Events, Activities, Tasks and Further Actions in Applied Epic Part 1

SESSION HANDOUT

Prepared for Applied Client Network and Applied Systems

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Target Audience:

	Accounting		Marketing
	Administration	X	Operations
	Claims		Sales
X	Customer Service		Underwriting
	Human Resources		ALL
X	IT		Other: (describe)
	Legal		

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Seminar Type:

Servicing and Workflows

Seminar Level:

Basic: An introductory level course is basic in nature and addresses fundamental concepts. We expect attendees to have a basic level of insurance knowledge, have been oriented to an agency or brokerages' processes. For functional courses, it is *not* necessary for the attendee or participant to have previous knowledge of the agency or brokerage management system or software program.

Class Description:

Learn how to use Applied Epic more effectively by configuring Events, Activities, Tasks and Further Actions to build your workflows. In Part 1 of this two part series, we will dive into the details of setting up Events and Activities properly. We'll focus on explaining their connection to and independence from each other. All the while focusing on the end result: agency workflows.

Learning Outcomes:

1. Identify the connection between Events and Activities
2. Learn how to make Activities work for you
    - Maximize efficiency
    - Mitigate risk of E&O
    - Manage employee workload and/or performance
    - Reduce training time
    - Improve the client experience
3. Learn how to develop your workflows and procedures by effectively configuring Events and Activities

Assumptions: This seminar is based on the following
Applied Epic 2021

Events, Activities, Tasks and Further Actions

Configuration Basics

Events

- Events are actions or steps a user takes within Applied Epic.
- Events are hard coded in the system, they cannot be added or deleted.
- Each Event can be configured to require activities or not, driving workflows.
- Activities tied to Events can only be used when that Event takes place, allowing for consistent use of activities.
- Events can generate activities in the **Background**, meaning the user doesn't interact with the activity at the time of it being added into the system.

Activities

- Documents something that has occurred (E&O prevention), "tells the story"
- Provides opportunity to follow-up in the future
- Can trigger letters and other further actions (discussed in Part 2)
- Provides ability to report on work performed
- Serves as a point of attachment
- Can be marked as **Hidden**, meaning they will not be seen on the account where they have been added unless they are searched for.

