Underwriting Manager Feature List

Last Modified on 06/16/2022 2:58 am EDT

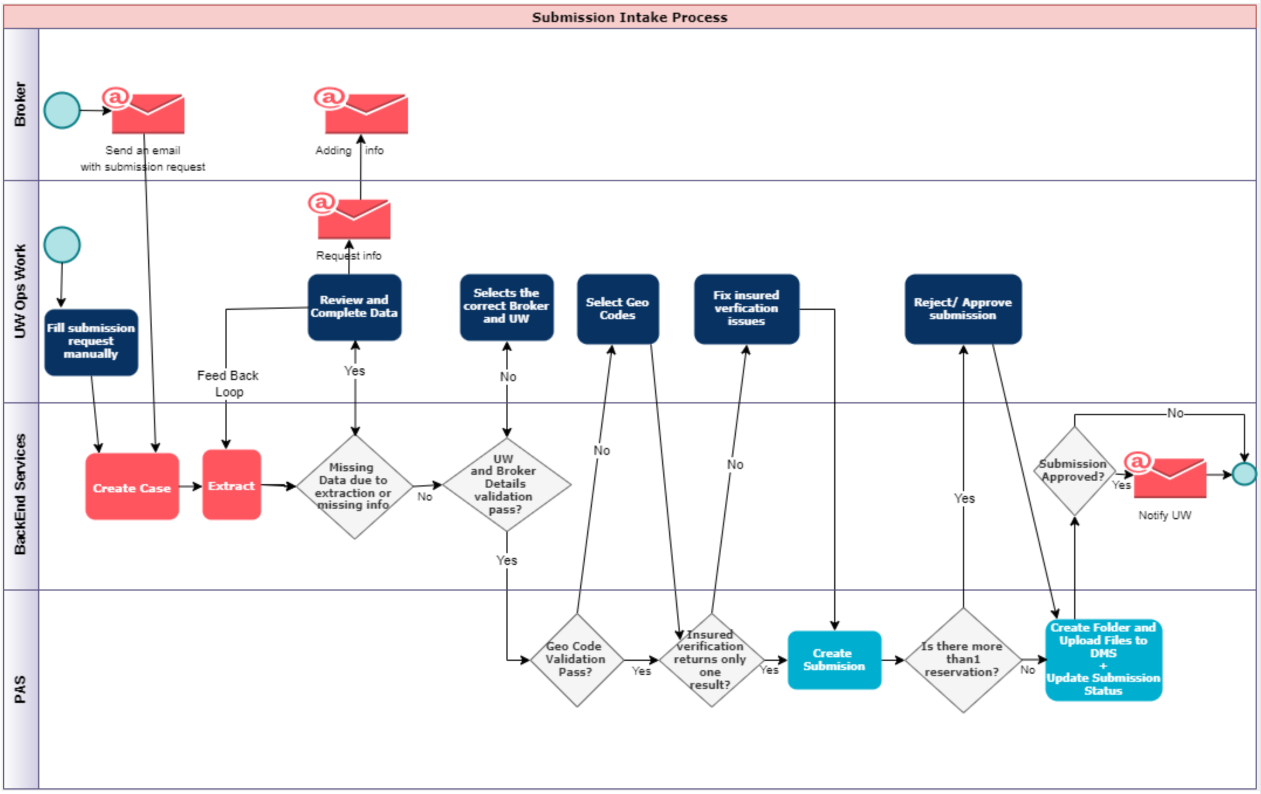
Overview

Cora Underwriting Manager (UWM) V2.0 integrates different Genpact Cora capabilities, including Cora Orchestration and EaaS (Extraction as a Service).

UWM should be used as a starting point for Underwriting Manager deployments and can be hosted on client premises, private cloud, or via a SaaS subscription.

UWM provides built-in workflows for common underwriting processes.

UWM V2 focuses on submission intake, submission clearance, and generic case management capabilities modules. The released modules include out-of-the-box components that can be easily customized based on customer requirements.



