

Complaints Accelerator

IMPLEMENTATION GUIDE

8.6



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About this document

Intended audience

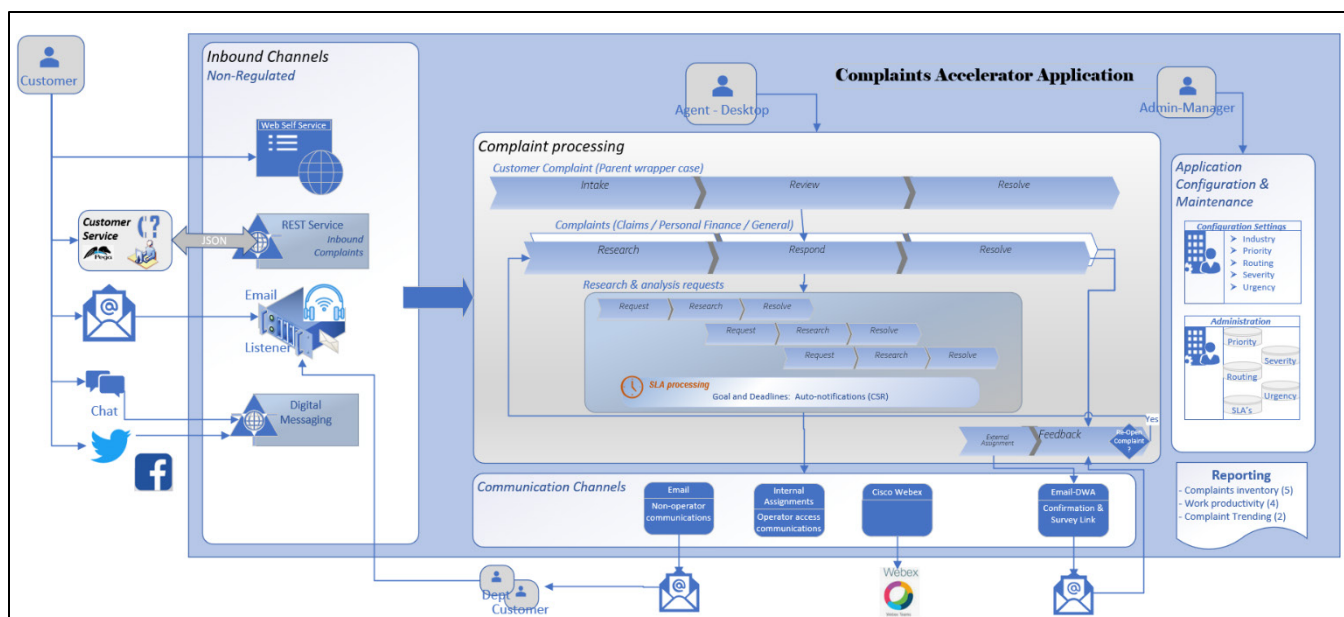
- Business Managers – Responsible for evaluating solutions. Possess a general, non-technical understanding of the application's features and capabilities.
- Project Managers/Business Analysts – Responsible for implementing solutions that are applicable to specific business requirements, for ensuring compliance, and for continuous improvement across their organization.
- System Architects/Application Developers – Responsible for building, maintaining, modifying, and extending the solution.
- System and Database Administrators – Responsible for the installation, security, and ongoing operational functions of the application, such as access, tuning, and troubleshooting. Presumed to have experience with system operations.

Prerequisites

The Complaints Accelerator Application requires Pega Platform version 8.6 or later. This application has been built on the Theme-Cosmos version 03.01.

Product overview

The Complaints Accelerator provides a set of features designed to fast-track the development of a complaints application. This accelerator can be used to manage complaints in any industry. This accelerator provides the latest technologies to reduce the time to configure communication channels, design and build case type hierarchy, enhance customer experience, and improve user productivity. The illustration below provides a high-level process flow diagram for the capture and processing of complaints.



The Complaints Accelerator application provides multiple intake channels, robust case type structure, multiple collaboration channels for agent researching and low-code implementation tools for initializing complaints for any industry. This section provides an overview of the following key capabilities and features provided by the Complaints Application Accelerator.

- Intake Channels
- Case type design
- Collaboration channels
- Administration & Configuration
- Web Self-Service integration

Intake Channels

The Complaints Accelerator provides multiple intake channels for capturing complaints. Each intake channel is independent and optional. The following channels are available:

- Desktop / Agent manual intake
- Email listener
- REST Service (JSON)
- Web Self Service (WSS)
- Digital Messaging (Web Chatbot/Twitter/Facebook)

Except for the desktop or manual input process, each intake channel requires interface connectivity and must be integrated for client implementation. The implementation for each channel is described in the **Intake Integration** section of this document.

Case Type design

A three-level case type design provides segregation of the intake triage process, complaint processing and research requests to obtain complaint information. The top level is the intake case and corresponds with the initial contact with a customer or regulatory agency. Each intake channel initiates an intake, parent case. The intake, customer complaint case is triaged, and specific complaint case types are initiated to process complaints by category such as a complaint related to a claim, financial transaction, or a general complaint. The complaint case types are specialized by industry. Each complaint case type has the option to initiate a research process to facilitate communication with any interested party, internal or external to the organization, to obtain the information necessary to resolve a complaint.

Research Case Type and Collaboration channels

The Research Case Type facilitates the communication for the complaint agent to all other parties of a complaint. The following communication channels are available:

- Email correspondence
- Internal Assignments
- External, Directed Web Access assignments (feedback)
- Cisco Webex team collaboration (separate implementation)

For example, the agent may need to request additional information from the complainant or may need details from an adjuster for a complaint about a claim. Information requests to the customer are set up to be email correspondence, internal departments can have request assignment routed to a work queue.

Directed Web Access (DWA) is utilized for customer feedback. The DWA process creates an External Assignment and an email is created with a link that grants one-time access to the customer to so they can answer the question or provide feedback.

Cisco Webex team collaboration is a Pega Marketplace component that has recently been made available. The feature provides the ability to automate the creation of Webex Team Spaces for collaboration with other departments or customers. This Pega component is available from Cisco and requires a license agreement with Cisco. It can be used in place of email for corresponding internally or externally.

Administration and configuration

The Complaints Accelerator application takes advantage of the rule delegation and configuration setting (low-code) features available in Pega Platform 8.6.