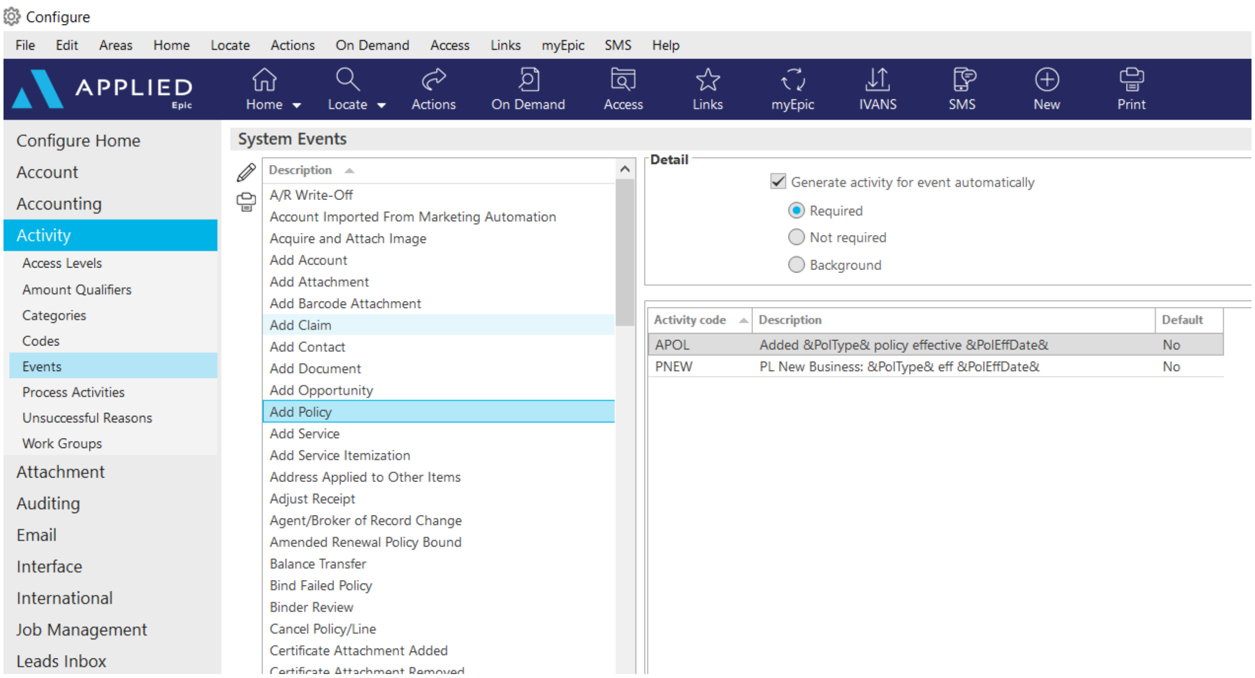
Owner Type

- The person responsible for follow-up on the activity
- Types of Owners: servicing roles; specific person; user ID; commissionable producer (note: order # is important consideration), and workgroups
- Workgroups allow you to setup a team approach to who should follow up on activities

Configuration Detail

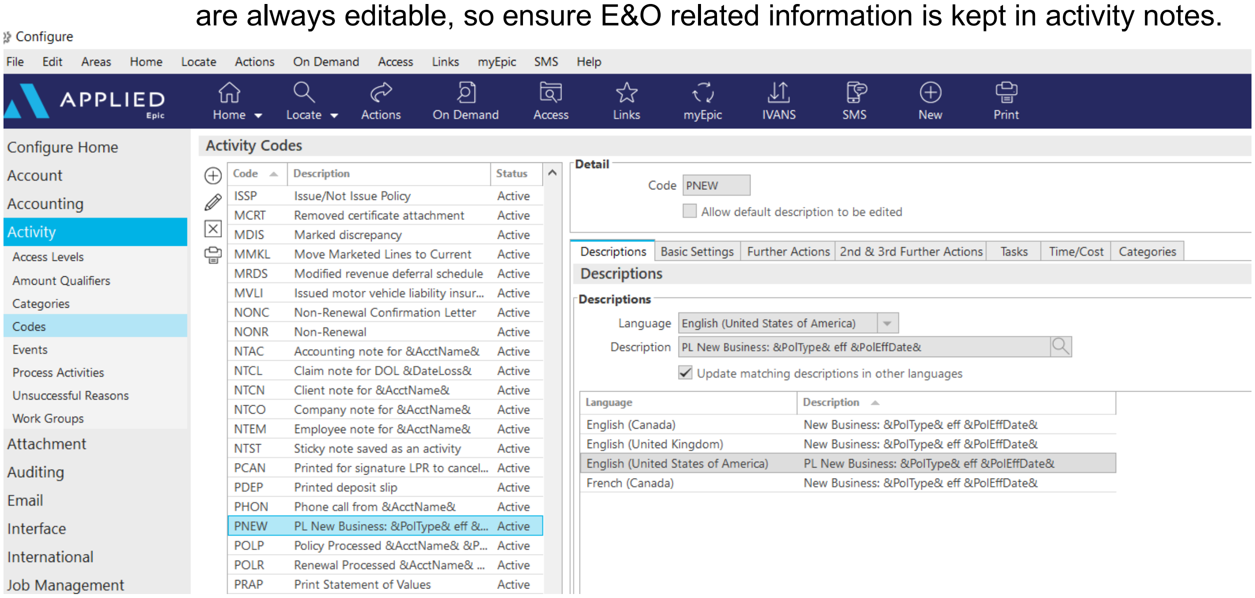
Events

- ❑ Decision to generate an Activity or not – allows for creating consistency as well as establishing workflow steps
- ❑ Difference between Required/Not Required
- ❑ Associating more than one Activity code to the same system event
- ❑ Making an Activity code be the default when more than one option exists – pros/cons
- ❑ Event associated activity code vs. “manual” user generated activity code
- ❑ Events marked as “Background” generate the default Activity with no interaction from the user. (Those activities must be defined so that no interaction is needed. If they aren’t, then the activity will appear for the user to complete it.)



