



Guide

Sapiens ClaimsPro

Working with Claims - Hi Marley Text Messaging Guide

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Working with Claims - Hi Marley Text Messaging Guide

Getting Started

Introduction

This guide includes an aspect of working with claims in ClaimsPro related to the web service integration with Hi Marley for two-way communication with parties involved on claims using text messaging.

The objective of this guide is to provide a general overview of the integration, how to set up and configure ClaimsPro for the integration, and to provide details for handling text message communications within ClaimsPro as part of the integration with Hi Marley.

Hi Marley

Overview

Hi Marley is the first intelligent conversational platform built for P&C insurance. Powered by SMS, Hi Marley simplifies carrier and policyholder communication, creating faster and more lovable conversations.

Hi Marley is 100% focused on serving insurance. When you choose Hi Marley, you choose a team of insurance professionals that understand your problem. Unlike a broad SMS solution for any industry, Hi Marley understands your requirements. That's why they built Hi Marley to include features insurance carriers need like built-in translation to save you money and the ability to export transcripts for compliance. Hi Marley is an API-driven platform that easily integrates with your core claims administration systems.

Hi Marley is built for Insurance Ecosystem. From day one, Hi Marley's platform was specifically designed to bring insurers and their ecosystem partners together.

Hi Marley Accelerates Innovation. The Hi Marley team focus is to continually improve the insurance conversation.

Hi Marley Claims is a simple solution for the entire claims process.

With Hi Marley Claims, insureds, claimants, FNOL representatives, adjusters, agents and claims vendor partners can quickly streamline the communications needed to report, investigate, evaluate and resolve claims including features such as:

- Claims-specific message templates and workflows
- Message streams that include the entire claims ecosystem
- Auto-translation of languages
- Inbound quick-start FNOL
- Policyholder profiles connected to core systems
- Claims process dashboards and benchmarks.

ClaimsPro's integration with Hi Marley begins with the verification of phone numbers recorded for Customers or parties on a claim as mobile phone numbers using a synchronous VerifyMobilePhoneNumber web service request to Hi Marley. ClaimsPro records if the phone number is verified as a mobile phone number or not for that party. If verified, when ClaimsPro displays the mobile phone number as a read only value within the claim, the phone number is displayed as a hyperlink with a Hi Marley icon indicating that it can be used for text message communications with Hi Marley.

When the hyperlinked mobile phone number is selected, ClaimsPro will determine if the mobile phone number has been used to establish a Hi Marley Case for text messaging communications on the claim by determining if a Hi Marley Case is being tracked for the mobile phone number within the Correspondence Tracking area of the claim.

If a Hi Marley Case is not found, ClaimsPro will trigger a synchronous OpenCase web service request to Hi Marley to create a Hi Marley Case for text message communications with the party on the claim. Once the Hi Marley Case is created in Hi Marley, ClaimsPro tracks the Hi Marley Case details as a Correspondence Tracking record on the claim. Hi Marley provides a unique Case Identifier that is recorded as a Thread Identifier in the Correspondence Tracking record on the claim to relate multiple text messages for the Hi Marley Case within the claim.

If a Hi Marley Case is found, ClaimsPro will determine if the party associated with the mobile phone number has indicated to Opt-out of text message communications. ClaimsPro tracks Text Message Opt-in and Opt-out preferences within the Customer Communication Preferences for the party.

If the party has indicated to Opt-out of Text Message communications, ClaimsPro will display an information message indicating that this is the situation so that communications with the party is not done through text messaging.

If the party has not indicated to Opt-out of Text Message communications, ClaimsPro continues to obtain the most recent details for the Hi Marley Case using a synchronous GetCase web service request to determine if the Hi Marley Case is open or closed.

If the Hi Marley Case is open and the claim is open, ClaimsPro will navigate to the Hi Marley Case within Hi Marley Web application for text message communications with the party.

If the Hi Marley Case is closed and the claim is open, ClaimsPro will reopen the Hi Marley Case using a synchronous ReOpenCase web service request to change the status of the Hi Marley Case for the mobile number to open, and then navigate to the Hi Marley Case within Hi Marley Web application for text message communications with the party.

If the Hi Marley Case is closed and the claim is closed, ClaimsPro navigates to the Hi Marley Case within Hi Marley Web application to allow for viewing details of the text message communications with the party on the closed case. As needed, within the Hi Marley Web application, steps can be taken to reopen the Hi Marley Case to continue text message communications with the party.

Periodically, as actions are being done within the Hi Marley Web application for a Hi Marley Case including text messaging Opt-in/Opt-out decisions being made by a party, text messages being sent and received, or the Hi Marley Case being closed, Hi Marley sends asynchronous web hook events to ClaimsPro that is used to drive updates and workflow within ClaimsPro.

When HI Marley sends a text messaging Opt-in/Opt-out event, ClaimsPro tracks the Text Message Opt-in or Opt-out preferences within the Customer Communication Preferences for the party associated with the mobile phone number.