The delegated rules and classes (domain tables) are available on the Configuration landing page accessible on the managers complaints User Portal. The following elements are maintained:

Name	Description	Context	Delegated Rule
Approval Skill Rating	This table lists the minimum skill rating needed to provide approval for a complaint resolution. The operator record should have a skill defined (with the same name as the Complaint Type ID) with a skill rating higher than the value defined in this level to be deemed fit for approval.	Complaint resolution	Decision Table: GetSkillRating
Incident List	This table stores the list of incidents that can be associated with each complaint type	Complaint review	Class: Accel-Complaints-Data-Incident
Approvers List	This table stores the list of approver roles needed for each complaint type resolution, mostly when settlement amount is involved.	Complaint resolution	Decision Table: GetApproverList
Channel List	This table lists all the channels that can be selected if the complaint is related to Marketing & Sales	Customer Complaint (Intake)	Class: Accel-Complaints-Data-Channel
Department List	This table lists all the internal departments	Complaint research	Class: Accel-Complaints-Data-DepartmentDetails
Internal Department Details	This table stores details about Internal Departments, Sub Departments, Contact Methods and Contact details to facilitate collections of additional information for resolving a complaint	Complaint research	Class: Accel-Complaints-Data-InternalInfo
Email Templates	This table lists the email templates per department	Research Task	Class: Accel-Complaints-Data-Emailtemplate
Complaint Reasons	This table lists the complaint reasons for each complaint type	Customer Complaint (Intake)	Class: Accel-Complaints-Data-ComplaintReason
Complaint Types	This table lists the complaint types per industry vertical.	Customer Complaint (Intake)	Class: Accel-Complaints-Data-ComplaintType
Complaint Source List	This table lists the complaint source options available for each industry.	Customer Complaint (Intake)	Class: Accel-Complaints-Data-ComplaintSource

Name	Description	Context	Delegated Rule
Complaint Outcome List	This table lists the complaint outcome options available for each industry.	Complaint resolution	Class: Accel-Complaints-Data-ComplaintOutcome
Complaint Resolver List	This table lists the complaint resolver options available for each industry.	Complaint resolution	Class: Accel-Complaints-Data-ComplaintResolver

Configuration Settings are initially created in App Studio. If the configuration setting is calculated from a decision table, the maintenance for the decision table is on the Administration landing page on the User Portal (delegated rules). Scalar settings can be maintained in App Studio and can be overridden from the landing page in the User Portal. The Configuration Setting in the Complaints Accelerator are listed in the table below. The accelerator application has default values for the decision tables.

Configuration Set	Configuration Settings	Related Rule type	Value/Rule Name
Complaints App Configurations	Complaint Priority	Decision Table	SetPriority
Complaints App Configurations	Complaint Routing	Decision Table	SetWorkBasket
Complaints App Configurations	Complaint Severity	Decision Table	SetSeverity
Complaints App Configurations	Complaint Urgency	Decision Table	SetUrgency
Complaints App Configurations	Industry Vertical	Picklist	Insurance

Web Self-Service integration

The Complaint application can be configured for the Web Self Service channel. The process is documented in Appendix A - Web Self Service deployment procedures.

User experience video

User experience videos illustrate the features of the case types available in the applications. A video for the application illustrates the process for creating and processing the three level case types. These videos are available on the Marketplace tile for the Complaints Accelerator. They are also included in the .zip file you downloaded from Pega Marketplace.

What's included

Application rules

The application rule for Complaints Accelerator is **Complaints 01.01.01**. The application rule is built directly on the Pega Platform version 8.6 using the Pega Cosmos design system and the Cosmos theme.

The available applications are listed below.

Case Type Application	Built on Application	UX Design
Complaints	Theme-Cosmos	Cosmos
ComplaintsWSS	Theme-Clarity & Complaints	Clarity

Rulesets

The Complaints Accelerator consists of the following rulesets.

- **Complaints** – Core rules for the capture of Customer Intake, Complaint and Research data.
- **ComplaintsInt** – Interface rules for the Complaints.
- **Accel** – Contains base class rules for Accel applications
- **AccelData** – Contains the base data, including the Accelerator logical data mode and related maintenance operations for the data model.
- **AccelInt** – Contains base interface class rules for Accel applications. This ruleset contains the interfaces to maintain the common data entities.
- **ComplaintsWSS** – Placeholder for Web Self-Service customization.
- **ComplaintsProd** – Contains decision tables GetApproverList, GetSkillRating, SetPriority, SetSeverity, SetUrgency and SetWorkBasket

Rulesets in optional deployment files

Application	Rulesets	Description
Complaints_Sample_FS.jar	ComplaintsSample_FS	This ruleset contains industry specific email templates used for default text when initiating Research / Additional information requests.
Complaints_Sample_Insurance.jar	ComplaintsSample_Ins	This ruleset contains industry specific email templates used for default text when initiating

Application	Rulesets	Description
		Research / Additional information requests.

Case types

There are four categories of case types in the Complaints Accelerator application. The Intake case is the parent case created for capturing details of the customer complaint. The intake case will spawn into zero to multiple complaints that need to be processed. When an intake case is triaged, it may be marked as related to an existing case and resolved as a duplicate or it can spawn into one or more complaints. Child complaints have been created for specialized purpose within industries. The specialization provides for all for unique routing, reporting and customization. The following case types are available in Complaints Accelerator that can be reused based on your business needs.

Case Type	Class	Industry	Description
Customer Complaint	Parent, Intake	All	This is the initial intake case created by each intake channel. One or more category specific complaint cases are created to complete the complaint process. Once all sub-complaint case is completed this parent case is resolved.
Research	Collaboration task	All	Sub-complaint task cases to collaborate with internal and external parties of the complaint. These cases should be resolved before the sub-complaint case is resolved.
Personal Finance	Complaint	Financial Services	Complaint case to process personal banking complaints such as account management or account transactions.
Business Finance	Complaint	Financial Services	Complaint case to process commercial banking complaints such as account management or account transactions.
General Complaint	Complaint	Financial Services	Complaint case that does not fall into the other available complaint types.
Marketing & Sales	Complaint	Financial Services	Complaints released to selling experience, agent servicing and general marketing.
Claims handling	Complaint	Insurance	All complaints related to claims outcomes and servicing.
Marketing & Sales	Complaint	Insurance	Complaints released to selling experience, agent servicing and general marketing.
Underwriting	Complaint	Insurance	Complaints related to new and renewal policy processing and outcomes
General Complaint	Complaint	Insurance	Complaint case that does not fall into the other available complaint types.