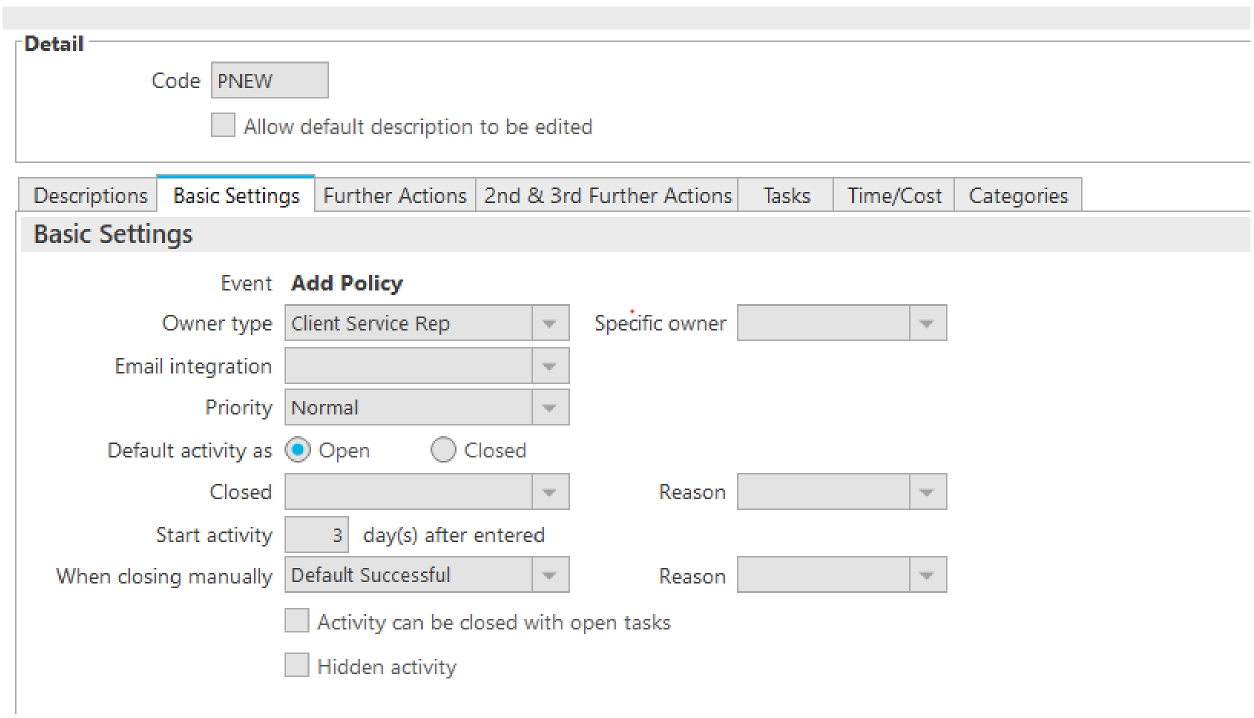
Activity Codes - Descriptions

- Code format - suggested formats for consistency, for example: all Personal Lines activity codes begin with a “P” … allows for multiple activities per Event and yet are easily identifiable for the user, i.e.: PNEW, CNEW, BNEW
- Align the code to the workflow not the Action/Event … for example: Add Policy – don’t use APOL, but rather use PNEW, CNEW, etc. (since adding a policy typically signifies new business)
- Use description variables to create consistency
    - Consider whether you should “Allow default description to be edited”. Especially after configuring a specific description. Note: description lines that are editable are always editable, so ensure E&O related information is kept in activity notes.



Activity Codes – Basic Settings

- Event or User generated
- Who owns the activity – can choose a Servicing Role, Specific Person, User, or Commissionable Producer (note: order number can be indicated) or Workgroup
- Days until follow up, how an activity should be closed
- Hidden activity option allows you to create activities that remain visible until closed; but once closed, they do not appear on the activity list, unless searched for; are reportable



***NOTE**: Further Actions, 2nd and 3rd Further Actions and Tasks will be covered in Part 2*

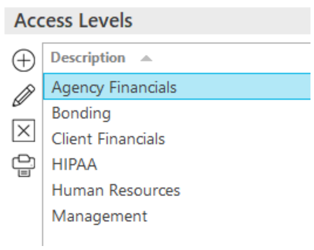
Activity Codes – Time/Cost

- Allows for identifying if an activity falls into a particular cost category:
  - Overhead, Primary, Secondary
- Can report on Actual Time in Hours, minutes and Actual Cost
  - These are manually entered at the time the activity is added
  - Can configure a time in the Activity Code to represent an average but the user can overwrite that at the time of working with the activity