When Hi Marley sends a Message Data event, Claims records the details of the text message as a correspondence tracking record for the Hi Marley Case on the claim. ClaimsPro will record separate correspondence tracking records received from Hi Marley when the message data includes both message text and images/files in the message.

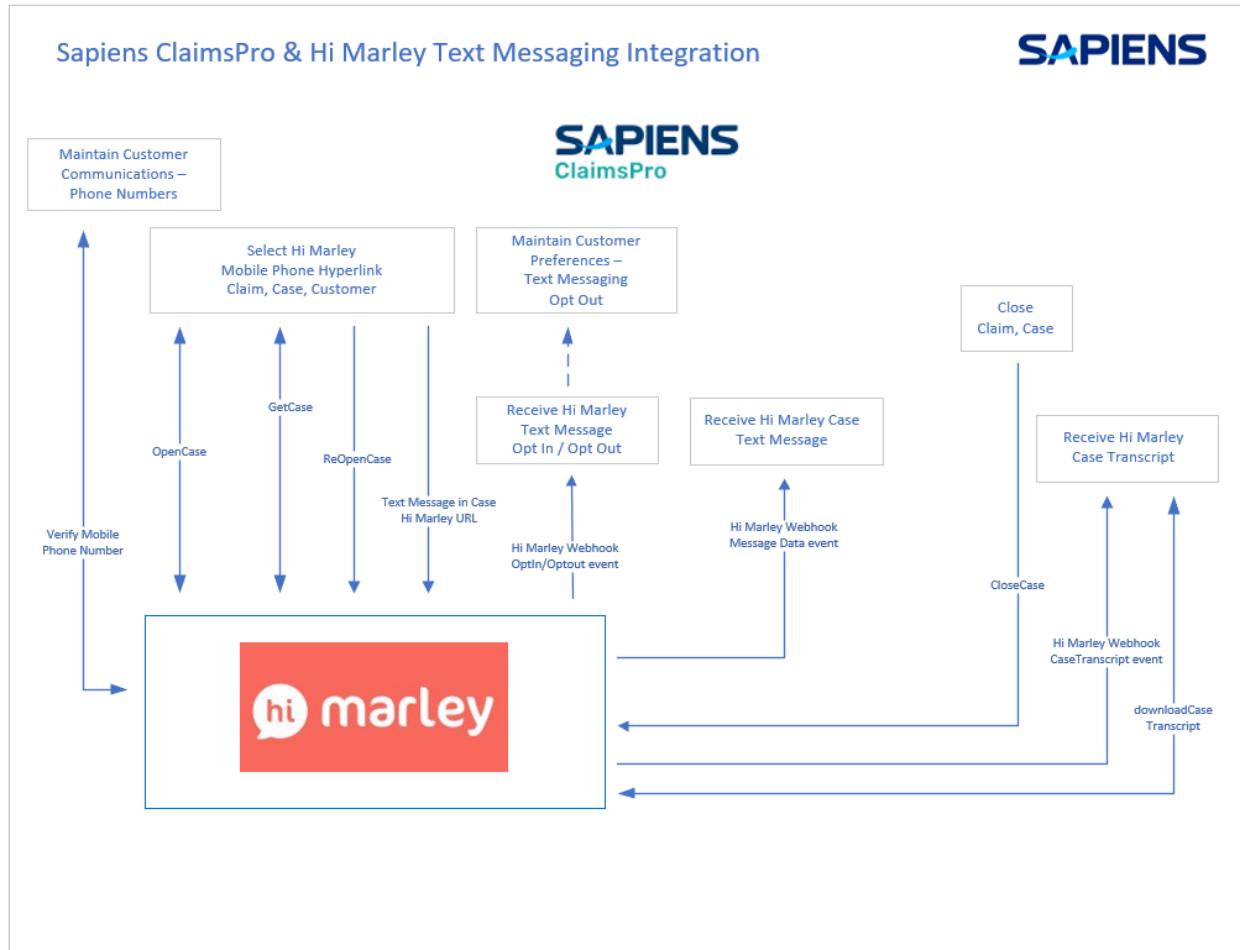
When Hi Marley sends a Case Transcript event, ClaimsPro makes a synchronous DownloadCaseTranscript web service request to obtain a PDF document of the transcript of all the messages sent and received on the Hi Marley Case to store as a document attachment on the claim.

ClaimsPro supports the ability to work with mobile phone numbers and Hi Marley Cases from within ClaimsPro Case and ClaimsPro Customer contexts like it does within the ClaimsPro Claims context.

Further, when a ClaimsPro Claim or ClaimsPro Case is closed, ClaimsPro will determine if any Hi Marley Cases associated with the context being closed have Hi Marley Cases to send a synchronous CloseCase web service request for each Hi Marley Case that needs to be closed within Hi Marley.

Currently, ClaimsPro does not support an integration with Hi Marley related to Reassign Case, Send Message & Send Template Message.

