

# Complaints Accelerator

## **INSTALLATION GUIDE**

8.6



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**Complaints Accelerator**

Document: Installation Guide

Software Version: 8.6

Updated: June 2021

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# Completing the prerequisite tasks

Before you install the Complaints Accelerator application, ensure that you complete all of the following tasks:

1. Review the database policies and application permissions that are used by your Pega Platform installation. Determine whether the application is permitted to update the database automatically, or whether you must manually generate the database scripts that your organization will use to make schema changes.
2. Install Pega Platform 8.6, and then verify that your installation works as described in the *Platform Installation Guide* for your environment, available on the [Deployment Guides page](#). Platform patch releases are available through Pega's standard software delivery process. You can request software through Pega Software Distribution or by contacting GCS.
3. Enable the **Automatic REORG** setting if you are using Db2 9.7 or higher, enable the setting as described in the documentation provided with your database system. Set each of the following configuration parameters to ON: `auto_maint`, `auto_tbl_maint` and `auto_reorg`.
4. Create database tables in explicitly defined table spaces. For more information, see [Configuring your environment to support Db2 on Z/OS](#).

## Backing up your system

When installing an application, back up your system after each step to ensure that you can revert to the last working version of the system if you encounter an issue.

**Note:** The deployment process modifies both the data schema and the rules schema. Use a backup procedure that preserves both schemas.

1. Verify that all rules are checked in.
2. Shut down the Pega Platform application server.
3. Use your database utilities to complete an offline backup of the Pega database.
4. Back up the configuration and environment files.

If you edited any of the following Pega Platform configuration files in the **APP-INF\classes** directory of an EAR deployment or the **WEB-INF\classes** directory of a WAR deployment, include these files in the backup:

- `prbootstrap.properties`
- `prconfig.xml`

- logging file: prlogging.xml or prlog4j2.xml
- web.xml
- pegarules.keyring or any other .keyring files

5. Back up any third-party or custom JAR files that you installed.

Redeploying the Pega Platform applications might delete these files from your application server.

## Installing the application

To install Complaints Accelerator, import the application file, and then complete additional procedures in this guide.

### Configuring your environment to support Db2 on Z/OS

If you are installing the Complaints Accelerator and need to support a Db2 on Z/OS environment, see the *Pega Platform Installation Guide 8.x* for IBM Db2-z/OS systems, which is available on the [Deployment Guides page](#).

Although the Complaints Accelerator does not impose restrictions or special considerations for Db2 on Z/OS environments, be aware that when you are installing an application in a Db2 on Z/OS environment, choosing the **Automatic** option during the Importing the application process automatically takes advantage of the implicit table space creation that Db2 provides. For the import process to be successful, you must create Storage Groups and LOB Buffer pools for use by Pega Platform 8.x and grant usage permission to the #DBOWNER user ID.

For environments in which you want the tables to be created in explicitly defined table spaces, when you download the DDL scripts that are generated during the Importing the application process, choose the **Manual** option. You must then have your database administrator modify the scripts to include table space names in the DDL file.

### Importing the application file

The system data and rulesets for the Complaints Accelerator are loaded during this task. The Marketplace installation package contains four import files listed below. The files that will be targeted for import should be extracted from the Rules and Sample directories in the media zip file.

Deployment File	Description
...\Rules\Complaints.jar	Complaints Core accelerator application
...\Sample\Complaints_Sample.jar	Sample Operators and contacts
...\Sample\Complaints_Sample_FS.jar	Departments, Correspondence and email templates, accounts and transactions for FS vertical
...\Sample\Complaints_Sample_Insurance.jar	Departments, Correspondence and email templates, policies and claims for Insurance vertical

1. Log in to Pega Platform (<https://<hostname>:<port>/prweb>) by entering the administrative ID that you set up when you installed Pega Platform, such as `administrator@pega.com`, and the password that you set.
2. In the header of Dev Studio, click **Configure > Application > Distribution > Import**.
3. In the **Import** wizard, click **Choose File**, browse for the `\Rules\Complaints.jar` file from your distribution media, and then follow the **Import** wizard instructions.

To ensure that you import all elements, do not select the **Enable advanced mode to provide more granular control over the import process** check box.

The **Import** wizard identifies differences between the database schema of your current system and the schema of the Complaints Accelerator.