Activity Codes – Categories

- Activities can be connected to Categories for ease of reporting and for use when adding a user generated activity (see Additional Configurations below)

Additional Activity Configuration Options

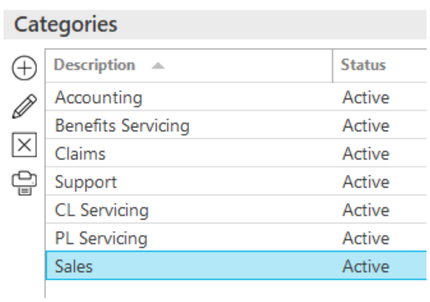


Access Levels

- Can have up to 20 levels
- Can be used to apply security around activity notes to Add, Edit, and View
- Must align with security access for each user/group

Amount Qualifiers

- Identify the way the amount field in an activity can be used – i.e.: Hours/Dollars



Categories

- Create groupings of activities for reporting and for ease of use in identifying activities used in a particular workflow
- Allows for users to select a default category when setting up their User Options > Field Defaults > Add Activity workflow; also can be used even without setting it as a default

Process Activities

- Can schedule per agency/branch structure combination
- Triggers Further Actions

Unsuccessful Reasons

- Used when an Activity is closed "unsuccessfully"
- Think outside the box with these – knowing in your workflows where an activity could potentially be marked unsuccessful – have the right reasons available

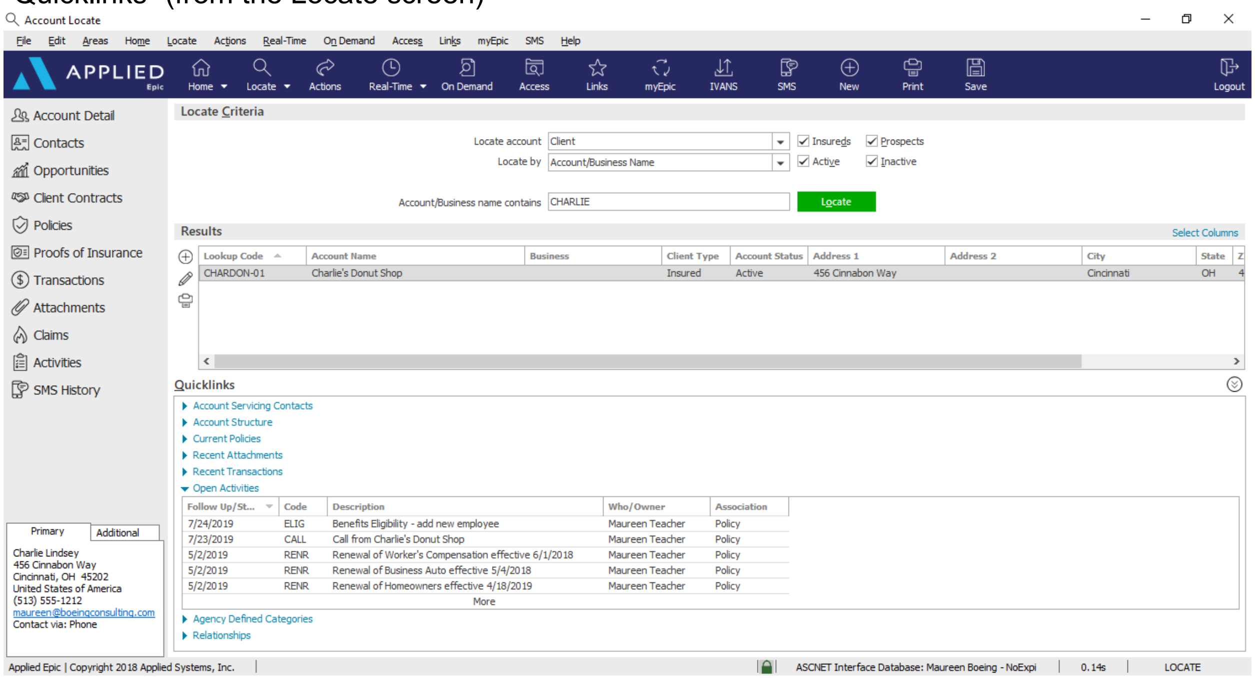
Workgroups

- Allow you to create a group that would be responsible for certain activities/processes. For example: Certificate Processing Group … create the group, indicate which employees are members of the group and those employees will now see activities for the Workgroup on their Home screen. As defined by the agency, employees of that Workgroup will take ownership of the activity in order to complete the work.