The following is an overview diagram of the integration between ClaimsPro and Hi Marley



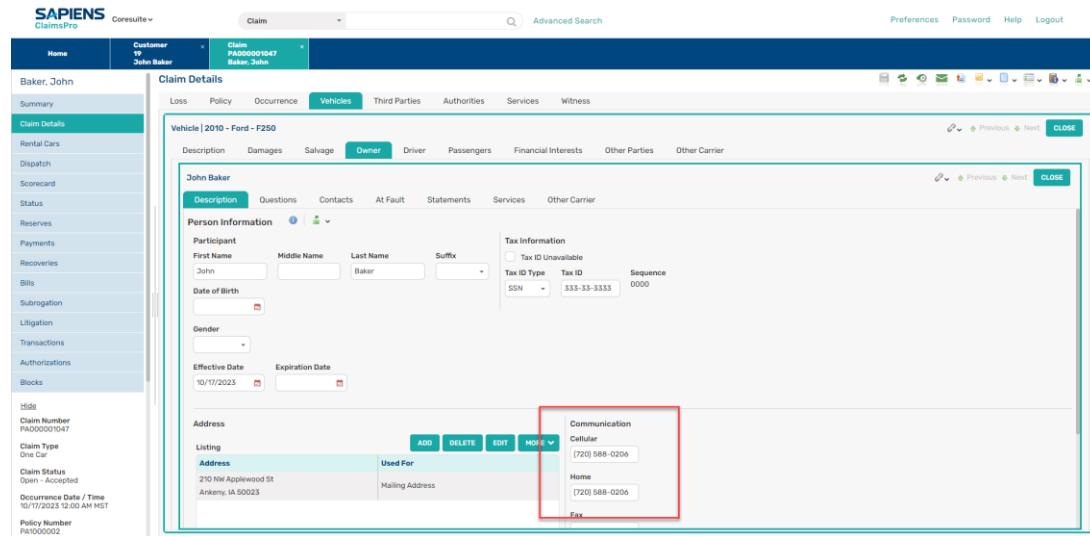
ClaimsPro integrates with Hi Marley using the following services:

- VerifyMobilePhoneNumber
- OpenCase
- GetCase
- CloseCase
- ReOpenCase
- Webhook Events 1 User Opt-Out, 2 User Opt-In, 14 – Message Date & 11 – Case Transcript
- DownloadCaseTranscript

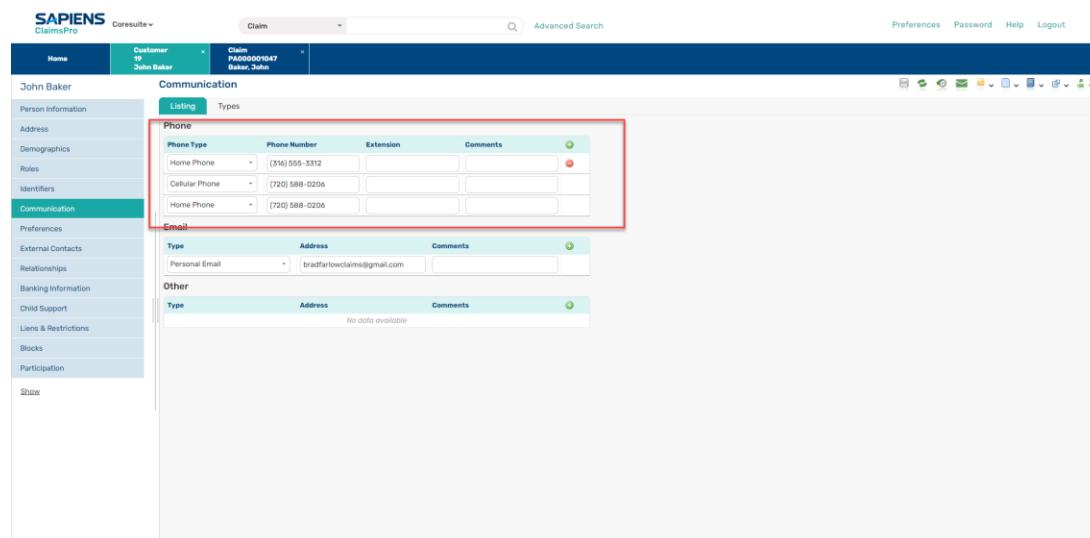
Text Message Communication using Hi Marley

Customer Communications and Verifying Mobile Phone Numbers

When a Phone Number is added to a party involved on the claim, or within the Communication details for the party in Customer, ClaimsPro makes a synchronous VerifyMobilePhoneNumber web service request to Hi Marley to verify the phone number as a mobile phone number.



