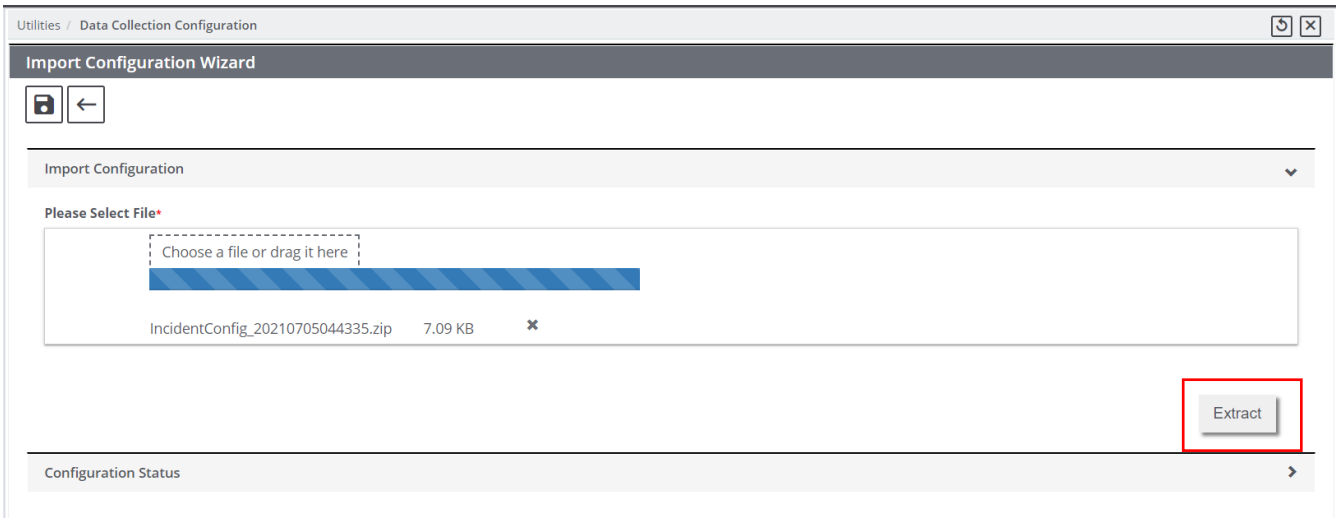
DXC Assure Claims screen



[Fig. 51]

Select the ZIP archive file containing the configuration.json and powerview.json or drag & drop it to upload. [Fig. 50]

DXC Assure Claims screen



[Fig. 52]

Once upload completes, select the Extract button [Fig. 52].

The Configuration Status accordion displays all the Configurations contained in the imported .json files. [Fig. 53]

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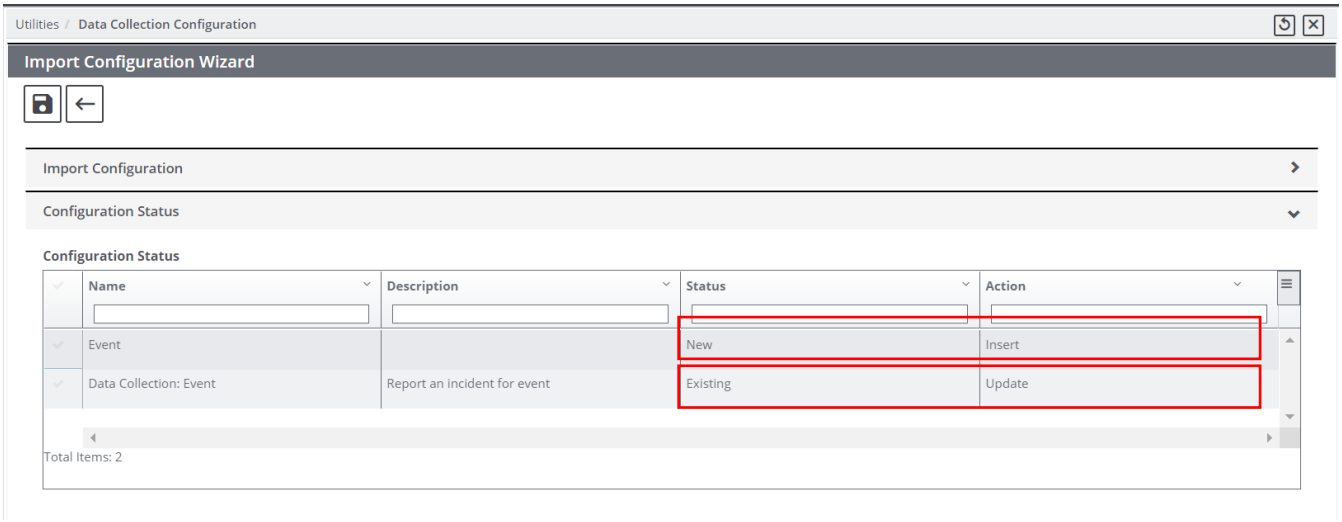
DXC Assure Claims screen