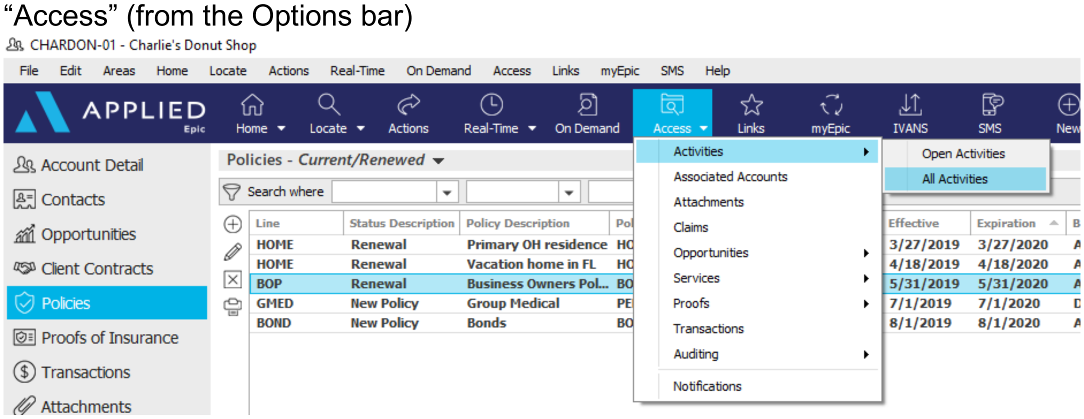
Servicing Your Clients Efficiently

Accessing Activities, Attachments and Notes

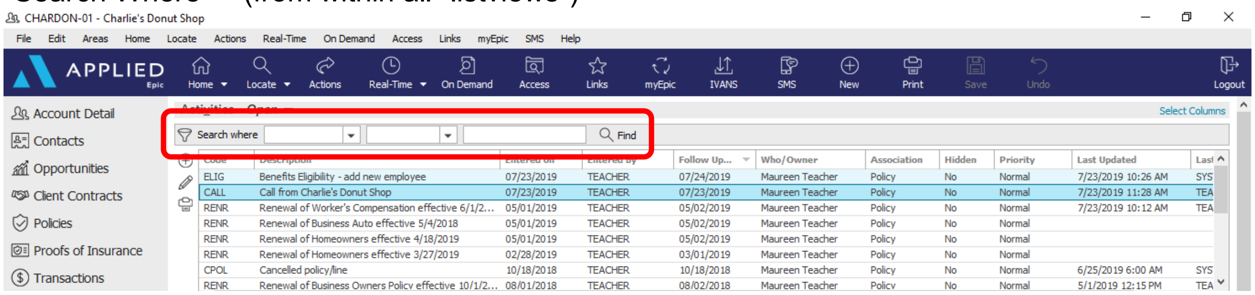
"Quicklinks" (from the Locate screen)



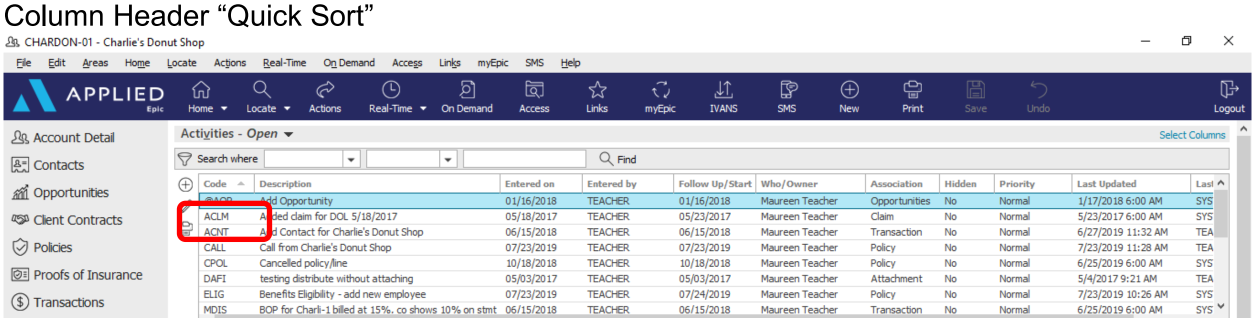
"Access" (from the Options bar)