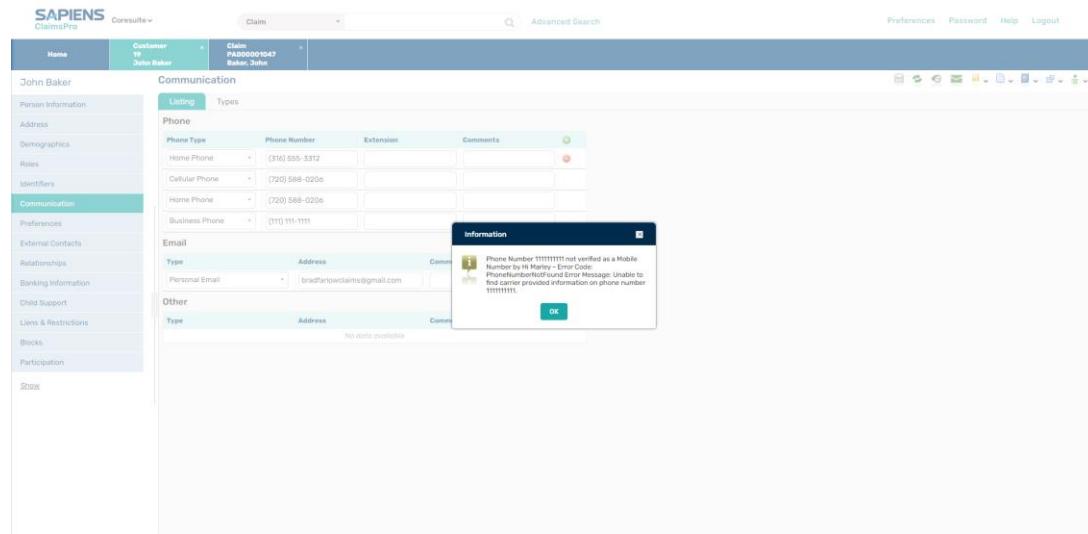
The screenshot shows the ClaimsPro interface for a vehicle owner named John Baker. The 'Communication' tab is selected. A red box highlights the 'Communication' section, which lists a mobile phone number: (720) 588-0206. Other communication types listed are Home and Fax.



The screenshot shows the ClaimsPro interface for a customer record. The 'Communication' tab is selected. A red box highlights the 'Phone' section, which lists a mobile phone number: (720) 588-0206. Other communication types listed are Home and Fax.

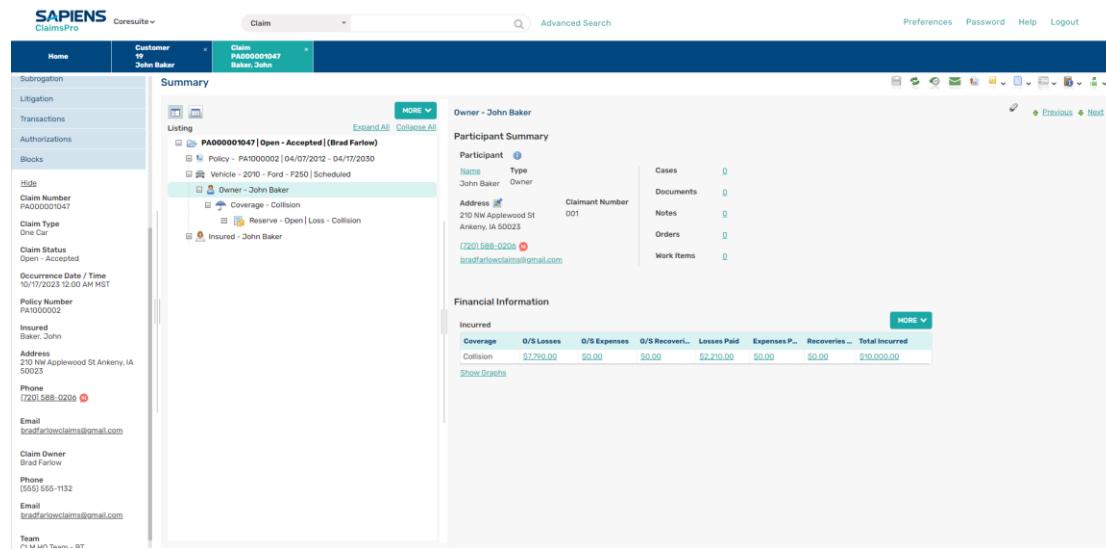
If the phone number is verified as a mobile phone number, ClaimsPro records an indication that the phone number is a mobile number for use with Hi Marley text messaging.

If the phone number is not verified as a mobile phone number, ClaimsPro will continue to record the phone number for the party with an indication is not a mobile number and displays an information message that the number was not verified as a mobile number.




Note that verifying the phone number as a mobile phone number occurs on every phone number added to a Customer party regardless of the usage phone type associated with the phone number. This means that if a mobile phone number is recorded for a business phone, home phone, cellular phone or any other usage type configured for phone numbers, ClaimsPro will verify the number as being a mobile phone number that can be used for text messaging with a party using Hi Marley.

When a phone number is verified as a mobile phone number and ClaimsPro displays the phone number as a read only value within the system (Claim, Case or Customer contexts), the phone number is displayed as a hyperlink along with a Hi Marley icon indicating that it can be used for text message communications with Hi Marley.