Case Type	Class	Industry	Description
Feedback	Feedback	All	Compliant processing and outcome feedback. These requests are submitted to customers at completion of complaint processing. They are managed as a separate case.

Work queues and work groups

A work queue is the list of work in your application for operators with the same user role share. A work group is an instance of the Data-Admin-WorkGroup class. The following are the work queues and work groups available in Complaints Accelerator.

Work queue	Label	Work group	Roles
ComplaintsClaimsWB	Claims complaints	ComplaintsClaims	Complaints:InsuranceComplaintWorker
ComplaintsUnderWritingWB	Underwriting complaints	ComplaintsClaims	Complaints:InsuranceComplaintWorker
ComplaintsBusinessFinanceWB	Business finance complaints	ComplaintsFinance	Complaints:FinanceComplaintWorker
ComplaintsPersonalFinanceWB	Personal finance complaints	ComplaintsFinance	Complaints:FinanceComplaintWorker
ComplaintsGeneralWB	General complaints	ComplaintsGeneral	Complaints:GeneralComplaintWorker
InternalInfoWB	Internal Department requests	InternalDeptRequests	InternalDeptRequests, Complaints:Research
ComplaintsSalesMarketingWB	Sales & marketing complaints	ComplaintsGeneral	Complaints:GeneralComplaintWorker
ComplaintsInbound	Incoming complaints	ComplaintsInbound	Complaints:User4
ComplaintsManagerWB	Complaints manager WB	ComplaintsManager	Complaints:WorkMgr4
Customer Complaint Feedback	Feedback Complaints	ComplaintsManager	Complaints:WorkMgr4

Personas

Personas are associated with portals to ensure that users see only the content that they need. The reference application includes the following personas.

Persona name	Access group	Channel
Back office users	Complaints:BackOfficeUsers	Complaint (User) Portal

Persona name	Access group	Channel
Complainant	Complaints:Users	Complaint (User) Portal
Complaints manager	Complaints:Manager	Complaint (User) Portal
Finance complaint worker	Complaints:FinanceComplaintWorker	Complaint (User) Portal
General complaint worker	Complaints:GeneralComplaintWorker	Complaint (User) Portal
Insurance complaint worker	Complaints:InsuranceComplaintWorker	Complaint (User) Portal
Internal dept users	Complaints:InternalUsers	Complaint (User) Portal

Access groups

Access to functionality can be restricted within your application using Roles Base Access Control (RBAC) and Access Groups. The following are the access groups that are available after you install Complaints Accelerator.

Access Group	Portal	Purpose
Complaints:Admin	Developer	Developer and Administrator for Complaints application
Complaints:AppSetup	pxAppConfig	Initial implementation process or Run New Application wizard. You must create an operator in this access group.
Complaints:Authors	Developer	Developer for Complaints Application
Complaints:BackOfficeUsers	UserPortal	Complaint Representative
Complaints:FinanceComplaintWorker	UserPortal	Complaint Representative
Complaints:GeneralComplaintWorker	UserPortal	Complaint Representative
Complaints:InsuranceComplaintWorker	UserPortal	Complaint Representative
Complaints:InternalUsers	UserPortal	Non complaint rep. operator for research requests.
Complaints:Manager	UserPortal	Complaints Manager / Admin for delegated rules
Complaints:Users	UserPortal	Customer
ComplaintsWSS:Authors	Developer	Complaints Web self-service developer.

Portals and dashboards

The following are the portals and the associated dashboards in Complaints Accelerator.

Portal	Ruleset	Dashboard	Work group / Team default
UserPortal	Complaints	User	ComplaintsClaims

Reporting

Complaints reports

Category: Complaint Reports

- Complaints by complaint type
- Complaints by major incident
- Complaints by state
- Complaints by status
- Customer complaints by status
- Goals & Deadlines by step
- SLA by complaint types
- SLA by complaints
- Time Spent in Step
- Trending report by complaint type
- Trending report by complaints

Data model

The contact and complaint are the core data elements for the Complaints application. The contact data model is defined by a class common to Accelerator applications, Accel-LDM-Entity-Contact. The Complaint data and ComplaintList data elements are captured by the Customer Complaint case. The Contact and Complaint are transferred to the Child Complaints and the information request case. The key data types for each case type are listed below.

Customer Complaint (Intake) Case

- Contact Accel-LDM-Entity-Contact
- ComplaintAccel-Complaints-Data-ComplaintDetails
- ComplaintList Accel-Complaints-Data-ComplaintCategory
- OriginalComplaintList Accel-Complaints-Data-ComplaintCategory

Complaint Sub-case

- Contact Accel-LDM-Entity-Contact
- ComplaintAccel-Complaints-Data-ComplaintDetails
- ComplaintCategory Accel-Complaints-Data-ComplaintCategory

Research case

- Contact Accel-LDM-Entity-Contact
- ComplaintAccel-Complaints-Data-ComplaintDetails
- ComplaintCategory Accel-Complaints-Data-ComplaintCategory
- InternalInfo Accel-Complaints-Data-InternalInfo

Feedback

- Contact Accel-LDM-Entity-Contact

Additional supporting data classes in the Complaints Accelerator are list below. Many of these data elements are defined in the Configuration and Administration Landing pages.

Channel(1)

Complaint Case

Data element	Class
Channel	Accel-Complaints-Data-Channel
Complaint Category	Accel-Complaints-Data-ComplaintCategory
Complaint Details	Accel-Complaints-Data-ComplaintDetails
Complaint Reason	Accel-Complaints-Data-ComplaintReason
Complaint Type	Accel-Complaints-Data-ComplaintType
Department Details	Accel-Complaints-Data-DepartmentDetails
Email Templates	Accel-Complaints-Data-Emailtemplate
Incident	Accel-Complaints-Data-Incident
Internal Department Info	Accel-Complaints-Data-InternalInfo
ServiceAccount	Accel-Complaints-Data-ServiceAccount
Transaction	Accel-Complaints-Data-Transaction
Complaint Source	Accel-Complaints-Data-ComplaintSource
Complaint Outcome	Accel-Complaints-Data-ComplaintSource
Complaint Resolver	Accel-Complaints-Data-ComplaintResolver

Extending the Complaints Accelerator

Creating a new operator ID

To run the New Application wizard, you can create a new operator ID by completing the following steps.