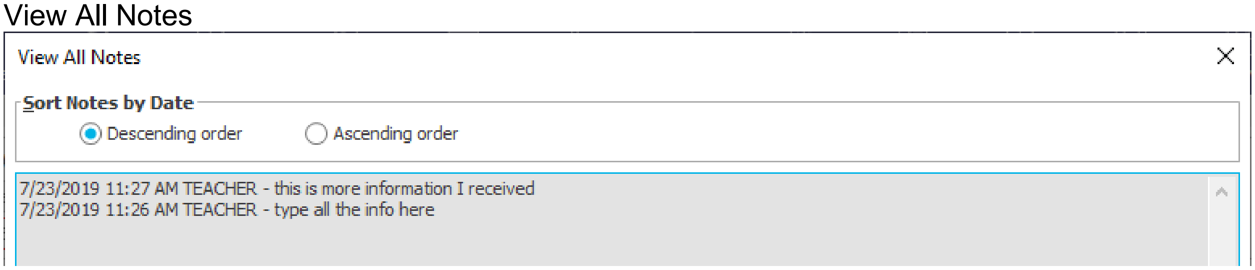
"Search Where" – (from within all "listviews")



Column Header "Quick Sort"



View All Notes



APPENDIX

Applied Epic Activity Reports

Activity Commission Report

This report **links activities for a client with the premium and commission of the policies** those activities are associated to.

- To evaluate the amount of commission generated by an employee, choose Who/Owner as the major sort option in Layouts.
- This report can also be run for a specific client to see how much work is done on their account by modifying the criteria and entering a specific client code.

NOTE*: if multiple activities are associated to the same policy, the premium/commission is replicated on the report, be cautious not to total amounts.*

Activity Commission Report 8/14/2019 10:28 AM Page

Account code	Activity Code	Description	Association	Follow up/ Start	Status*	Billed Premium	Billed Commission
Account: ELIJCOF-01 - Elijah's Coffee & Tea							
ELIJCOF-01	RENR	Renewal of Property effective 6/1/2019	Policy - PROP - CP 57832190	5/2/2019	Open	$2,010.00	$200.50
ELIJCOF-01	CEED	Change Effective/Expiration Dates	Policy - CPKG - PKG123456789	5/1/2019	Closed - S	$28,000.00	$4,200.00
ELIJCOF-01	ISSP	Issue/Not Issue Policy	Policy - PROP - CP 57832190	5/1/2019	Closed - S	$2,010.00	$200.50
ELIJCOF-01	CEED	Change Effective/Expiration Dates	Policy - PROP - CP 57832190	5/1/2019	Closed - S	$2,010.00	$200.50
ELIJCOF-01	ISSP	Issue/Not Issue Policy	Policy - CUMB - UMB987654321	5/1/2019	Closed - S	$2,500.00	$312.51
ELIJCOF-01	ISSP	Issue/Not Issue Policy	Policy - CPKG - PKG123456789	5/1/2019	Closed - S	$28,000.00	$4,200.00
ELIJCOF-01	RENR	Renewal of Property effective 8/1/2019	Policy - CPKG - PKG123456789	8/3/2019	Open	$28,000.00	$4,200.00
ELIJCOF-01	ISSP	Issue/Not Issue Policy	Policy - CPKG - PKG123456789	8/2/2019	Closed - S	$28,000.00	$4,200.00

Total # of Activities: 8

Activity Declination Report

The Activity Declination report is used to **view all activity entries that have been closed unsuccessfully** for a given period of time or account. It can be used to find patterns in declinations to help determine the reasons they occurred. The report provides insight into the changes necessary to enhance the agency's effectiveness by listing the reasons the efforts were ineffective. This report helps to analyze and track submissions, which helps in creating a marketing strategy.