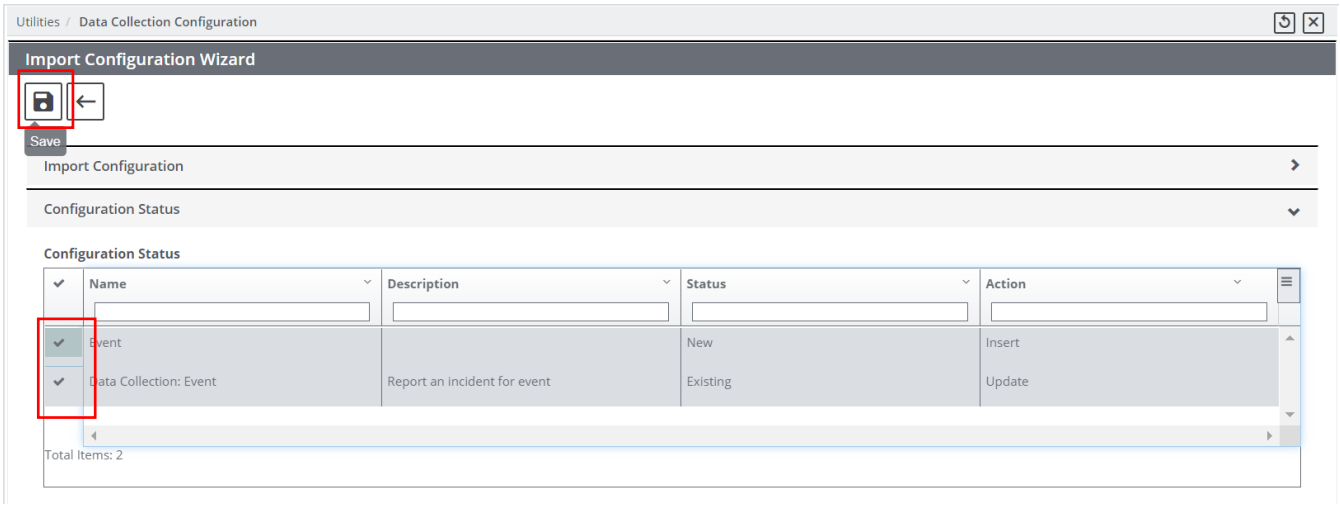
[Fig. 53]

In the **Configuration Status** grid, for the Event Incident configuration, the **Status** is displayed as **New** and Action is displayed as **Insert**. This means that imported Event incident configuration was a new addition. **[Fig. 53]**

However, for the Data Collection Event incident configuration, the **Status** is displayed as **Existing** and **Action** is displayed as **Update**. This implies that this configuration already existed in this environment.