1. Log in to Dev Studio using the operator ID administrator@pega.com (or your administrator account) and the password for that operator.
2. Save a copy of the administrative operator and give it a name that identifies it as an Application Setup operator, for example, ComplaintsAppSetup.
3. Add the Complaints:AppSetup access group to the new operator record, and then click the radio button to the left of the access group to select it as the default access group.
4. Optionally, update the password.
5. Save the new Application Setup operator.

The screenshot shows the 'Edit Operator ID: Complaints App Setup' page. At the top, there's a header with the operator ID 'ComplaintsAppSetup' and a warning 'This record has 1 info warning (including 1 unjustified)'. Below the header, there are tabs for 'Profile', 'Work', 'Security', and 'History'. The 'Profile' tab is active, showing 'Contact Information' and 'Application Access' sections. In 'Contact Information', there's a profile picture placeholder with 'Choose File' and 'Upload Image' buttons, and a 'Title' field with the value 'Complaints admin'. In 'Application Access', there's a table with columns 'Access Group' and 'Application'. The 'Access Group' column has a radio button next to 'Complaints:AppSetup', which is selected. The 'Application' column has a value 'Complaints 01.01.01'.

Creating a new application

The following steps outline the steps for creation of the Implementation layer. A Framework and then an Implementation layer is a valid option to creating just the implementation layer.

1. Log in with the newly created Application Setup operator ID.
The New Application landing page appears and the Complaints application is selected.
2. Click **Continue**.
Some of the built-in cases of the Complaints Application are displayed.
3. Review and select the appropriate case types for your application.
Mostly, all three cases are needed.
4. Click **Continue**.
All data types for Complaints are presented and should remain selected.
5. Click **Continue**.
6. Enter your application name and click Advanced configuration.
A dialog box opens. You can update the division, unit, and class structure of the Implementation layer settings. The Generate reusable division/unit records option defines the structure of the Implementation layer.

The data that you enter on this screen and in the advanced settings is important. Perform this task with your LSA to ensure that you have the right starting class structure.

The wizard validates the length of class names in the expanded Case class structure section and generates error messages if the names are too long (54 char). Review the Case class Structure to view any exceptions.

7. Save the changes and click **Create Application**.

The Application wizard updates the Access Group of the current operator to include an administration Access Group of the new application. You can create a new administrator operator for the new application.

8. To open the new application, click Go to app.

Updating Dynamic Class References

1. Search for the data page named D_AppExtension and open the source data transform associated with the data page named Accel-Complaints-Data-AppExtension.pyDefault
2. Save as this transform to your newly created consuming application layer and update the Source fields on the right-hand side with the newly created class names of your application layer.

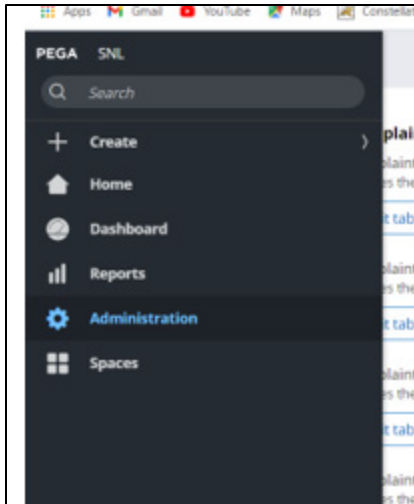
The screenshot shows the 'Data Transform: pyDefault [Available, Extension]' interface. At the top, there are tabs for 'Definition', 'Parameters', 'Pages & Classes', 'Test cases', 'Specifications', and 'History'. Below the tabs is a table with 6 rows of configuration data. The table has columns for 'Action', 'Target', 'Relation', and 'Source'. Each row has a corresponding 'Select values +' button and a trash icon.

	Action	Target	Relation	Source
1	Comment	Classes and workpool		
2	Set	.ComplaintWrapperClass	equal to	"Accel-XYZ-Work-ComplaintsWrapper" Select values +
3	Set	.ComplaintClassGroupClass	equal to	"Accel-Complaints-Work-Complaint" Select values +
4	Set	.ClaimsClass	equal to	"Accel-Complaints-Work-Complaint-Clai" Select values +
5	Set	.SalesAndMarketingClass	equal to	"Accel-Complaints-Work-Complaint-Sal" Select values +
6	Set	.ComplaintGeneralClass	equal to	"Accel-Complaints-Work-Complaint-Ge" Select values +

Setting Industry Type for the Complaints Application

You can use the Complaints application for any industry vertical. The industry vertical is governed by a configuration setting. The following are the steps to update the configuration setting.

1. Open the user portal and Click **Administration**.
2. Update the value from the Industry Vertical drop-down menu to the desired value.
3. Click **Save** to generate the configuration settings for your application.



Configurations

Complaints App Confi...

All configurations

Complaints App Configurations

Complaint Priority
Defines the priority of each complaint case

[Edit table](#)

Complaint Routing
Defines the work queue to route each complaint case

[Edit table](#)

Complaint Severity
Defines the severity of each complaint case

[Edit table](#)

Complaint Urgency
Defines the urgency of each complaint case

[Edit table](#)

Industry Vertical
Insurance

Defines which industry the Complaints application will be used for

Notes:

- By default, the application ships with complaint types, reasons and cases for Insurance and Financial Services only. Also, the capability to edit/save configuration setting values are provided only to Administrator or Manager access groups.
- If you are deploying the Complaints application on the cloud, the Edit table option for decision tables that are used in configuration settings do not work because of a known issue in Pega Platform 8.6. As a workaround, delegate the decision tables and edit them using the Configuration option from the User Portal.

After you complete the steps above, you can run your application end-to-end. If you have imported a sample data rap and want to see the sample data while running the application, make sure to include the following rulesets into the application stack.

- ComplaintsSample_Ins:01-01 – if you have imported Complaints_Sample_Insurance.jar file
- ComplaintSample_FS:01-01 – if you have imported Complaints_Sample_FS.jar file

Extending the application

Complaints accelerator ships with the following complaint case types:

- Personal Finance
- Business Finance
- Underwriting
- Claims
- General
- Sales and Marketing

You can add new case types can be added by following the steps given below.