- The default report output includes the details of activity notes and tasks associated with the activity. To not see them on the report, do one of two things:
  - Modify Criteria and set Activity Notes to “Exclude all activity notes” and set Activity Tasks to “Exclude tasks”
  - Go to Layouts. Remove the Detail sections on Tasks, Tasks notes, and Activity notes.
- You can sort this report by servicing role or who entered the activity. Do this in one of two ways:
  - Modify Criteria and set the Who/Owner to the CSR or multiple CSRs you want
  - Add a Criteria for Servicing Role (add criteria > Account > Servicing Roles or Line > Servicing Roles), then select the servicing role(s) you want to include

Activity Declination Report 8/14/2019 10:38 AM Page

Activity Code	Description	Who/Owner	Follow up/ Start	Closed on	Closed by	Reason	Association
BAUMGAGA01	**Garrett Baumgarten**						
QUOR	Quote request received from Garrett Baumgarten	FRODA1	1/19/2011	4/15/2014	TMENKE	Client - Price	Account - Garrett Baumgarten
	Total Activities 1						
CHARDON-01	**Charlie's Donut Shop**						
ADAC	Added account Charlie's Donut Shop	TEAMA1	4/20/2017	4/20/2017	TEACHER	Client - Coverage declined	Account - Charlie's Donut Shop
	Total Activities 1						
CROSSRO-01	**Crossroads**						
AMMK	Added Master Marketing Submission	ABRDO1	2/16/2015	2/13/2015	DGRENIER	Carrier - Coverage requirements	Master Marketing Submission
	Total Activities 1						

Activity Exceptions

The Exceptions Report **lists activities that are still open past their follow-up date.** This helps to keep track of items that have not been tended to within a reasonable timeframe. It enables you to view patterns in entries that are exceptions to the norm and identify possible problems in the agency's workflow.

- The Detail Layout can be used to obtain a list of all activities that were or will be processed by the system using the Process Activities procedure because the activities remained open past their system action dates.

Activity Exceptions Summary Report

8/14/2019

Activity Code	*DefaultDescription*	Total #
Who/Owner: TEAMA1	**Maureen Teacher**	
@AOP	Add Opportunity	4
ACLM	Added claim for DOL 5/14/2012	2
ACNT	Add Contact for Charlie's Donut Shop	1
ADSC	Add Service	1
ADSI	Add Service Itemization	1
AMMK	Added Master Marketing Submission	2
CHGE	PL END: Adding 2018 Ford eff: CPKG	4
CPOL	Cancelled policy/line	1
DAFI	testing distribute without attaching	1
ELIG	Benefits Eligibility - add new employee	1
MDIS	BOP for Charli-1 billed at 15%, co shows 10% on st	1
MMKL	Move Marketed Lines to Current	2
PHON	Phone call from Charlie's Donut Shop re: possible n	1
RENR	Renewal of Property effective 8/1/2019	15
RPMT	Payment received for Charlie's Donut Shop	2
SCHG	Submitted change request	1
	Total Activities for Maureen Te:	**40**

Activity Exceptions Report 8/14/2019 10:53 AM Page 1 of 3

Type	Account Code	Activity Code	Description	Who/ Owner	Follow up/Start	Further Action: Action Date	Further Action: Action	Second Further Action: Action Date	Second Further Action: Action	Third Further Action: Action Date	Third Further Action: Action	Processing Stage
Who/Owner: TEAMA1			**Maureen Teacher**									
Activity Code: @AOP												
CUST	ELIJCOF-01	@AOP	Add Opportunity	TEAMA1	3/11/2017	3/11/2017	Leave Open					Processing Complete
CUST	CROWCON-01	@AOP	Add Opportunity - renewal of pa	TEAMA1	4/19/2017	4/19/2017	Leave Open					Processing Complete
CUST	ELIJCOF-01	@AOP	Add Opportunity	TEAMA1	10/23/2017	10/23/2017	Leave Open					Processing Complete
CUST	CHARDON-01	@AOP	Add Opportunity	TEAMA1	1/16/2018	1/16/2018	Leave Open					Processing Complete
				Total	**@AOP Activities:**		**4**					

Activity Report

The Activity Report is used to **view all activities** for a specific employee, given period of time or for a specific account. It allows you to analyze the effectiveness of the activity workflows on an activity-by-activity basis. The default settings for this report show all activities (open and closed), but with minor criteria changes, this report can be turned into a listing of items to be followed up on in the near future.