4. Based on the review of the database policies and application permissions that are used by your Pega Platform installation ([Prerequisites](#)), perform one of the following steps:
  - Select the **Automatic** check box and complete the wizard.
  - Select **Manual** and complete the following steps:
5. **Optional:** If you selected **Manual**, perform the following steps:
  - a. Click **View/Download DDL SQL** to produce a text file containing Data Definition Language (DDL) statements for the necessary changes.
  - b. Save the DDL file and deliver it to your database administrator to make the required changes.
 

Depending on your organization's policies, database administrators might need to review the DDL file to determine what changes will occur prior to applying the DDL to your database.
  - c. After the database administrator has applied the DDL, repeat the **Import** wizard steps. If any errors occur that you cannot resolve, post your questions to the [Pega Product Support Community](#).

6. To verify the installation, ensure that the new `Complaints:01.01.01` application rule appears, in the navigation pane of Dev Studio, click **Records > Application Definition > Application**.

## Optional: Importing Complaints sample data

The Complaints Accelerator has an optional Complaints Sample jar file. This sample jar contains sample elements listed below. A detail listing of the elements is in Appendix A – Core Sample Elements.

- Operators
  - Sample Incident records
1. To load this application, initiate the import wizard from the header of Dev Studio, by selecting **Configure > Application > Distribution > Import**.
  2. From the Import wizard landing page and with Import file selection of **Local file**, click **Choose File** and select the `\Sample\Complaints_Sample.jar` file to upload it from your local machine.
  3. After the file is uploaded, click **Next** to import the file.
  4. Follow the on-screen instructions to complete the import process.

## Optional: Importing financial sample data

The Complaints Accelerator has an optional industry specific sample data for the financial industry. This sample jar contains sample elements listed below. A detail listing of the elements is in Appendix B – Financial Services Sample Data.

- Internal Departments
- Department Details
- Correspondence templates)
- Email templates
- Sample Accounts
- Sample Transactions
- Sample Contacts
- Sample complaint Source options



- Sample complaint Outcome options
  - Sample complaint resolver options
1. To load this application, initiate the import wizard from the header of Dev Studio, by selecting **Configure > Application > Distribution > Import**.
  2. From the Import wizard landing page and with Import file selection of **Local file**, click **Choose File** and select the `\Sample\Complaints_Sample_FS.jar` file to upload it from your local machine.
  3. After the file is uploaded, click **Next** to import the file.
  4. Follow the on-screen instructions to complete the import process.

## Optional: Importing insurance sample data

The Complaints Accelerator has an optional industry specific sample data for the insurance industry. This sample jar contains sample elements listed below. A detail listing of the elements is in Appendix C – Insurance Sample Data.

- Internal Departments
  - Department Details
  - Correspondence templates
  - Email templates
  - Sample Accounts
  - Sample Transactions
  - Sample Contacts
  - Sample complaint Source options
  - Sample complaint Outcome options
  - Sample complaint resolver options
1. To load this application, initiate the import wizard from the header of Dev Studio, by selecting **Configure > Application > Distribution > Import**.

2. From the Import wizard landing page and with Import file selection of **Local file**, click **Choose File** and select the `\Sample\Complaints_Sample_Insurance.jar` file to upload it from your local machine.
3. After the file is uploaded, click **Next** to import the file.
4. Follow the on-screen instructions to complete the import process.

## Optional: Enabling sample operator accounts

For security purposes, sample operators are disabled by default.

Ensure that you have already imported the sample data that contains the sample operators.

To enable the sample operators, complete the following steps:

1. In the header of Dev Studio, click **Configure > Org & Security > Authentication > Operator Access**.
2. In the **Disabled operators** section, select the check box next to the operator ID to enable it.
3. Click **Enable selected**.
4. Click **Submit** to confirm that you want to enable the selected operator ID.
5. Click **OK** to close the dialog box.

## Optional: Running the Static Assembler

For best performance and initial user experience, run the Static Assembler utility to pre-assemble the rules in the application.

1. Log in to the sample application as the sample administrative operator that you enabled in [Enabling sample operator accounts](#).
2. In the header of Dev Studio, click **Configure > System > Assembly > Static Assembler**.
3. In the **Application Name** field, select the application.
4. Click **Start Assembly**.