The child cases created for each incoming complaint is tied to the complaint type as captured in the second step of the data intake flow.

Verify Info

Complaint Type

What is the complaint about?

☐ Underwriting

☐ Marketing & Sales

☐ Servicing & Policy

☐ General complaint

☐ Facilities / Service

☐ Claims Handling

Adding a new Complaint Type

Access Complaint Type data object from Data Types in App Studio, go to records tab and add the new complaint type needed as a new row.

Industry ID ▼	Complaint Type ID ▼	Complaint Type ▼	Order ▲	▼
Financial Services	PersonalFinance	Personal finance	1	
Financial Services	BusinessFinance	Business finance	2	
Financial Services	General	General complaint	3	
Financial Services	Facilities	Facilities / Service	4	
Insurance	Claims	Claims handling	5	
Insurance	PolicyServicing	Servicing & Policy	6	
Insurance	Underwriting	Underwriting	7	
Insurance	Marketing	Marketing & Sales	8	
Insurance	General	General complaint	9	

Note that the Complaint Type column is the display value on the screen and the Complaint Type ID will be used for processing logic. Also note that the Industry ID corresponds to the Industry Vertical value selected in the Configuration settings from the User Portal as described in the “Setting Industry Type for Complaints Application” section above.

Adding Complaint Reasons for the Complaint Type

The Complaint reasons in the second screen of data intake are populated based on these complaint types. Add the required complaint reasons for the newly added Complaint Type in the data object named Complaint Reasons from the App Studio.

Data object: Complaint Reason			
Data model	Records	Views	Data pages
Settings			
↓ Export ↑ Import ?			
<input type="text" value="Search..."/> Q			
Globally unique... ▲▼	ComplaintTypeID ▼	Complaint reason ▼	
1	Claims	Disagree with settlement	
10	Marketing	Servicing	
11	Marketing	Responsiveness	
12	Marketing	Selling experience	
13	Marketing	Other	
14	Underwriting	Cancellation	
15	Underwriting	Premium or Rating	
16	Underwriting	Denial	

Setting up new Complaint Type Case

After review, for each complaint type selected in data intake/review steps, a new child case is created to process the complaint. For the newly added Complaint type, if a new child case needs to be created, then create one from the Case types tab of App Studio. While creating new case type, Reuse assets and case life cycle from Complaint case, as shown in the screenshot below, so that the stages/flows can be reused.

▼ **Advanced**

Type

☒ Standard

☐ Questionnaire

Reuse assets from

Complaint ▼

☒ Reuse case life cycle

☐ Create data model using spreadsheet

Update the data transform `pyDefault` as shown below, to include the new class name. Add a new property for the new Complaint type.

Data Transform: pyDefault [Available, Extension]
CL: Accel-Complaints-Data-AppExtension
ID: pyDefault
RS: Complaints:01-01-01

Save as
▼
Actions
▼
Private edit

This record has 2 info warnings (including 2 unjustified)
View

Definition
Parameters
Pages & Classes
Test cases
Specifications
History

	Action	Target	Relation	Source	
1	Comment	Classes and workshop			
2	Set	.ComplaintWrapperClass	equal to	"Accel-Complaints-Work-Com	Select values +
3	Set	.ComplaintClassGroupClass	equal to	"Accel-Complaints-Work-Com	Select values +
4	Set	.ClaimsClass	equal to	"Accel-Complaints-Work-Com	Select values +
5	Set	.SalesAndMarketingClass	equal to	"Accel-Complaints-Work-Com	Select values +
6	Set	.ComplaintGeneralClass	equal to	"Accel-Complaints-Work-Com	Select values +
7	Set	.UnderwritingComplaintClass	equal to	"Accel-Complaints-Work-Com	Select values +
8	Set	.PersonalFinanceClass	equal to	"Accel-Complaints-Work-Com	Select values +
9	Set	.BusinessFinanceClass	equal to	"Accel-Complaints-Work-Com	Select values +

Also update the decision table named SetChildClass to the implementation ruleset to include a row for the new Complaint Type with a reference to the new class name.

Decision Table: SetChildClass [Available]
CL: Accel-Complaints-Work **ID: SetChildClass** **RS: Complaints:01-01-01**

This record has 1 info warning (including 1 unjustified)

[Table](#)
[Results](#)
[Parameters](#)
[Pages & Classes](#)
[Test cases](#)
[Specifications](#)
[History](#)

	Conditions		Actions
	Complaint Type ID		Return
if	Claims	→	D_AppExtension.ClaimsClass
else if	PolicyServicing	→	D_AppExtension.ComplaintGeneralClass
else if	Marketing	→	D_AppExtension.SalesAndMarketingClass
else if	General	→	D_AppExtension.ComplaintGeneralClass
else if	Underwriting	→	D_AppExtension.UnderwritingComplaintClass
else if	PersonalFinance	→	D_AppExtension.PersonalFinanceClass
else if	BusinessFinance	→	D_AppExtension.BusinessFinanceClass
otherwise		→	D_AppExtension.ComplaintGeneralClass

Note that this step can be skipped. If so, the generic Complaint Subcase will be created as a child to wrapper case when this new complaint type is selected during data intake.

Also note that the SLA rule being used for the complaint case is pyCaseTypeDefault. Out of the box, this rule is shipped at the Complaint class and overridden at the Claims class and SalesAndMarketing class. This rule can be overridden to the specific Complaint child class to override the SLA behavior for the newly created Complaint type. If not overridden, the default SLA rule from Complaint class is used.

Setting up Severity and Priority for the new Complaint Type

Severity and Priority are calculated based on the Complaint Type, Complaint reason, and so on. So, if different severity and priority values are desired for the new complaint type/reason combination, the Configuration setting associated with Severity and Priority can be updated from the Complaints Portal > Administration tab. Click Edit table next to Severity/Priority to edit them.

Administration

Configurations

Complaints App Confi...