Cora UWM terminology

Term	Description
Submission	A new request for policy insurance
PAS	Policy Admin System (For example, Duck Creek and Guide Wire)
Broker	The person who sends the submission request. The broker belongs to a firm.
Underwriter Ops	The person who assists the underwriter with submission creation activities
DMS	Document management system
EaaS	Extraction as a Service

Supported roles

Role	Description
Underwriter	Handles the pricing and quoting of the submission

Role	Description
Underwriter Ops	Handles the submission intake activities
Broker	External user who sends emails with submission requests
Ops Team Leader	Manages a team of Underwriter Ops
Operations Manager	Manages several teams of Underwriter Ops

Cora UWM features

List of the features supported by UWM.

Submission Intake module

Feature	Description
Submission creation	You can open a submission via these channels: • Email • Manually via the portal
Email Classification	Automatic process that identifies if the email is new, belongs to any open submission request, asks for renewal, or is an auto-response email.
Submission Attachments	You can add documents and related files as an attachment to a submission. These attachments are accessible on the Documents tab. If a submission is opened through an email, all the attachments are added to the submission document list.
Extraction	UWM comes with a plug-in mechanism that enables it to interact with any extraction service. If the extraction accuracy is less than configured parameter, then exception process is opened for the Underwriter Ops. After fulfilling the task, the submission continues to the next step.
Extraction exception process	The process includes a task for the Underwriter Ops with all the fields that should be extracted along with the extracted value or blanks and the accuracy percentage per each field. After filling out the form, the data is saved in the EaaS system for re-training.
Extraction capabilities	EaaS is a Genpact inhouse solution that consumes an email with attachments and retrieves extraction results. There are trained models for specific forms.
Broker – UW mapping	The system allows you to map between certain brokers and their underwriter. This mapping helps the Underwriter Ops to select the right underwriter to work on the submission.
Geo Codes Placement	UWM comes with a plug-in mechanism that enables it to interact with any geo-code service. If the system can't locate the geocode, then an exception task is created to be manually handled by the Underwriter. After fulfilling the task, the submission continues to the next step.
Open the Submission in PAS	UWM comes with a plug-in mechanism that enables it to interact with any PAS. This service sends all the required details to the PAS to open a new submission at its end.
Upload documents to DMS	UWM comes with a plug-in mechanism that enables it to open a folder and upload files to any document management system. If there is a failure in this process, a helpdesk task is created.
Update submission status in PAS	UWM sends the decision to PAS to update the submission status at the PAS.
Submission allocation	You can configure allocation rules to allocate submission to the appropriate team based on the email address handled by each team.

Clearance module

Feature	Description
Insured Verification	UWM comes with a plug-in mechanism that enables it to interact with PAS to retrieve the insured verification result. If the PAS can't automatically complete the verification, then an exception task is created for the UW Ops. After fulfilling the task, the submission continues to the next step.
Clearance	UWM comes with a plug-in mechanism that enables it to interact with PAS to look for duplicate policies or other policies that required clearance. If the PAS can clear the new submission, the submission is cleared automatically. Otherwise, a clearance exception task is created for the UW Ops. The Underwriter reviews the task details, and then rejects or approves the submission with a selected reason.

Case Management and Collaboration module

Feature	Description
Team and Tasks Management	All exceptions tasks are handled in the Cora Orchestration portal. The portal gives the users ability to sort, filter, and access their tasks. In addition, the portal gives the Team Leader and Operations Manager a view of the overall work. They can assign or allocate the work between team members and teams and review the progress at real time.
Collaborating on a Case	Users can collaborate on a case by sending requests, adding comments, or sending questions to an SME. The collaborative actions take place on the Conversations tab. The Audit Log tab provides more details on the users involved in the case.
Submission Interaction via Email	All the emails related to a submission are shown on the Conversation tab. The user can reply, forward, or compose a new email easily. The response is shown on this tab as well.
Notify UW	After a submission is completed, the relevant Underwriter is notified that a new submission is waiting for his review.
Linked Cases	Submissions that are related to each other can be linked. Linked submissions can be viewed on the submission page.
UWM Portal	The UWM portal is a website that allows UWM users to start Submission, view the lists of tasks, list of Submissions, and view Analytics.

Admin module

Feature	Description
Configuration & Customization	Several configuration functions are available: • User Profile, Role, and Organization structure maintenance • User Access Management • Auto Allocating for teams • Email Templates: create templates to be used in email conversations. For example, create a template for "please provide more details." Templates can be created in multiple languages. The client needs to provide the content.

