

COURSE OUTLINE – (FTB-C-004)

FINEOS INTERMEDIATE CONFIGURATION - CLAIMS

Overview

The ***FINEOS Intermediate Configuration - Claims*** explains the main concepts behind the configuration and set up of claims on the FINEOS system. The course includes exercises to show how to configure different types of claims

Objectives

To provide attendees with an understanding of the configuration functionality contained within the application in relation to claims. It builds on the configuration basics as provided in the FINEOS Intermediate Configuration - Front Office course.

At the end of this course participants should know how to configure the following:

- Generic Claims
- Disability Claims
- Motor Accident Claims

Who should attend?

Anyone involved in the development, testing and use of Claims Manager:

- Software Engineers
- Test Engineers
- Business Analysts
- Business and Technical Consultants

Pre-requisites

Courses:

- FTB-F-001 – FINEOS GUI Overview - Front Office
- FTB-F-002 – FINEOS Configuration Overview – Front Office
- FTB-C-001 – FINEOS GUI Overview - Claims
- FTB-P-001– FINEOS GUI Overview Payments
- FTB-F-003 - FINEOS Basic Navigation
- FTB-F-004 - FINEOS GUI Usage - Front Office
- FTB-F-006- FINEOS Configuration Intermediate - Front Office

Course Content

Module 1: Introduction to configuring Claims Manager

- Understanding case configuration
- Configuring party case roles
- Using customisers in claims configuration

Module 2: Generic Claims

- Introduction
- Configuring Generic Claims
- Demonstrating a Generic claim

Module 3: Disability Claims

- Introduction
- Configuring Disability Claims
- Demonstrating a Disability Claim




Module 3: Motor Accident Claims

- Introduction
- Configuring Motor Accident Claims
- Demonstrating a Motor Accident Claim

Format & Duration

Delivery	Tutor-Led Practical	Duration	1/4 Day
Description			
The desired effect for participants on completion of this course is an acquisition of skills i.e. to 'KNOW' how to use a particular area of the FINEOS product. Participants are led through practical exercises relevant to the particular skills area directed and assisted by the tutor.			

For further information, contact FINEOS Training Services:

 training.services@FINEOS.com  +353 (0)1 639 9700	 Training Services, FINEOS Corporation, Pembroke House, 8-10 Lwr Pembroke St, Dublin 2, Ireland
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