All configurations

Complaints App Configurations

Complaint Priority

Defines the priority of each complaint case

Edit table

Complaint Routing

Defines the work queue to route each complaint case

Edit table

Complaint Severity

Defines the severity of each complaint case

Edit table

Complaint Urgency

Defines the urgency of each complaint case

Edit table

Industry Vertical

Insurance



Defines which industry the Complaints application will be used for

	Conditions					Actions	
	ComplaintID	Complaint reason	Incident	MediaThreat	LawyerInvolved		Return
◦ if	Claims	Disagree with settlement	true	false	false	→	High
◦ else if	Claims	Disagree with settlement	false	true	false	→	High
◦ else if	Claims	Disagree with settlement	false	false	false	→	Low
◦ else if	Claims	Delay in receiving	false	true	true	→	High
◦ else if	Claims	Delay in receiving	true	false	true	→	High
◦ else if	Claims	Delay in receiving	false	false	true	→	Low
◦ else if	Claims	Delay in receiving	false	true	false	→	High
◦ else if	Claims	Delay in receiving	true	false	false	→	High
◦ else if	Claims	Delay in receiving	false	false	false	→	Low
◦ else if	Claims	Denial	true	false	false	→	High
◦ else if	Claims	Denial	false	true	false	→	High
◦ else if	Claims	Denial	false	false	false	→	Low
◦ else if	Claims	Other	false	false	false	→	Low
◦ else if	PolicyServicing	No or delayed response to my inquiry	false	true	false	→	Medium
◦ else if	PolicyServicing	No or delayed response to my inquiry	false	false	false	→	Low
◦ else if	PolicyServicing	Document not received	false	false	false	→	Low
◦ else if	PolicyServicing	Issue with premium charged	false	true	false	→	High
◦ else if	PolicyServicing	Issue with premium charged	false	false	false	→	Medium
◦ else if	PolicyServicing	unknown charges	false	true	false	→	High
◦ else if	PolicyServicing	unknown charges	false	false	false	→	Medium
◦ else if	PolicyServicing	Other	false	false	false	→	Low
◦ else if	Marketing	Servicing	false	true	false	→	High

Note the edit access to the configuration settings is provided to the manager and sysadmin access groups.

Setting up routing for the new Complaint Type

If the new complaint case should be routed to a specific work basket for review, that details can be updated using the Configuration setting called Complaint Routing.

Complaint Routing
Defines the work queue to route each complaint
[Edit table](#)

Complaint Severity
Defines the severity of each complaint case
[Edit table](#)

Complaint Urgency
Defines the urgency of each complaint case
[Edit table](#)

Industry Vertical
Insurance

Select values
Show conflicts
Show completeness
Export
Import

Conditions		Actions	
	ComplaintID		Return
◦ if	Claims	→	ComplaintsClaimsWB
◦ else if	Marketing	→	ComplaintsSalesMarketingWB
◦ else if	Underwriting	→	ComplaintsUnderWritingWB
◦ else if	PersonalFinance	→	ComplaintsPersonalFinanceWB
◦ else if	BusinessFinance	→	ComplaintsBusinessFinanceWB
◦ else if	General	→	ComplaintsGeneralWB
otherwise		→	ComplaintsGeneralWB

If no workbasket is specified in this decision table, the case will be routing to ComplaintsGeneralWB workbasket

Setting up specific data collection steps for the new Complaint Type

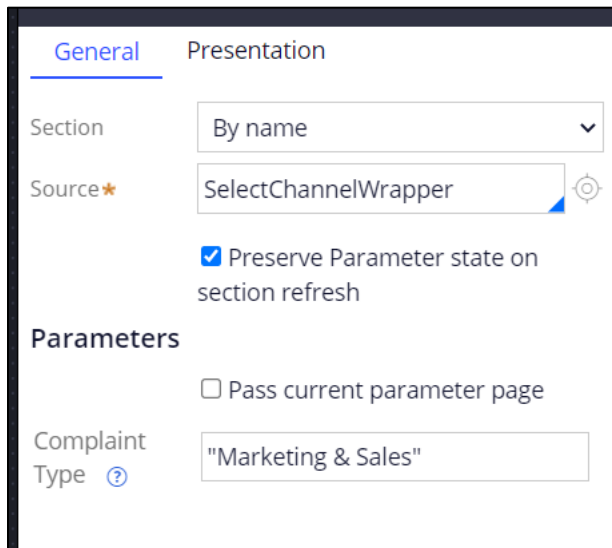
You can add additional data collection steps in the data intake flows, based on a new complaint type that gets added. For example, the marketing channels section given below is displayed only when marketing and sales is selected as Complaint Type.

If you would like to indicate the marketing channel included in the complaint, please select the ones that apply.

☐ Direct mail
☐ Phone call
☐ Social media ads
☐ Email
☐ Radio

If there are requirements like that, then create your own section that needs to be displayed. Also create a wrapper section having a parameter called ComplaintType. Include this section into the section named SelectAccountsToComplainAbout to the consuming application layer. When including the section, pass the Complaint Type ID of the newly created Complaint Type as a parameter to this section. Make sure to include the WHEN rule DisplayComplaintDetail for the

wrapper section to condition the display according to the complaint type ID selected in prior screen. This will ensure that the newly added section shows up only when this complaint type is checked in the previous screen of the screen flow. In case this newly added section should show up when other complaint types are selected, then include all the complaint types as a comma separated string and pass it as a parameter. Then the section will show up if any of the complaint types are checked.



The screenshot shows a configuration window with two tabs: 'General' and 'Presentation'. The 'Presentation' tab is active. It contains the following fields and controls:

- Section:** A dropdown menu with 'By name' selected.
- Source:** A text field containing 'SelectChannelWrapper' with a gear icon to its right.
- Preserve Parameter state on section refresh:** A checked checkbox.
- Parameters:** A section header.
- Pass current parameter page:** An unchecked checkbox.
- Complaint Type:** A text field containing '"Marketing & Sales"' with a help icon to its left.

If the section needs to show up regardless of the Complaint Type selected, then the parameterized wrapper section is not needed.

The Capture Complaint Details screen is displayed only when any of the Complain Type selected warrants some extra data collection, else it is skipped. In case the Capture Complaint Details screen needs to be displayed for the new complaint type added, update the WHEN rule Accel-Complaints-Data-ComplaintCategory.DisplayComplaintDetails to the consuming application adding the appropriate complaint type ID.

Setting up Incident list for the Complaint Type

The complaint case provides an option to associate an Incident to the case, so that reports can be generated around Complaints due to a certain Incident. To include Incident types for a certain Complaint Type ID, access the data type Accel-Complaints-Data-Incident and add records specific to the new Complaint Type ID added.