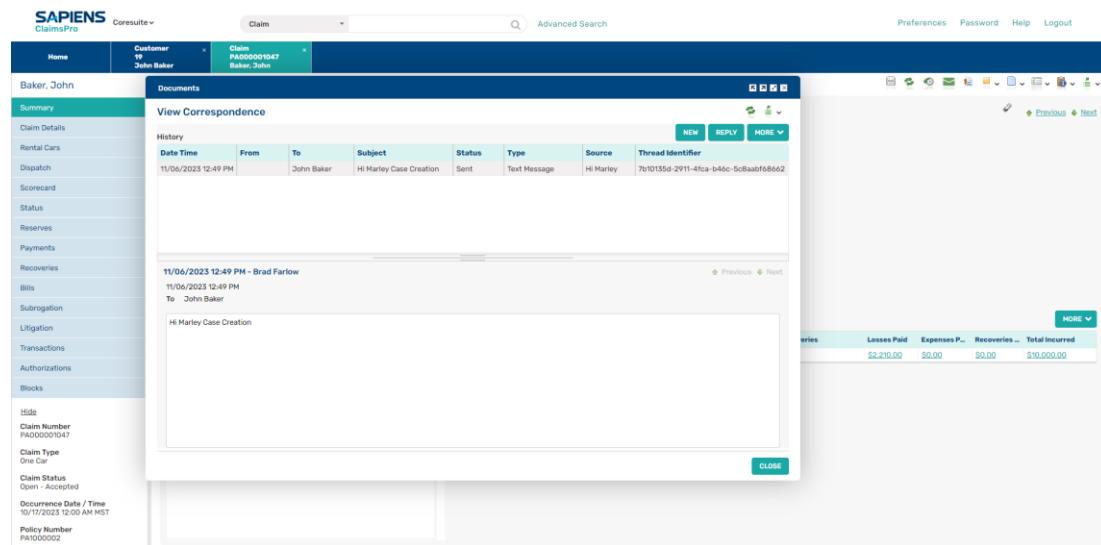
Coverage	O/S Losses	O/S Expenses	O/S Recoveries	Losses Paid	Expenses Pd	Recoveries Pd	Total Incurred
Collision	\$7,790.00	\$0.00	\$0.00	\$2,210.00	\$0.00	\$0.00	\$10,000.00

Initiating a Hi Marley Case for Text Message communication

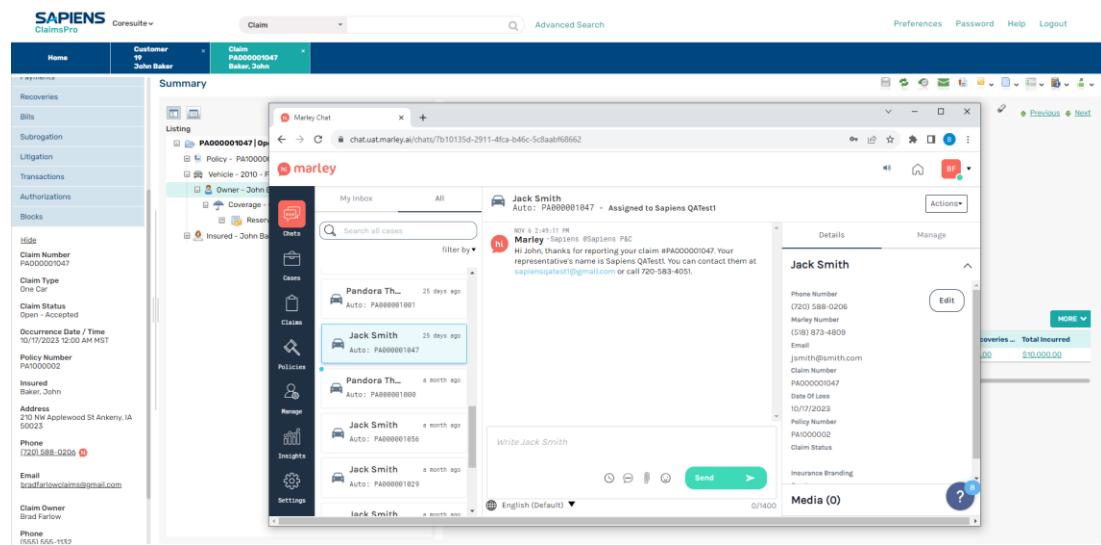
When the hyperlinked mobile phone number with the Hi Marley icon is selected, ClaimsPro will determine if the mobile phone number has been used to establish a Hi Marley Case for text messaging communications on the context (Claim, Case or Customer) by finding a Correspondence tracking entry for the To Recipient with the mobile phone number and Correspondence Source of "Hi Marley".

If a Hi Marley Case is not found for the mobile phone number on the context, ClaimsPro will trigger a synchronous OpenCase web service request to create a Hi Marley Case to be used for text message communications with the party on the claim. Once the Hi Marley Case is created in Hi Marley, ClaimsPro tracks the Hi Marley Case details as a Correspondence Tracking record on the claim.

Hi Marley provides a unique Case Identifier that is tracked in the Correspondence Tracking record as a Thread Identifier relating text messages for the Hi Marley Case within ClaimsPro.