Next, select both the imported configuration rows followed by the save button. **[Fig. 54]**

DXC Assure Claims screen



[Fig. 54]

The screen reloads and the Data Collection Configuration screen opens. A **confirmation toaster** is displayed on the bottom right corner of the screen. **[Fig. 55]**

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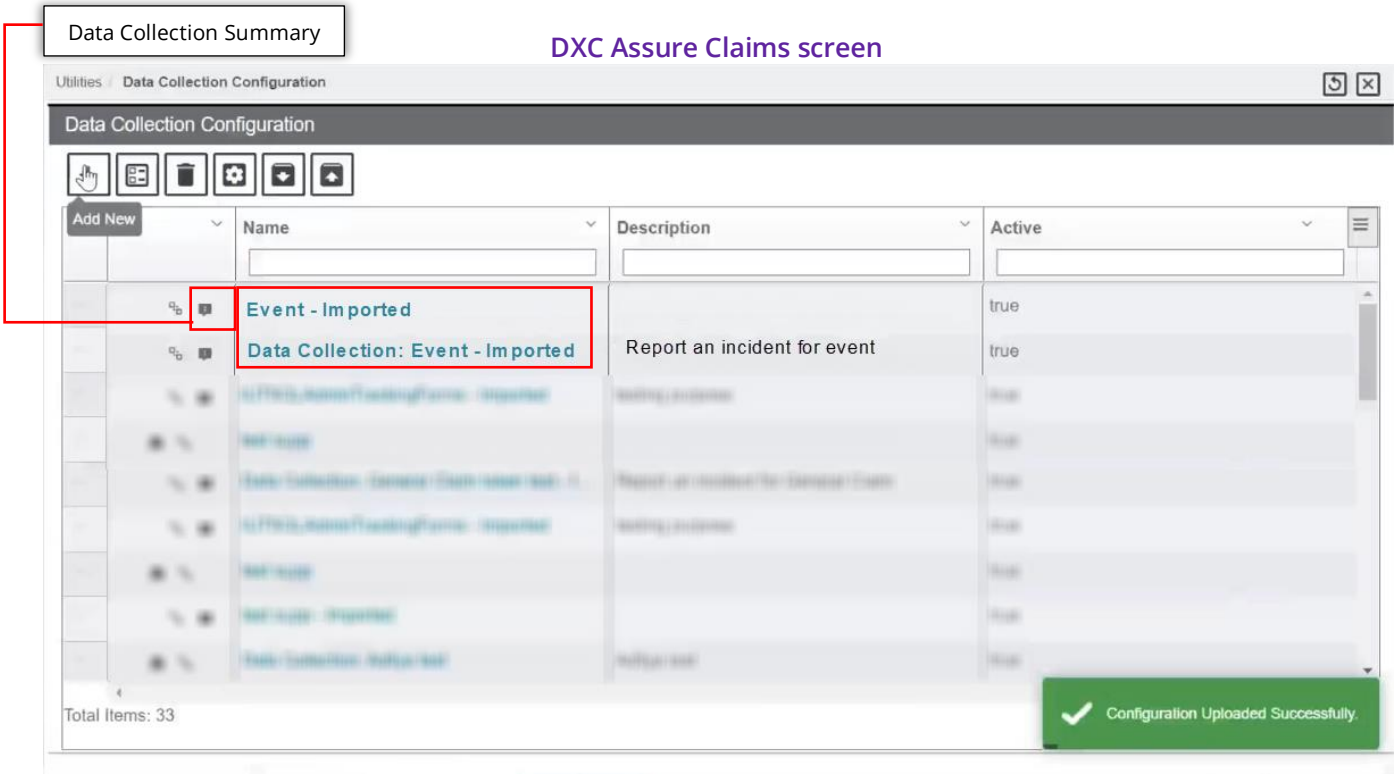

[Fig. 55]

Both imported configurations have the word – **Imported** added as suffix.

A new button – **Data Collection Summary** gets added against each of the imported configurations which displays their details.

Note

- All Data Collection Configuration data is copied during migration.
- Newly created supplemental fields and Powerviews etc. are also migrated.
- Powerviews and Powerview data including XMLs are also migrated.
- Upon migration, the Powerviews and Powerview screens can be associated to another DSN.
- Migrated Powerviews and screens are accessible in the new environment.
- Data entered in Step 4 (Access Configuration) of the Data Collection Configuration process is not migrated.