Globally unique...	Complaint Type ID	Incident	
1	Claims	Hurricane Zoe	
2	Claims	Preferred Auto Shop--Cars Done Right	
3	PolicyServicing	Whole Life Advantage COI F-SMK	
4	PolicyServicing	Website down	
5	Marketing	Homeowners We're Here for You campaign	
6	Marketing	A+ Agency Group	
7	Underwriting	Term Advantage Denial due to bad prescription check	
8	Underwriting	Non-renewal Auto - system error	

Setting up Approvals for the Complaint Type

At the resolution step of a complaint case, there is an option to request approvals if a settlement amount is involved in the complaint resolution (for example, in the case of Insurance Claims). If the newly added Complaint type requires such an approval step, then modify the decision table Accel-Complaints-Work-Complaint-GetApproverList.

Conditions				Actions
	Complaint Type ID	IsMediaThreat	Settlement Amount >=	Approvers Role
when	Claims			→ "Jr Complaints"
when	Claims	false	5000	→ "Complaints"
when	Claims	false	25000	→ "Sr Complaints"
when	Claims	false	100000	→ "Complaints Mgr"
when	Claims	true	2000	→ "Complaints"
when	Claims	true	10000	→ "Sr Complaints"
when	Claims	true	50000	→ "Complaints Mgr"
when	Marketing			→ "Jr Complaints"
when	Marketing	false	10000	→ "Complaints"
when	Marketing	false	50000	→ "Sr Complaints"
when	Marketing	false	250000	→ "Complaints Mgr"
when	Marketing	true	5000	→ "Complaints"
when	Marketing	true	25000	→ "Sr Complaints"
when	Marketing	true	100000	→ "Complaints Mgr"
when	Underwriting	false		→ "Complaints"
otherwise				→ ""

The ApproversList in the return column is a list of strings that represent the hierarchy of roles to seek approval based on the settlement amount/media threat. Other columns can also be added, and users can configure it to any number of levels required. Once this table is set up, update the GetSkillRating decision table.

Conditions		Actions	
	Approver Role		Return
if	"Jr Complaints"	→	1
else if	"Complaints"	→	3
else if	"Sr Complaints"	→	6
else if	"Complaints Mgr"	→	9
otherwise		→	0

Based on the highest approver role determined by the GetApproverList decision table, the GetSkillRating decision table determines the minimum skill rating required for the approver role. If approval needs to be configured for a certain Complaint type, create a new skill rule with the same name as the Complaint Type ID and associate it to the operator records having that skill with the rating value.

Skill: Claims [Available]
ID: Claims RS: Complaints:01-01-01

Skill Specifications History

Skill ranges

Low
1

High
10

Reports to
FrankBarnes

Reporting structure

Skill
Claims

Rating
2

+

Once a minimum rating is determined, the system looks at the current operator and their reporting manager structure up to 10 levels to identify an operator who has the skills (With the same name as the Complaint Type ID) and a rating greater than the threshold determined by the Decision table. The approval step is routed to the first operator the system finds in this hierarchy. Note that it is not a cascading approval and the approval step is routed to a single operator. The one who meets the criteria of the required skill name and rating first in the organizational hierarchy.

Adding new Internal Departments and Email templates for Research case

Complaints application ships with some sample internal departments and correspondence templates. Mostly likely this list will need to be customized during implementation. To add a new internal department, login as a Complaints Manager and access the Configuration tab to see a list of delegated tables.

1. Access the Department List table to add new internal departments.
2. Create new correspondence rules in the class Accel-Complaints-Data-Emailtemplate. This requires Dev Studio access.
3. Access the Email templates table to link the newly created correspondence rule names to specific departments. Use the Department ID and Correspondence rule ID in this table, along with a desired Email Subject name.
4. Access Internal Department Details table and add Sub Department names for each Department ID. This list is used in the Reason dropdown to facilitate reaching out for additional information to resolve the complaint.

Request for internal information
Due 18 days from now

Reason

Select...

Search

< Billing

Premium notice/billing

Cancel Save Submit

This table also holds data whether the sub department assignee has access to the application or needs to be sent a request via email. The Contact Method column should be filled with details like Email/Internal. If the sub department is Internal, then the Contact Address columns stores the work basket name to which the assignment should be routed. If the sub department is not internal (no access to application) then the Contact Address column should hold the email ID to which the request for details should be sent. It also holds an SLA column. Create a new SLA rule (Requires dev studio access) which has the actions defined to be performed upon reaching goal/deadline times. Update the SLA rule ID in the SLA column of this table so that the SLA gets activated when an internal information request is sent out. As a template an SLA rule named InternallInfoRequestSLA is shipped OOTB. The actions configured in this SLA rule ensures that a reminder email is send to the email recipient after 2 days of initial email being sent. If the internal request is assigned to an internal operator, then a notification is sent to that operator. After another 2 days, if there is no response, then this email/notification is repeated. Along with this an assignment is created in the worklist of the complaint reviewer and a notification is also sent. This assignment is to remind the complaint reviewer to reach out to the recipients of the internal information request and resolve the case.

Intake Integrations

Using Digital Messaging

To expose complaints data intake using digital messaging channels like twitter or self-service chat, please update the application rule to include Manager ID and Manager Key under Security tab of the application rule.

Digital Messaging security

Manager ID

Manager Key

Authentication method

☒ API Key

☐ JWT

Select authentication method which is configured for your manager id

Also modify the Digital Messaging channel to use the template operator created for the application. The *complaintadmin* operator is shipped, by default, as the operator which is packaged in our sample Rap. The channel needs to be configured to connect to the relevant social media accounts.

Using Email bot

In order to create complaint cases using email bots, open the email channel and associate the email account created for the implementation and verify.