# Configuring an email account

Some of the flows in the Complaints Accelerator require an email account to be set up. To configure an email account that references the client-specific email server configuration, complete the following steps:

**Note:** Flows using correspondence rules will fail if you do not customize the account settings to use your site's email server

1. Log in to the Complaints Accelerator as the `Administrator` operator ID.
2. In the header of Dev Studio, click **Configure > Integration > Email > Email Accounts**.
3. Open the **Default** email account from the list.
4. Update the From and Host (SMTP) fields on the **Edit Email Account** rule form. Set the values according to your site. For more information, see [Email Account form - Completing the Email Account tab](#).
5. When prompted, enter the password.
6. After saving the rule, check the connection status.

**Note:** The email bot uses Complaints email account and request to configure it repeating the steps above from 3-6 along with the associated email listener.

## Appendix A - Core Sample Elements

### Operators

Operator ID	Full Name	Access group	Work group
<b>AliceJones</b>	Alice Jones	Complaints:BackOfficeUsers	Incoming complaints
<b>BenFields</b>	Ben Fields	Complaints:GeneralComplaintWorker	ComplaintsGeneral
<b>ComplaintAdmin</b>	Complaints admin	Complaints:Authors	Default
<b>DavidWu</b>	David wu	Complaints:InternalUsers	InternalDeptRequests
<b>ExternalUser</b>	External user	Complaints:Users	Default
<b>FrankBarnes</b>	Frank Barnes	Complaints:FinanceComplaintWorker	ComplaintsFinance
<b>KrisMarrier</b>	Kris Marrier	Complaints:Manager	Default
<b>LisaRichard</b>	Lisa Richard	Complaints:Manager	ComplaintsManager
<b>LuisGarcia</b>	Luis Garcia	Complaints:InsuranceComplaintWorker	ComplaintsClaims
<b>MaryJohnson</b>	Mary Johnson	ComplaintsWSS:Authors	Default

Operator ID	Full Name	Access group	Work group
RusselWinchester	Russel Winchester	ComplaintsWSS:Authors	Default

## Contacts

Case ID	First Name	Last Name	Name
C-16006	Jim	Johnson	Jim Johnson
C-16007	Betty	Winchester	Betty Winchester
C-16008	Russel	Winchester	Russel Winchester
C-19001	Mary	Johnson	Mary Johnson

## Channels

Channel ID	Channel Name
DirectMail	Direct mail
PhoneCall	Phone call
SocialMediaAds	Social media ads
Email	Email
Radio	Radio

## Incidents

Global Unique ID	Complaint Type ID	Incident
1	Claims	Hurricane Zoe
10	PersonalFinance	Website down
11	BusinessFinance	Cyber security incident
12	BusinessFinance	Website down
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
9	PersonalFinance	Cyber security incident

## Accounts

ContactID	ServiceAccountID	ServiceAccountName	ServiceAccountNo	ServiceAccountType	DateEffective
C-19001	LMF989789899	Whole Life	LMF989789899	Whole Life	3/3/2021
C-19001	LF1411144482	Personal Auto	LF1411144482	Personal Auto	10/15/2015
C-16006	PA1411133384	Personal Auto	PA1411133384	Personal Auto	2/5/2020
C-16006	LF1446571166	Whole Life	LF1446571166	Whole Life	10/15/2005
C-16007	PA1499282409	Commercial Checking	PA1499282409	Commercial Checking	4/21/2018
C-16007	PA1498670871	Basic Checking	PA1498670871	Basic Checking	4/22/2020
C-16008	UM1498671881	Checking	UM1498671881	Checking	4/14/2019
C-16008	LF1411144479	Investment	LF1411144479	Investment	8/18/2014

## Transactions

ServiceAccountID	TransactionID	TransactionDate	Description	Type	Amount
LF1411144479	1350546321	3/5/2021	Debit	Debit	\$102.00
PA1498670871	1350661651	3/5/2021	Debit	Debit	\$2.00
UM1498671881	1350661652	3/5/2021	Debit	Debit	\$123.00
PA1499282409	1350661653	3/5/2021	Debit	Debit	\$6,556.00
LF1411144479	1350662060	3/5/2021	Credit	Credit	\$12.00
PA1498670871	1350662172	3/5/2021	Credit	Credit	\$65.00
UM1498671881	1350662305	3/5/2021	Credit	Credit	\$234.00
PA1499282409	1350745561	3/5/2021	Credit	Credit	\$678.00
LF1446571166	1350314774	3/5/2021	Claim	Claim	\$100.00
LF1446571166	1350661751	3/5/2021	Claim	Debit	\$345.00
PA1411133384	1350661794	3/5/2021	Claim	Debit	\$345.00
LF1411144482	1350661947	3/5/2021	Claim	Debit	\$234.00
PA1411133384	1350514775	3/5/2021	Claim	Claim	\$200.00
LF1411144482	1350546211	3/5/2021	Claim	Claim	\$101.00