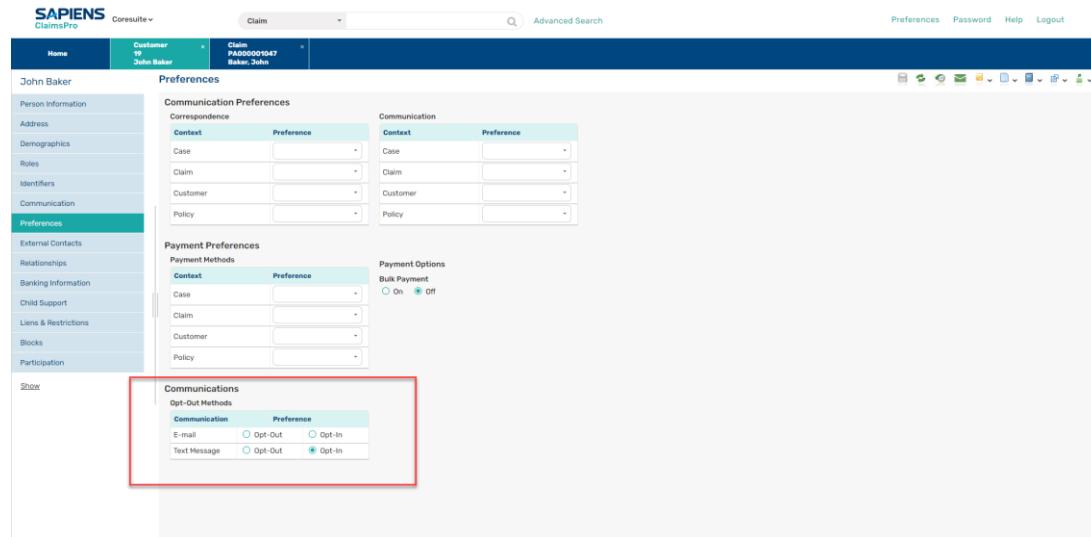


As part of the Hi Marley Case creation, ClaimsPro will also continue to navigate to the newly created Hi Marley Case within the Hi Marley Web application.

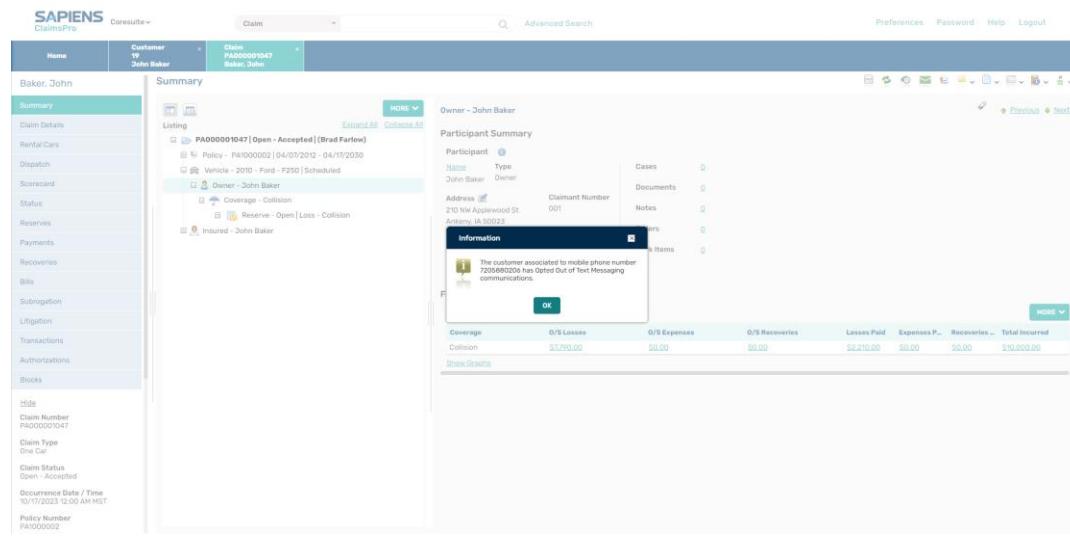


If a Hi Marley Case is found for the mobile phone number based on the Hi Marley Case details tracked in Correspondence Tracking when a hyperlinked mobile phone number with the Hi Marley icon is selected, ClaimsPro will determine if the party associated with the mobile phone number has indicated to Opt-out of text message communications.

ClaimsPro tracks Text Message Opt-in and Opt-out preferences within the Customer Communication Preferences for the party.