- The default report output includes the details of activity notes and tasks associated with the activity. To not see them on the report, do one of two things:
  - Modify Criteria and set Activity Notes to “Exclude all activity notes” and set Activity Tasks to “Exclude tasks”.
  - Go to Layouts, remove the Detail sections on Tasks, Tasks notes, and Activity notes.
- You can sort this report by servicing role or who entered the activity. Do this in one of two ways:
  - Modify Criteria and set the Entered By to the CSR you want to include.
  - Add a Criteria for Servicing Role (add criteria > Account > Servicing Roles or Line > Servicing Roles), then select the servicing role(s) you want to include.
- You can modify this report to be a productivity report of all your CSRs.
  - Modify Criteria and set the Date Entered for the time range for the period you want to examine .
  - Modify Criteria and set the Entered By to the employee(s) you want to include.
  - Go to Layouts, delete the current Major Sort sections, then drag and drop the Entered By Code into the Major Sorts field.
  - Go to Layouts, insert a Total function into the Major Sort Footer to calculate total activities by each Entered By code.

Activity Report

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Activity Code	Description	Who/Owner Code	Follow up/ Start Date	Association	Status	Entered On	Processing Flag
Code: TEACHER							
ALLNATU-01	**All Natural Cleaning**						
ISSP	Issue/Not Issue Policy	TEAMA1	5/1/2019	Policy - CPKG - PPK 45687921456	Closed - S	5/1/2019	No Processing Needed
RENR	Renewal of Property effective 5/15/2018	TEAMA1	5/2/2019	Policy - CPKG - PPK 45687921456	Open	5/1/2019	Processing Pending

Tasks:

Description	Owner	Start Date	Status
Call client for review meeting	STABR1	5/3/2019	Not Started

Tasks:

Description	Owner	Start Date	Status
Obtain Loss Runs	DEPKA1	5/10/2019	Not Started

Tasks:

Description	Owner	Start Date	Status
Motor Vehicle Records	DEPKA1	5/13/2019	Not Started

Total Activities: **2**

Activity Summary Analysis

Use the Activity Summary Analysis report to **view—**by account (Client, Company, Employee, etc.) or by Employee**—a summary of all the activity codes** for that account or entered by that employee.

It allows you to quickly analyze the number, type, duration and success of the activities for the account. To analyze the effectiveness of each employee, choose Entered By as the major sort option.

- In Layouts, delete the current Major Sort sections, then drag and drop Entered By into the Major Sorts field.
- In Layouts, insert a Total function into the Major Sort Footer to calculate total activities.

Activity Summary by Account 8/14/2019 10:59 AM Page

Activity Code	Description	Total #	# Closed	Successful	Successful %	Unsuccessful	Unsuccessful %	Avg Duration in Days
Entered By:	TEACHER							
CHARDON-01	**Charlie's Donut Shop**							
ACNT	Add Contact for &AcctName&	1	0	0	0.00%	0	0.00%	0.00
ADSC	Add Service	1	1	1	100.00%	0	0.00%	1.00
ADSI	Add Service Itemization	1	1	1	100.00%	0	0.00%	1.00
APOL	Added &PolType& policy effective &PolEffDate&	2	2	2	100.00%	0	0.00%	1.00
BIND	Issued Binder &PolDesc& &PolEffDate& &Policy#&	1	1	1	100.00%	0	0.00%	16.00
CALL	Call from &AcctName&	2	1	1	100.00%	0	0.00%	29.00
CEED	Change Effective/Expiration Dates	3	3	3	100.00%	0	0.00%	1.00
CPOL	Cancelled policy/line	1	0	0	0.00%	0	0.00%	0.00
EACR	Emailed for Account Review	1	1	1	100.00%	0	0.00%	1.00
ELIG	Benefits Eligibility	1	0	0	0.00%	0	0.00%	0.00
INVC	Invoice generated	1	1	1	100.00%	0	0.00%	0.00
ISSP	Issue/Not Issue Policy	8	8	8	100.00%	0	0.00%	1.00
MDIS	Marked discrepancy	1	0	0	0.00%	0	0.00%	0.00
RENR	Renewal of &LineDesc& effective &PolEffDate&	5	0	0	0.00%	0	0.00%	0.00
RPMT	Payment received for &AcctName&	5	5	5	100.00%	0	0.00%	1.00
USTS	Updated Stage to Submitted	1	1	1	100.00%	0	0.00%	1.00
	Subtotal:	35	25	25	100.00%	0	0.00%	2.68