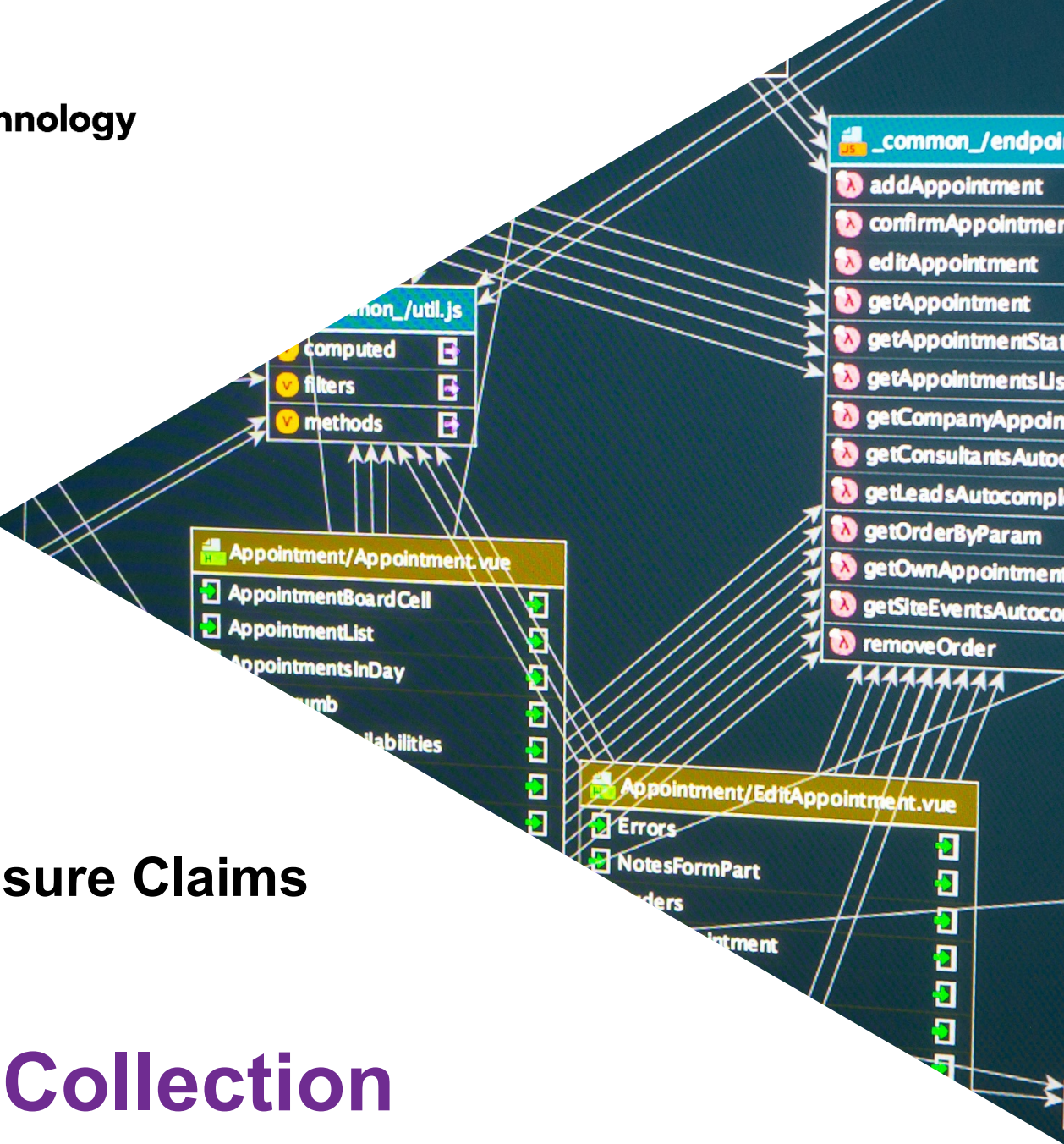


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## DXC Assure Claims

# Data Collection

### A QUICK OVERVIEW

April 2021

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All questions regarding this documentation should be routed through customer assistance, Blythewood, SC, on Phone: 800-420-6007 or Email: [risksupp@dxc.com](mailto:risksupp@dxc.com)

# What is Data Collection?

Data Collection is a pathbreaking feature which accords you an ability to collect data (information) using self-designed forms, surveys, and landing pages from any set of users. This feature allows the capture of information on incidents as soon as they happen by allowing the collection of information on incidents from varied sources, such as, on-field agents, third-party vendors, reporters, and insurance providers etc. By using Data Collection, you can easily avoid the hassle of raising requests to design forms for your vendors. With this, Assure Claims will provide them with the option to create customized forms themselves for their reporters etc. These self-created forms in turn, are shareable as URLs which allows the capture of basic data on an incident to reflect them as an Event or Claim without granting any direct access to DXC Assure Claims, thereby also addressing your security concerns.