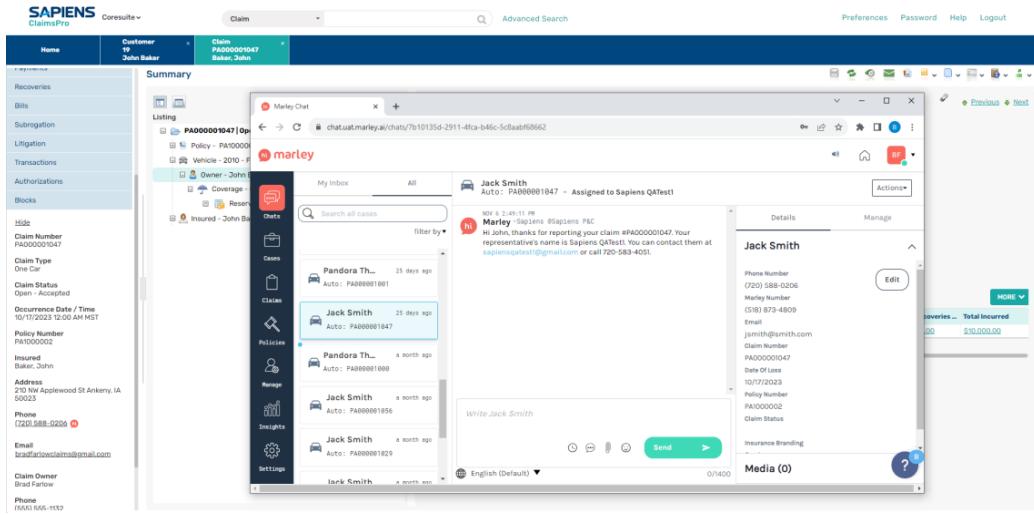


If the party has indicated to Opt-out of Text Message communications, ClaimsPro will display an information message indicating that this is the case.



If the party has not indicated to Opt-out of Text Message communications, ClaimsPro continues to obtain the most recent details for the Hi Marley Case using a synchronous GetCase web service request to determine if the Hi Marley Case is open or closed.

If the Hi Marley Case is open and the claim is open, ClaimsPro will navigate to the Hi Marley Case within the Hi Marley Web application for text message communications with the party.



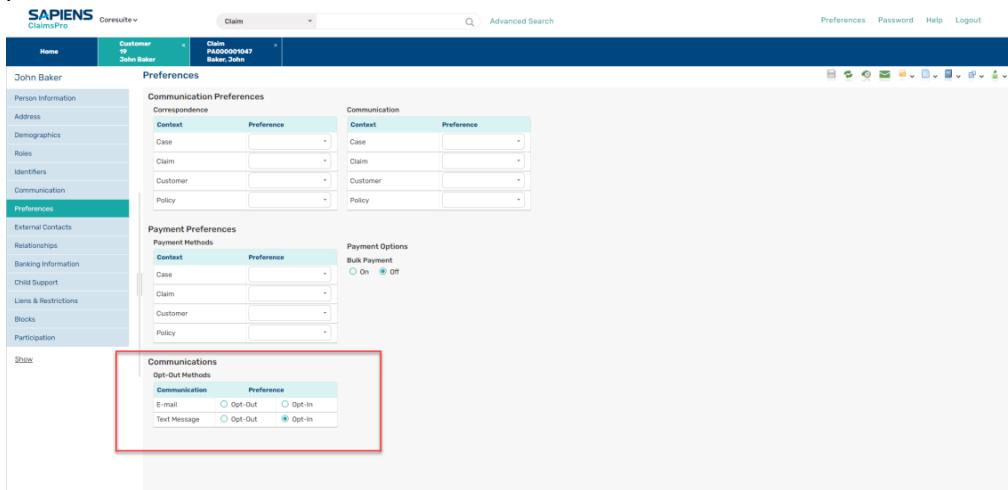
If the Hi Marley Case is closed and the claim is open, ClaimsPro will reopen the Hi Marley Case using a synchronous ReOpenCase web service request to change the status of the Hi Marley Case for the mobile number to "Open" and then navigate to the Hi Marley Case within Hi Marley Web application for text message communications with the party.

If the Hi Marley Case is closed and the claim is closed, ClaimsPro navigates to the Hi Marley Case within Hi Marley Web application to allow for viewing details of the text message communications with the party on the closed case. As needed, within the Hi Marley Web application, steps can be taken to reopen the Hi Marley Case to continue text message communications with the party.

Receiving Text Message Opt Out/Opt In from Hi Marley

ClaimsPro includes support for asynchronous webhook event notifications from Hi Marley related to an indication that the party associated with the Mobile Phone Number and Hi Marley Case has requested to Opt-Out or Opt-In to using text message communications.

When HI Marley sends a text messaging Opt-in or Opt-out event, ClaimsPro tracks the Text Message Opt-in or Opt-out preference within the Customer Communication Preferences for the party associated with the mobile phone number.