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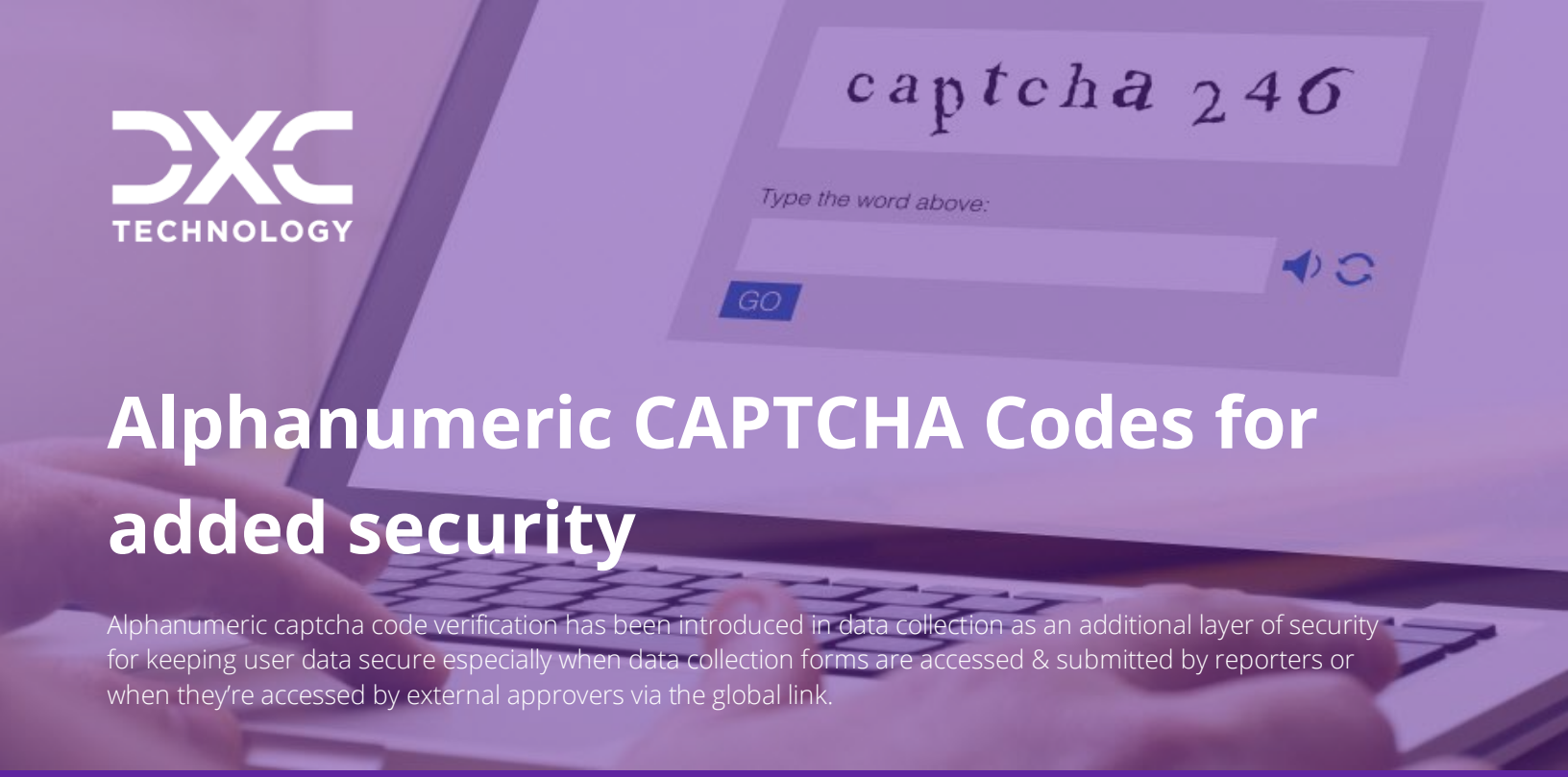

Alphanumeric CAPTCHA Codes for added security

Alphanumeric captcha code verification has been introduced in data collection as an additional layer of security for keeping user data secure especially when data collection forms are accessed & submitted by reporters or when they're accessed by external approvers via the global link.

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Alphanumeric CAPTCHA Code Verification has been introduced in Data Collection as an additional layer of security for keeping user data secure especially when Data Collection forms are **accessed & submitted by Reporters** or when they're **accessed by External Approvers via the global link**.

