

Cora Underwriting Manager Feature List

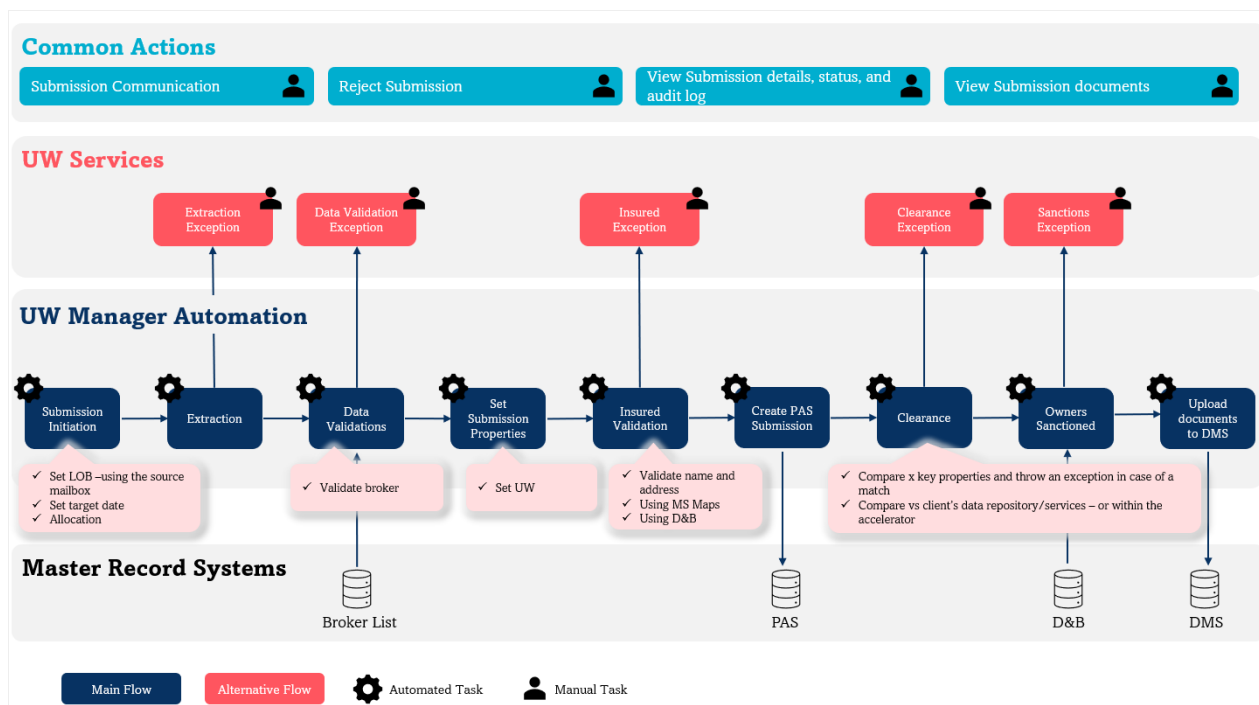
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Overview

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

You can use Cora Underwriting Manager as a starting point for Underwriting Manager deployments and can host it on client premises, private cloud, or via a SaaS subscription.

Cora Underwriting Manager provides built-in workflows for common underwriting processes, and focuses on submission intake, submission clearance, and generic case management capabilities modules. In addition, you can configure as many LoBs as you want and customize any submission intake step. The modules include out-of-the-box components that can be easily customized based on customer requirements.



Cora Underwriting Manager 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 |

| Term | Description |
|------|-------------------------|
| EaaS | Extraction as a Service |

Supported roles

| Role | Description |
|--------------------|---|
| Underwriter | Handles the pricing and quoting of the submission |
| 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 Underwriting Manager features

List of the features supported by Cora Underwriting Manager modules.