# Appendix B – Financial Services Sample Data

## Internal Departments

Class: Accel-Complaints-Data-InternalInfo

Complaint Reason	Contact Address	Needed Info	Department	Contact Method
<b>Account closing</b>	InternalInfoWB	Account closing	AccountServices	Work Basket
<b>Account Transaction</b>	InternalInfoWB	Account Transaction	AccountServices	Work Basket
<b>ATM</b>	UplusMarketing@uplus.com	ATM	Claims and Disputes	Email
<b>Audit mismatch</b>	InternalInfoWB	Audit mismatch	Controller and Audit	Work Basket
<b>Budget mismatch</b>	InternalInfoWB	Budget mismatch	Planning and Budgeting	Work Basket
<b>Debt Collection</b>	InternalInfoWB	Debt Collection	Collections	Work Basket
<b>Foreign currency exchange</b>	InternalInfoWB	Foreign currency exchange	Money Transfer and Clearing	Work Basket
<b>Fraud/Forgery</b>	UplusMarketing@uplus.com	Application details	NB operations	Email
<b>Lease</b>	InternalInfoWB	Lease	Lease	Work Basket
<b>Loan Processing</b>	InternalInfoWB	Loan Processing	Loans	Work Basket
<b>Lost / Stolen Card</b>	123123123	Lost / Stolen Card	CardServices	Phone
<b>Misleading advertising</b>	UplusMarketing@uplus.com	Ad campaign details	Marketing	Email
<b>Misrepresentation</b>	UplusMarketing@uplus.com	Application and policy details	NB operations	Email
<b>Premium notice/billing</b>	InternalInfoWB	Details of charges	Billing	Work Basket
<b>Sales</b>	UplusMarketing@uplus.com	Policy application details	Sales agent	Email
<b>Treasury bills</b>	InternalInfoWB	Details on Treasury bills	Treasury	Work Basket

## Department details

Class: Accel-Complaints-Data-DepartmentDetails

Email	Department	Department ID
uplusIT@uplus.com	IT	IT
UplusNBops@pegatsdemo.com	Operations: New Business	Operations: New Business
accounting@uplus.com	Accounting	Accounting
uplusclaim01@pegatsdemo.com	Claims	Claims
UplusMarketing@uplus.com	Marketing	Marketing
upluslegal@uplus.com	Legal	Legal
uplusinforceops@uplus.com	Operations: Inforce	Inforce operations
nbb@uplus.com	New Business Operations	NB operations
uplusUW@uplus.com	Underwriting	Underwriting
uplusSales@uplus.com	Sales	Sales

## Correspondence templates

Class: Accel-Complaints-Data-Emailtemplate

Correspondence Name	Correspondence Type	Ruleset
InternalInfoRequest	Email	ComplaintsSample_FS
Transactioncharges	Email	ComplaintsSample_FS
AuditMismatch	Email	ComplaintsSample_FS
Accountopening	Email	ComplaintsSample_FS
MisleadingAdv	Email	ComplaintsSample_FS

## Email templates

Class: Rule-Obj-Corr

Email Subject	Email Template	Department
Request for information	InternalInfoRequest	Treasury
Policy Application Issue	Sales	Sales
Details of charges	PremiumNoticeBillingIssue	Billing
Audit Mismatch	AuditMismatch	Controller and Audit
Misleading Advertisements	MisleadingAdv	Marketing
Account opening	Accountopening	AccountServices

Email Subject	Email Template	Department
<b>Audit Mismatch</b>	AuditMismatch	Claims and Disputes
<b>Transaction charges</b>	Transactioncharges	CardServices
<b>Request for information</b>	InternalInfoRequest	Collections
<b>Request for information</b>	InternalInfoRequest	Lease
<b>Request for information</b>	InternalInfoRequest	Loans
<b>Request for information</b>	InternalInfoRequest	Money Transfer and Clearing
<b>Request for information</b>	InternalInfoRequest	NB operations
<b>Request for information</b>	InternalInfoRequest	Planning and Budgeting