Thus, going forward based on settings, **Reporters** may have to verify an alphanumeric CAPTCHA Code at the time of **accessing or submitting/saving** a Data Collection Incident Report form, while **Approvers** may have to verify alphanumeric CAPTCHA Codes for **accessing** or **opening** the submitted Data Collection Incident Report forms and when **approving** or **rejecting** them.

Utilities zone Config Settings

Two new settings have been added under **Config Section Key Details** on the **Config Settings** screen in the Managers menu of the Utilities zone:

- UseCaptchaReporter
- UseCaptchaApprover

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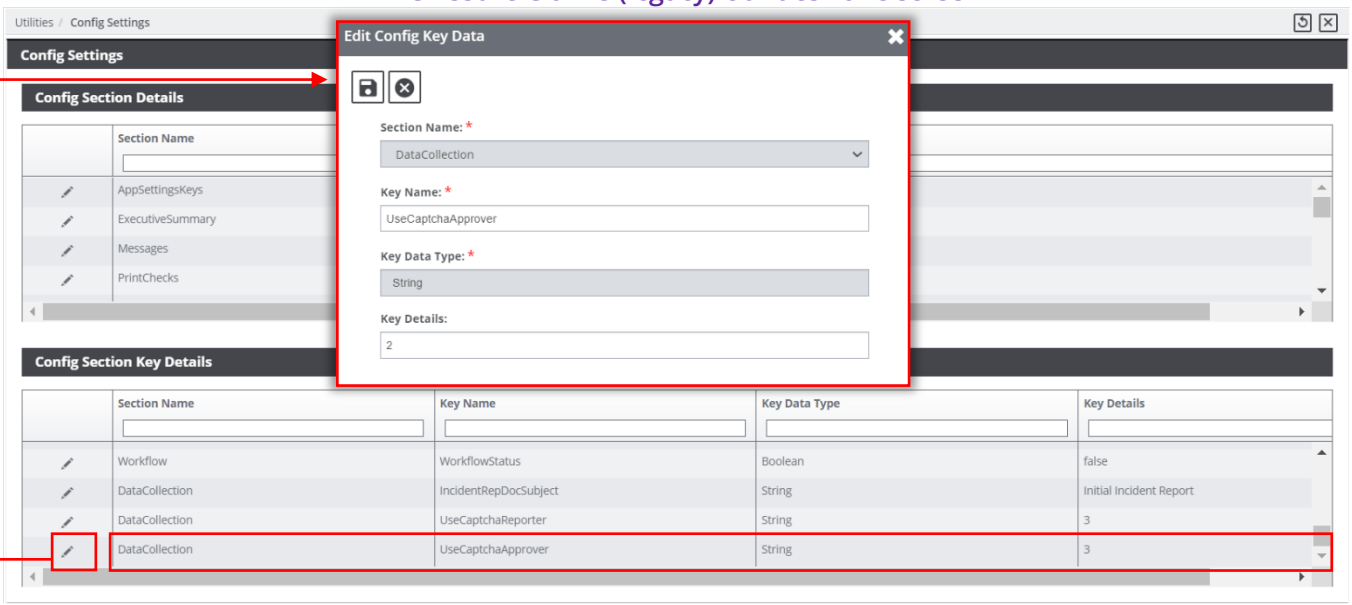
DXC Assure Claims (legacy) Utilities zone screen



[Fig. 56]

The system allows for the customization of when and where a CAPTCHA Code verification may be required, by a Reporter and/or an External Approver in the Data Collection process, by editing the value entered in the **Key Details** field on the **Edit Config Key Data** popup window. [Fig. 56]

Please refer to **Tables 1 & 2** below for details of the impact of entering the various Key Detail values.