## Data Collection Forms vs Custom Web Forms

DXC recommends opting for Data Collection forms over Custom Web Forms owing to the following:

Particulars	Data Collection Forms	Custom Web Forms
<b>Customization</b>	<ul style="list-style-type: none"><li>➤ Customizable – within set boundaries.</li><li>➤ Forms can be customized as many times as needed by the user.</li><li>➤ User can create new forms based on business requirements.</li></ul>	<ul style="list-style-type: none"><li>➤ Highly customizable.</li><li>➤ User cannot make any changes on his own.</li><li>➤ New forms can be created only with the help of DXC's support.</li></ul>

<b>Cost</b>	<ul style="list-style-type: none"> <li>➤ There's only a one-time at the time of procurement of this feature and a small recurring cost.</li> </ul>	<ul style="list-style-type: none"> <li>➤ There's a cost implication each time a customization is made.</li> </ul>
<b>Version Upgrades</b>	<ul style="list-style-type: none"> <li>➤ Forms get upgraded automatically based on the version of Assure Claims user upgrades to.</li> </ul>	<ul style="list-style-type: none"> <li>➤ An additional cost is incurred when upgrading to a newer version for carrying out compatibility analysis of custom web forms with the new upgraded version of Assure Claims.</li> </ul>
<b>New Features</b>	<ul style="list-style-type: none"> <li>➤ All new features introduced to the Data Collection module are automatically available with each successive release.</li> </ul>	<ul style="list-style-type: none"> <li>➤ No additional features are added with successive releases of Assure Claims. User gets what he's paid for.</li> <li>➤ Any additional feature will be available at an extra cost.</li> </ul>

# Data elements captured in Data Collection forms

The quantum of data captured in Data Collection forms is **restricted** to the following:



A Data Collection incident form for an Event can record/ capture/ include the following:

All possible information about the Event. The form can capture all fields that are typically captured on the Events screen in DXC Assure Claims.

Additionally, the following can also be captured on a Data Collection form:

- Attachment
- Notes
- Person Involved



A Data Collection incident form for a Claim (General Claim/ Workers' Compensation Claim/ Life Claim/ Property Claim/ Vehicle Accident Claim) can record/ capture/ include the following:

All possible information about the Claim. The form can capture all fields that are typically captured on the Claims screen in DXC Assure Claims.

Additionally, the following can also be captured on a Data Collection form:

- Attachment
- Claimant
- Notes
- Person Involved

## MAINTENANCE

A maintenance Data Collection incident form can also be capture information about Vehicles and Property loss.

## ADMIN TRACKING

Under Admin Tracking, all user defined tables which can be used for capturing information in custom form such as –

- Surveys
- Feedback forms
- Reports
- Checklists etc.

# What does Data Collection form creation entail?

The data collection form creation includes the following steps:

## Data Collection Info

This is the first step of the process involving naming of the Data Collection form and other settings.

## View Configuration

In this step you can define the onscreen data elements for both Reporters and Approvers.



### Login Configuration

Step three is where we ensure your data remains safe. Login credentials for the Data Collection form and validity etc can be set at this stage.



### Access Configuration

Step four involves configuring email addresses of Reporters and Approvers to whom the notifications of form submission and approval are to be sent.

You also configure access permissions for Data Collection forms in this step.



### Page Configuration

How your Data Collection form appears is in your hands. You can display your branding and add custom text on the landing page along with instructions, if any.



### Mail Notification Configuration

The last step is where you configure email notifications for Reporters and Approvers apprising them of the status of the Data Collection form.

The sixth step is also where you save the Data Collection form configuration. Doing this generates dedicated URLs for Reporters and Approvers of the Data Collection Incident forms.



### URLs

Secure shareable URLs are generated upon saving the Data Collection form. These are used by both reporters and approvers for accessing and processing the forms.

# Frequently Asked Questions

**Question 1: Are the Incident forms customizable?**

*Answer: Yes, Data Collection forms are customizable – within set limitations. In fact, you can create new forms, add fields, change labels, make fields mandatory based on your business requirements.*

**Question 2: Can a Data Collection form be reviewed after a Reporter has submitted it?**

*Answer: Yes, all Data Collection forms are subject to a review upon submission. Only one level of review is allowed.*

**Question 3: Is it possible to add additional fields for an Approver?**

*Answer: Yes, it can be done via the Approver's Powerview.*

**Question 4: Are Data Collection forms secure?**

*Answer: Yes, Data Collection forms are highly secure, and their access can be controlled via a Username or Password or both.*

**Question 5: Do Data Collection forms have an expiration date or validity?**

*Answer: Yes, the validity of Data Collection forms can be controlled by the user.*

**Question 6: Is it possible to send notifications to Approvers, Reporters, or any specific user when a form is approved?**

*Answer: Yes, email notifications to both Approvers and Reporters can be configured as desired.*