Analytics module

Feature	Description
Power BI	The system comes with two prebuilt dashboards in Power BI: *Touchless operations* and *Avg submission handling time*.
Operating analytics	The system comes with preconfigured reports and dashboards that provide insights on the on-going work. For example, submission by status, open tasks by operator, among others. See the full list below.

List of available dashboards and reports

	Name	Type	Description
Dashboard UWM Submissions			
	Number of submissions by status	Pie	Pie chart that shows the distribution of submissions in each status within the selected date range.
	Number of Submissions by Underwriter	Vertical Bar	Bar chart that shows the distribution of submissions by Underwriter within the selected date range.
	Number of Submissions by Line of Business	Horizontal Bar	Bar chart that shows the distribution of submissions between the different lines of business within the selected date range.
Dashboard UWM Tasks			
	Total Tasks per Date Range	Number	The number of tasks created within the selected date range.
	Tasks per Assignment Type	Donut	Donut chart that shows the distribution of tasks by type. For example, Clearance, extraction exception, etc.
	Tasks per Action	Vertical Bar	Bar chart that shows the distribution of tasks by actions.
Dashboard UWM Touchless Operations*			
	Total Submissions	Number	Total number of Submissions which where opened in the selected date range.
	Touchless Submissions	Stacked Bar	Submissions divided to 'Fully Automated' and 'Manual Interventions Required' per month.
	Submissions Exceptions	Multi Bar	Submissions Exceptions per month by exceptions type.
	Touchless Operations Grid	Grid	Table that shows per each month how many submissions received, among them how many handled touchless and how many had manual intervention and the respective type of exception and its amount.
Reports			
	Aging of Open Tasks	Grid	View how long the open submissions within the selected date range are opened.
	Awaiting response submissions	Grid	View all submissions which are in "awaiting response" status withing the selected date range.
	Rejected tasks with reasons	Grid	View a list of all the submissions that have been rejected and their reasons withing the selected date range.
	Submissions Data	Grid	View details of all the submissions that have been created within the selected date range.

	Name	Type	Description
	Tasks resolved by operator against SLA	Grid	View a list of the submissions. In the "In SLA?" column, "N" indicates a submission that has not been resolved within the configured service-level agreement (SLA), and Y, a submission that has been resolved within the SLA.
	Time from submission creation to resolution	Grid	Retrieve submission turnaround time from creation to its resolution within the selected date range.
	Time from task creation to task resolution	Grid	Retrieve task turnaround time from creation to its resolution within the selected date range
	Total tasks opened in a date range	Grid	List of all the tasks opened during a selected time range and their status.
	Touch time	Grid	View the detailed time logs for each conversation step that took place while handling a selected submission.
	Team Measurement	Grid	List of all teams with details on how many tasks they had in total, how many were closed, Avg closed task per day and total Met SLA, within the selected date range.

***** Exists in Power BI format as well.

List of available dashboards and reports in Power BI

	Name	Type	Description
Submission intake Avg handling time			
	Avg handling time for all submissions	Number	The average handling time for all the submission that received in the selected date range.
	Avg handling time for touchless submissions	Number	The average handling time for all the submission that received in the selected date range and their handling was automatic only.
	Avg handling time for submissions with exceptions	Number	The average handling time for all the submission that received in the selected date range and their handling involved manual intervention due to exception.
	Avg time to complete exception tasks	Multi bar	Average time to handle each exception type per month.

Supported data objects

Role	Description
Broker	• Broker Name • Broker Firm • Broker Address • Broker Address 2 • Broker City • Broker Zip • Broker Contact • Broker Code • Broker Phone • Broker Mobile • Broker Email • Producer Phone • Producer Code • Producer email

Role	Description
Insured	• Insured Name • Business Address 1 • Business Address 2 • Business City • Business State • Business Zip • Mail Address1 • Mail Address2 • Mail City • Mail State • Mail Zip
Submission	• Start Date • Status • Submission internal ID (orchestration ID) • Target Date for submission intake completion
Underwriter	• UW Name

Available columns in grids

- Case ID
- Task (UWS Task)
- Subject
- Task due date
- Case effort
- Case due date
- Case title
- Last action date time
- Submission status
- Submission ID
- Underwriter
- Originated Mailbox
- Response Received
- Case subject
- Case creation date
- Case completion date
- Requestor
- Input channel
- Last action by
- Case target date
- Status