UseCaptchaReporter – Defining when CAPTCHA Code appears for a Reporter when accessing Incident Form via the Global Link

KEY DETAILS	IMPACT OF SELECTED KEY VALUE – 0, 1, 2, 3		
	CAPTCHA Code NOT NEEDED for Accessing or Saving Incident Form	CAPTCHA Code needed for ACCESSING Incident Form	CAPTCHA Code needed for SAVING Incident Form
0	✓	-	-
1	-	✓	-
2	-	-	✓
3	-	✓	✓

[Table 1]

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UseCaptchaApprover – Defining when CAPTCHA Code appears for an External Approver when accessing Incident Form via the Global Link

KEY DETAILS	IMPACT OF SELECTED KEY VALUE – 0, 1, 2, 3		
	No CAPTCHA Code needed for ACCESSING the Incident Form Listing screen & APPROVING/REJECTING Incident Forms	CAPTCHA Code for ACCESSING the Incident Form Listing screen	CAPTCHA Code for APPROVING/REJECTING Incident Forms on the Incident Form Listing screen
0	✓	-	-
1	-	✓	-
2	-	-	✓
3	-	✓	✓

[Table 2]

Based on the Key Detail defined above in Table 1 and Table 2, a CAPTCHA code is displayed when a Reporter and/or Approver accesses, submits, approves, or rejects a Data Collection Incident Report form.

DXC Assure Claims screen

[Fig. 57]

Note

- There are 4 Keys available – 0, 1, 2, and 3.
- CAPTCHA verification code is not displayed to internal Approvers, i.e., users of Assure Claims.
- CAPTCHA verification code is displayed to Reporters and Approvers only when they access/submit/approve/reject an Incident form via the Global Link.
- Based on Key Detail, an Incident forms can only be accessed/submitted/approved/rejected only when the displayed CAPTCHA Code is validated.
- In case an existing CAPTCHA code expires, the “Reload” button can be used to display a new one.

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Using Record Numbers to streamline the Data Collection process

Going forward, the Record Number will be used instead of the Incident Number in cases where a submission approval isn't needed.

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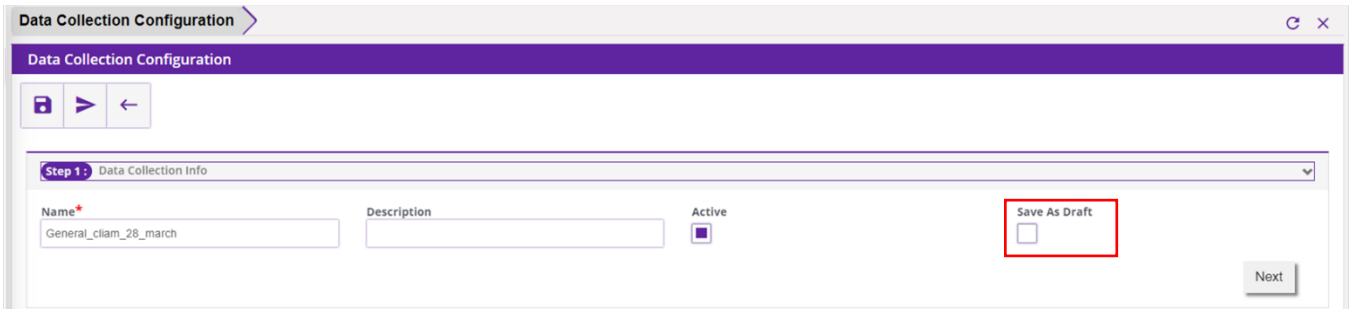
With the release of DXC Assure Claims v.24.1, when the checkbox labeled "Save as Draft" is left unselected in Step 1 of the Data Collection Configuration process (implying that no approval is needed for the Incident Report's submission), the Incident Report PDF file which is emailed to Listed User(s) (configured in Step 4), will now bear the actual Record Number (such as Claim Number, Event Number, or Admin Tracking Number), instead of an Incident Number.

This enhancement makes good the previously noted issue where the emailed **Incident Report PDF** file bore an **Incident Number** that was different from the **Record Number** which made its tracking difficult in the **Assure Claims** application.