**Question 7: Can a Diary be generated and sent to an Approver as and when an Incident is reported?**

*Answer: Yes, it is possible to assign a Diary to a reporter as soon as an incident is reported and assigned to him.*

**Question 8: Is it possible to control the access/permissions applied on Data Collection forms?**

*Answer: Yes, it is possible to control access/permissions on Data Collection forms via Security Management System (SMS) settings.*

**Question 9: How can you design Data Collection form?**

*Answer: It is possible to design Data Collection forms by using Powerviews feature in Assure Clams.*

**Question 10: Is it possible to show/hide Supplemental fields based on any Code lookup fields in Data Collection forms?**

*Answer: Yes, as the Base Group Association feature is used in Data Collection forms, it is possible to show/hide Supplemental fields based on Code lookup fields.*

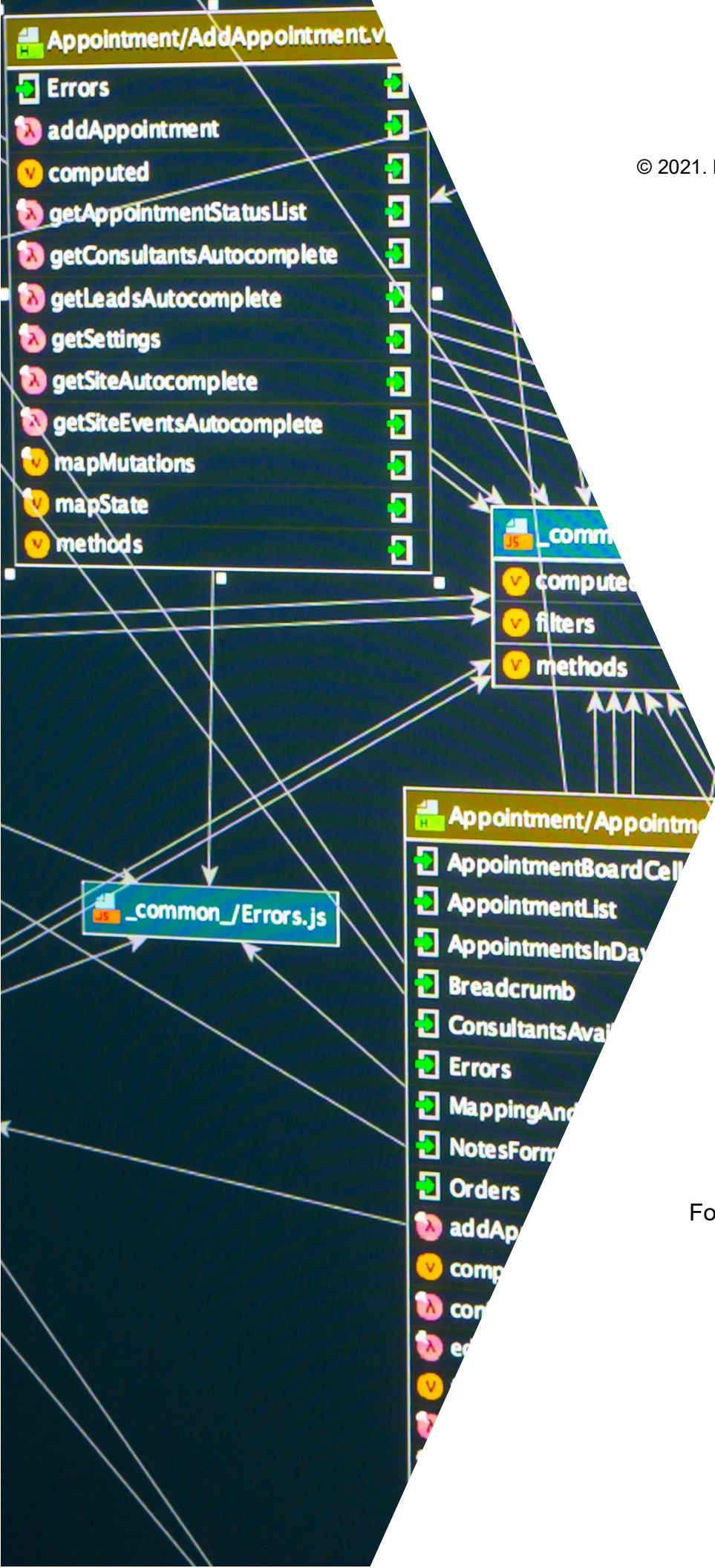
**Question 11: Can default values be set in Data Collection forms just as in Custom Web Forms?**

*Answer: Yes, like Custom Web Forms, it is also possible to set default values in Data Collection forms using OnInit custom scripting.*

**Question 12: Is an additional user license for Assure Claims needed to use this feature?**

*Answer: No. An additional user license for Assure Claims is not needed for using this feature.*





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