## Appendix C – Insurance Sample Data

### Internal Departments

Class: Accel-Complaints-Data-InternalInfo

Complaint Reason	Contact Address	Needed Info	Department	Contact Method
<b>Unsatisfactory settlement offer</b>	InternalInfoWB	Claim payout details	Claims	Work Basket
<b>Prompt pay</b>	InternalInfoWB	Claim payout status	Claims	Work Basket
<b>Suitability</b>	123123123	UW analysis	Underwriting	Phone
<b>Delay</b>	InternalInfoWB	Claim processing status	Claims	Work Basket
<b>Disagree with settlement</b>	InternalInfoWB	Response to inquiry	Claims	Work Basket
<b>Coverage question</b>	InternalInfoWB	Copy of policy	Inforce operations	Work Basket
<b>Denial</b>	InternalInfoWB	Claim payout details	Claims	Work Basket
<b>Delay</b>	123123123	UW status details	Underwriting	Phone
<b>Premium refund</b>	InternalInfoWB	Transaction information	Inforce operations	Work Basket
<b>Non-renewal</b>	123123123	Details of UW decision	Underwriting management	Phone
<b>Premium and rating</b>	123123123	Information on premium charges	Underwriting	Phone
<b>Mismatch</b>	InternalInfoWB	Details Mismatch	Accounting	Work



Complaint Reason	Contact Address	Needed Info	Department	Contact Method
				Basket
Denial	123123123	Details of UW denial	Underwriting management	Phone
Misleading advertising	UplusMarketing@uplus.com	Ad campaign details	Marketing	Email
Sales	UplusMarketing@uplus.com	Policy application details	Sales agent	Email
Request Info	UplusIT@uplus.com	Request Info	IT	Email

## Department Details

Class: Accel-Complaints-Data-DepartmentDetails

Email	Department	Department ID
uplusIT@uplus.com	IT	IT
UplusNBOps@pegatsdemo.com	Operations: New Business	Operations: New Business
accounting@uplus.com	Accounting	Accounting
uplusclaim01@pegatsdemo.com	Claims	Claims
UplusMarketing@uplus.com	Marketing	Marketing
upluslegal@uplus.com	Legal	Legal
uplusinforceops@uplus.com	Operations: Inforce	Inforce operations
nbb@uplus.com	New Business Operations	NB operations
uplusUW@uplus.com	Underwriting	Underwriting
uplusSales@uplus.com	Sales	Sales

## Correspondence templates

Class: Accel-Complaints-Data-Emailtemplate

Correspondence Name	Correspondence Type	Ruleset
InternalInfoRequest	Email	ComplaintsSample_Ins
MisleadingAdv	Email	ComplaintsSample_Ins
Sales	Email	ComplaintsSample_Ins
PremiumNoticeBillingIssue	Email	ComplaintsSample_Ins
Mismatch	Email	ComplaintsSample_Ins

Correspondence Name	Correspondence Type	Ruleset
<b>UnsatisfactorySettlementOffer</b>	Email	ComplaintsSample_Ins
<b>ClaimProcessingStatus</b>	Email	ComplaintsSample_Ins
<b>PremiumAndRating</b>	Email	ComplaintsSample_Ins
<b>AuditMismatch</b>	Email	ComplaintsSample_Ins

## Email templates

Class: Rule-Obj-Corr

Email Subject	Email Template	Department
<b>Request for information</b>	InternalInfoRequest	Operations: New Business
<b>Policy Application Issue</b>	Sales	Sales
<b>Unsatisfactory Settlement</b>	UnsatisfactorySettlementOffer	Underwriting
<b>Disagree with settlement</b>	UnsatisfactorySettlementOffer	Claims
<b>Request for information</b>	InternalInfoRequest	IT
<b>Mismatch in premium paid</b>	Mismatch	Accounting
<b>Delay in claim processing</b>	ClaimProcessingStatus	Claims
<b>Information on premium charges</b>	PremiumAndRating	Underwriting
<b>Misleading Advertisements</b>	MisleadingAdv	Marketing
<b>Request for information</b>	InternalInfoRequest	Inforce operations
<b>Request for information</b>	InternalInfoRequest	Legal