DXC Assure Claims screen



[Fig. 58]

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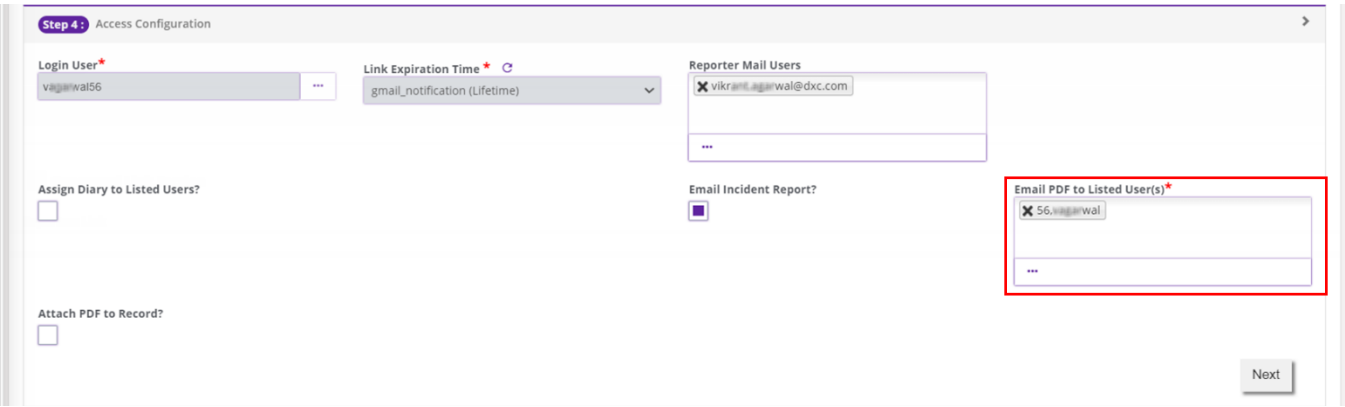
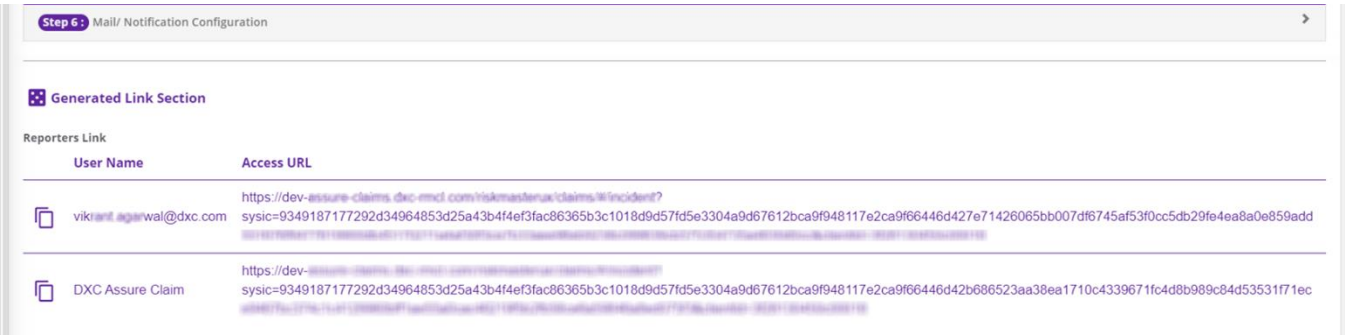
DXC Assure Claims screen



[Fig. 59]

Selecting a Reporter's Link from the Generated Link Section results in the submission of the Incident Report.

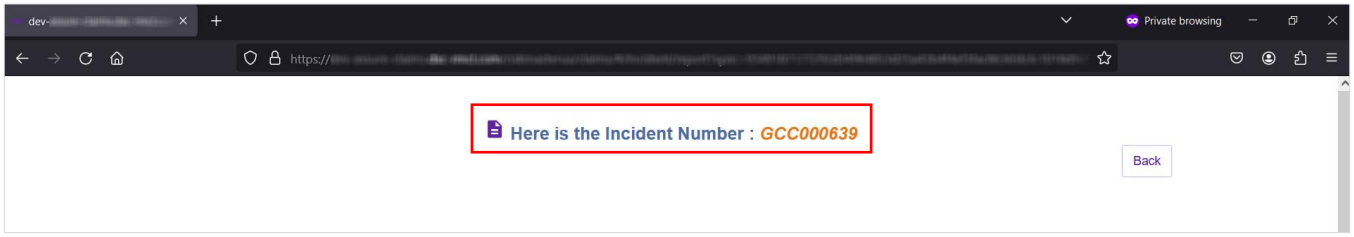
DXC Assure Claims screen



[Fig. 60]

Upon successful submission, an Incident Number is displayed on the **Incident Form** screen [Fig. 61].