Submission Intake module

| Feature | Description |
|------------------------|---|
| Submission creation | You can open a submission via these channels: <ul style="list-style-type: none"> 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. For a submission opened through an email, all attachments are added to the submission document list. |
| Extraction | Cora Underwriting Manager 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. |

| Feature | Description |
|---------------------------------|--|
| Extraction exception process | <p>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 of each field. After filling out the form, the data is saved in the EaaS system for re-training.</p> <p>If there is no EaaS model for specific LoB, you can easily create a form with all the required fields. which will be filled by the Underwriter Ops.</p> |
| Extraction capabilities | A solution that consumes an email with attachments and retrieves extraction results. There are trained models for specific forms. |
| Acord Transcriber integration | The system comes with a plug-in mechanism that integrates with the Acord Transcriber service, and enables sending an Acord form to the Acord Transcriber service and get the extracted results. |
| Broker–Underwriter mapping | The system maps certain brokers and their underwriter. With this mapping the Underwriter Ops can select the right underwriter to work on the submission. |
| Geo Codes Placement | <p>Cora Underwriting Manager comes with a plug-in mechanism that enables:</p> <ul style="list-style-type: none"> interaction with any geo-code service. If the system can't locate the geocode, the system creates an exception task to be manually handled by the Underwriter. After fulfilling the task, the submission continues to the next step. Azure Geo-code Services |
| Open the Submission in PAS | Cora Underwriting Manager comes with a plug-in mechanism that enables interaction 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 | Cora Underwriting Manager comes with a plug-in mechanism that integrates with any document management system (DMS), and enables uploading files to the DMS. If there is a failure in this process, a helpdesk task is created. |
| Update submission status in PAS | Cora Underwriting Manager 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 |
|---------|-------------|
|---------|-------------|

| Feature | Description |
|----------------------|---|
| Insured Verification | <p>Cora Underwriting Manager comes with a plug-in mechanism that enables:</p> <ul style="list-style-type: none"> interaction 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 Underwriter Ops. After fulfilling the task, the submission continues to the next step. Azure Geo-code Services |
| Clearance | <p>Cora Underwriting Manager comes with a plug-in mechanism that enables:</p> <ul style="list-style-type: none"> interaction with PAS to look for duplicate policies or other policies that require clearance. If the PAS can clear the new submission, the submission is cleared automatically. Otherwise, a clearance exception task is created for the Underwriter Ops. The Underwriter reviews the task details, and then rejects or approves the submission with a selected reason. |
| Sanction check | <p>Cora Underwriting Manager comes with a plug-in mechanism that integrates with the D&B services to verify that the insured entity's beneficial owners don't have any sanction against them.</p> |

Case Management and Collaboration module

| Feature | Description |
|----------------------------------|--|
| Team and Tasks Management | <p>All exception tasks are handled in the 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 in real time.</p> |
| Collaborating on a Case | <p>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.</p> |
| Submission Interaction via Email | <p>The Conversation tab displays all the emails related to a submission. The user can reply, forward, or compose a new email easily. The response is shown on the Conversation tab as well.</p> |
| Notify UW | <p>After a submission is completed, the relevant Underwriter is notified that a new submission is waiting for review.</p> <p>This step comes with an option to generate a PDF document, which contains details from the submission.</p> |

| Feature | Description |
|--------------|--|
| Linked Cases | Two or more related submissions can be linked. |
| UWM Portal | The Cora Underwriting Manager portal is a website that allows users to initiate a Submission process, view the list of tasks, list of Submissions, and view Analytics. |

Admin module

| Feature | Description |
|---------------------------------------|--|
| Configuration and Customization | <p>Several configuration functions are available.</p> <ul style="list-style-type: none"> • 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.” <p>You can create templates in multiple languages with the content provided by the client.</p> |
| LoB Customization | You can design the Submission details to be specific per LoB. |
| Submission Intake Steps Customization | Every step in the process can be plug and play instead of the out-of-the-box workflows. This includes the automation process and the exception handling. |

Analytics module

| Feature | Description |
|---------------------|--|
| Power BI | <p>The system comes with three prebuilt dashboards in Power BI: <i>Touchless operations</i>, <i>Avg submission handling time</i>, and <i>UWM Portfolio</i>.</p> <p>In addition, with a pro license that provides semantic model it is possible to create self-service analytics.</p> |
| Operating analytics | The system comes with preconfigured reports and dashboards that provide insights on the on-going work. For example, submission by exceptions and open exceptions by operator. |
| Reporting DB | You can create reports and analytics with the reporting DB. It's possible to integrate any analytics tool to this DB. |

List of available dashboards and reports

For list of available dashboards and reports, see [this article](#).

Supported data objects

| Roles | Description |
|-------------|---|
| Broker | <ul style="list-style-type: none">• 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 |
| Insured | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• Start Date• Status• Submission internal ID (orchestration ID)• Target Date for submission intake completion |
| Underwriter | <ul style="list-style-type: none">• 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