Text analytics repository points to a temporary directory and can result in data loss. Update repository in Pre

Configuration

Behavior

Training data

History

Details

Email channel name *

Email Bot for Complaints

Description

Complaints Email Bot

Email handling

Email accounts

Complaints

acceleratorapps@pegatsdemo.com

Last verified on 5/26/21 12:52 AM

[Re-verify](#)

+ Add email account

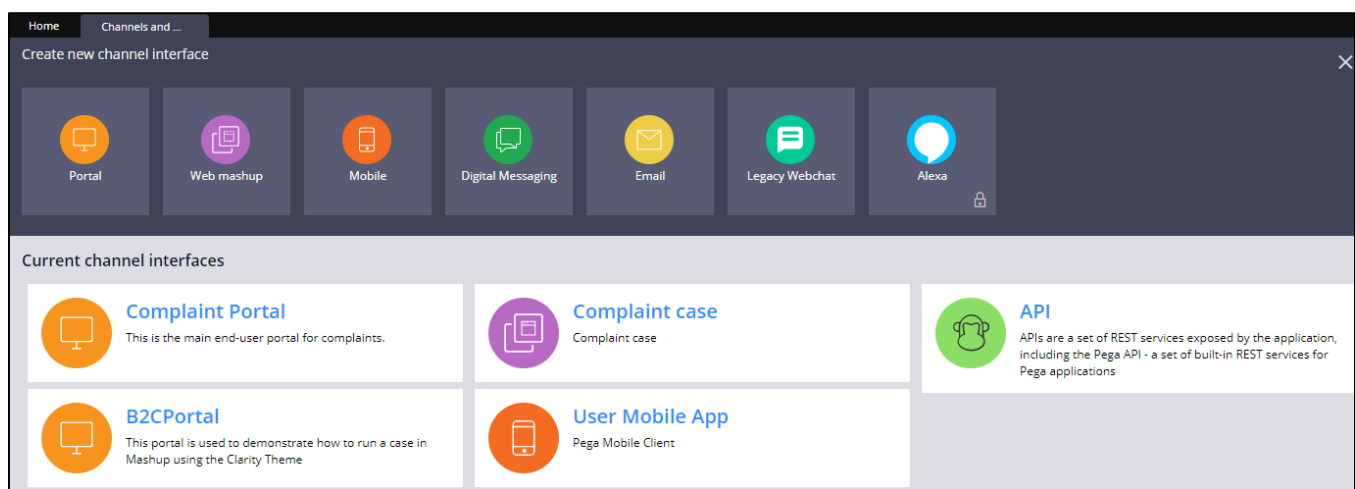
Appendix A

Web Self Service deployment procedures

The Complaints Accelerator application can be configured for the Web Self Service channel. The process is as follows:

1. Log in as Complaints administrator and switch to Complaints WSS application.
2. Open channels and interfaces; in Dev Studio, Application Menu: Channels and interfaces.

The “Complaint case” is the webmashup channels created.



3. Click on them and click on generate mashup code button.

This generates the script that needs to be embedded in the customer website in order to invoke our case.

ComplaintsWSS
Configure
Launch portal
Create
Search

Home
Channels and ...

Web mashup : Complaint case

Basic options

Name ★
Complaint case

Description
Complaint case

URL ★
https://lab5531.lab.pegas.com/prweb/app/Complaint

Use encryption
☒

Configuration

Action ★
Create a new case

Case type ★
Customer Complaint

Thread name ★
Complaintcase

Defer mashup load
☐

Retain mashup state on browser refresh
☐

Allow passing dynamic parameters ⓘ
☒

Skin
Complaints

Mashup code

```

0FdiFfNwVU0U0f5KIZMVEW5ZWZNNNGJCVAV1CFZMD3N1VM9C00FUV1YXUUXVNZRnU2NLTFVYRURHSFB
BPT0%3D*1></iframe>
<script src ='https://lab5531.lab.pegas.com/prweb/app/ComplaintsWSS_2640/?
pzuiactionzz=CXtpbn1BWDB0aU1QMkZVdEx0SGpRNWJNYi9MWJJE4QnZaajdwWJBLTFBxUU5iUmhKL2h
sSHjXWEIPUkjWUGhnYUpmU2xy*></script>

```

Copy

Mashup code

```

<!-- ***** Begin Pega content ***** -->
<script src ='https://lab5531.lab.pegas.com/prweb/app/ComplaintsWSS_2640/?
pzuiactionzz=CXtpbn1BWDB0aU1QMkZVdEx0SGpRNWJNYi9MWJJE4QnZaajdwWJBLTFBxUU5iUmhKL2h
sSHjXWEIPUkjWUGhnYUpmU2xy*></script>
<div data-pegas-encrypted ='true'
data-pegas-encrypted-hash =
'pzuiactionzz=CXtpbn1WeUZVRzZVUjNRYlpZZDJLZGtlelVTWU4xSE5iSVrS3grOS9iSEQVWEx1RkptTXo1Kz
RuVKN0RnU3RWRpcFB5UkZxZm5ibk12S3N6N1Z4MWpRSk1ZaUgrTmVYQjRUT3ZWaEVtcUhdAHEyTENp
STBvcW5LQ3NYRWdoMDJUVnFjaTJKeFdkb09VaVBRcEthVnNBc1RUcm1Sbnpqdm14SWWUWp1aEpyRGg
5bUMzUFZ2NmRPV0ZnQjTjVHRjcjdUTEUxqMm1GOHdvNFZCRmlBM2FEa1NtTjJk0tiYzY4M29Zd3NmZEH
JSEh6WWpsdTVdK2c2THYxcM3RVZFMloQzZrQ2xlyU1UK2ZsU0NGVW92OS93WmFHSzRrQ2wyl29id
IBHdjIzaG10QkljWnEzdW55a3pYXZYM3VNSyUuUxUeUgXVHlRaGpyYVc0U2xFR3dieWZwbN4S1NOQk
dFalFPNW0vU0h5RIZmVew5ZWZNNNGJCVXVTcFZMD3N1Vm9Cd0FUV1YxUUXVNZRnU2NLTFVYRURHSFB
BPT0%3D*1'
data-pegas-gadgetname ='PegaGadget'
data-pegas-action ='createNewWork'
data-pegas-action-param-classname ='Accel-Complaints-Work-ComplaintsWrapper'
data-pegas-action-param-flowname ='pyStartCase'
data-pegas-isretained ='false'
data-pegas-isdeferloaded ='false'
data-pegas-applicationname ='ComplaintsWSS'
data-pegas-threadname ='Complaintcase'
data-pegas-channelID ='MASHUP0d486015bf6e4dca8b557acc0d185df5'
data-pegas-resizetype ='stretch'
data-pegas-url ='https://lab5531.lab.pegas.com/prweb/app/ComplaintsWSS_2640/'
data-pegas-action-param-parameters
='{"pzSkinName":"Complaints","pyMashupSkeletonName":"pyDefaultMashupSkeleton"}' ></div>
<!-- ***** End Pega content ***** -->

```