DXC Assure Claims screen



[Fig. 61]

Simultaneously, a **Claim Record** bearing the same Incident Number as the Claim Number is created in the Assure Claims system.

This newly created **Claim Record** can be tracked and accessed by entering the same Incident Number as the search criteria on the Claim Search screen. [Fig. 62].

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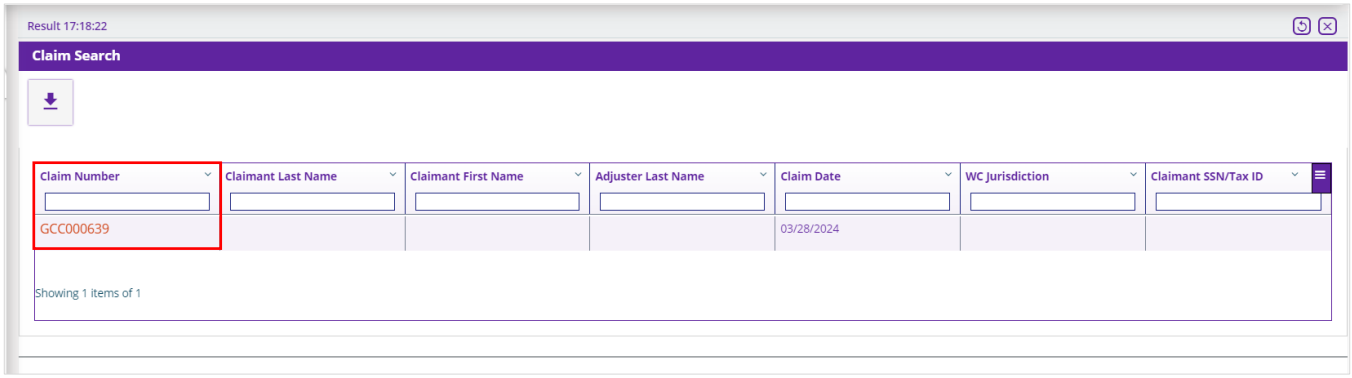
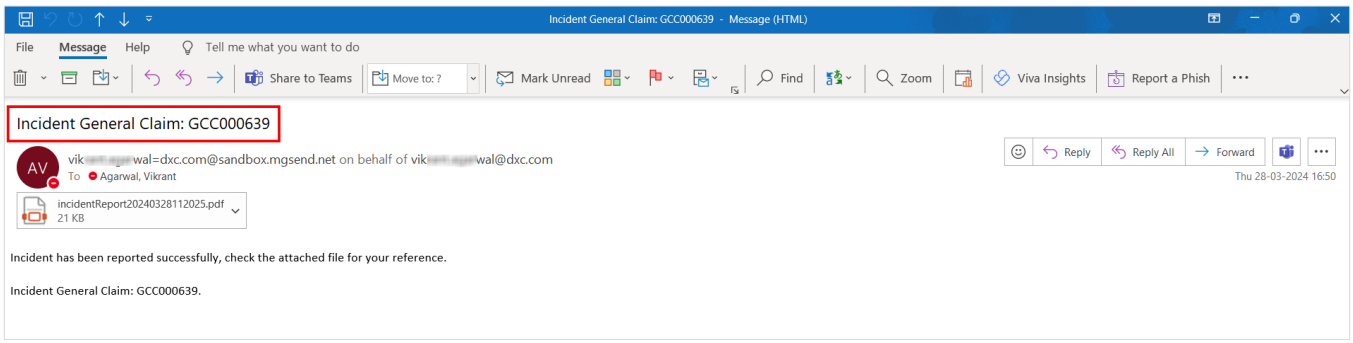
DXC Assure Claims screen



[Fig. 62]

The same **Record Number** will be displayed in the email notification [Fig. 63] triggered to confirm that the incident has been reported successfully.



[Fig. 63]

Note

- When an **Event** is reported, the **Event Number** will be displayed as the **Incident Number**
- For an **Admin Tracking** report, the **Incident Number** will consist of the **Admin Table Name** and **Record Number** separated by an underscore

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