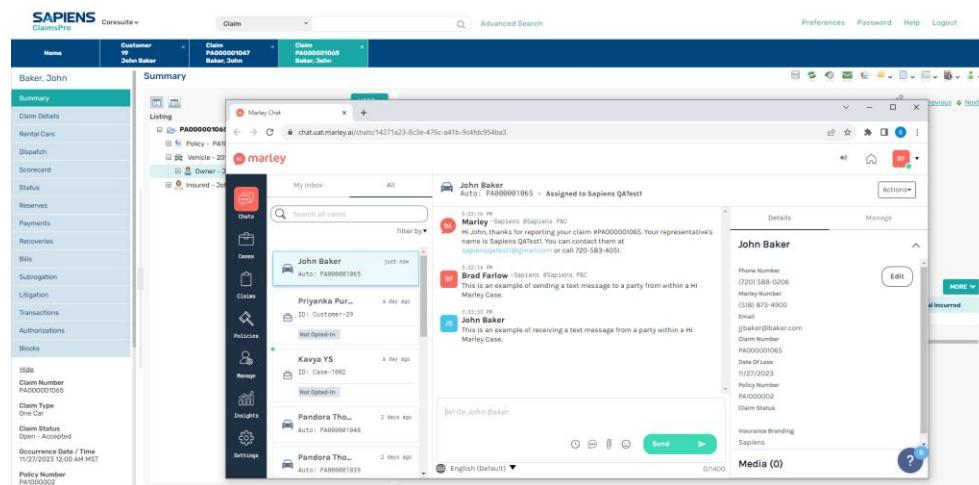
In response to an Opt-in/Opt-out event, ClaimsPro triggers a 'Customer Communication Opt In Opt Out' event for the Customer party that may be used to drive workflow notifications on the claim.



Note that in response to the events triggered by ClaimsPro for Hi Marley events, the client implementation team can implement rules to generate outcomes as needed to generate workflow as needed for the client as part of their implementation.

Sending Text Message communication to Parties

When using the Hi Marley integration with ClaimsPro, text message communications to send and receive text messages is done within the Hi Marley Case in the Hi Marley Web application.

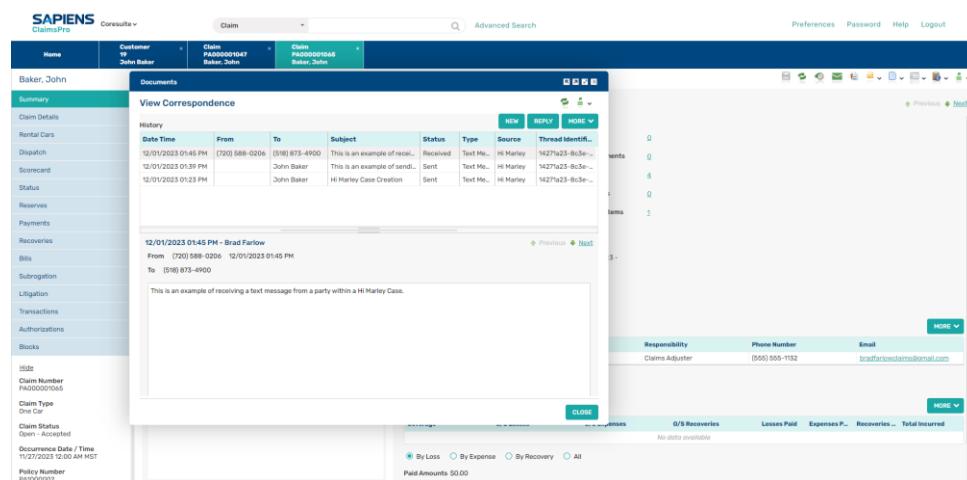


The screenshot shows the Hi Marley Web application interface. On the left, there is a sidebar with navigation links: Home, Summary, Claim Details, Rental Cars, Dispatch, Scorecard, Status, Reserves, Payments, Recoveries, Bills, Subrogation, Litigation, Transactions, Authorizations, and Blocks. The main area is titled 'Summary' and shows a 'Marley Chat' window. The window displays a conversation between 'John Baker' and 'Hi Marley'. John Baker has sent a message: 'Marley, Thanks for reporting your claim #PA000001047. Your representative's name is Sapiens QA Test. You can contact them at sapiensqa01@gmail.com or call 720-583-4051.' Hi Marley has responded: 'This is an example of sending a text message to a party from within a Hi Marley Case.' Below the chat window, there is a list of other messages from different parties: Priyanka Pur... (1 day ago), Kavya VS (1 day ago), and Pandora Tho... (2 days ago). The bottom right of the screen shows a 'Details' panel for John Baker, including his phone number (720) 588-0206, Marley number (518) 873-4800, email (jbaker@baker.com), and policy information.

Receiving Hi Marley Text Messages for Correspondence Tracking

ClaimsPro includes support for asynchronous webhook event notifications from Hi Marley related to receiving Message Data events from Hi Marley for text messages sent and received on a Hi Marley Case.

When Hi Marley sends a Message Data event, Claims records the details of the text message as a correspondence tracking record for the Hi Marley Case on the claim. ClaimsPro will record separate correspondence tracking records received from Hi Marley when the message data includes both message text and images/files in the message.



The screenshot shows the Hi Marley Web application interface. The sidebar and main summary area are identical to the previous screenshot. The 'View Correspondence' section is highlighted. It shows a history of messages between 'John Baker' and 'Brad Farlow'. The messages are: '12/01/2023 01:45 PM - Brad Farlow' (From: (720) 588-0206, To: (518) 873-4900) and '12/01/2023 01:45 PM - Brad Farlow' (From: (720) 588-0206, To: (518) 873-4900). The message text is: 'This is an example of receiving a text message from a party within a Hi Marley Case.' Below the messages, there is a 'Details' panel for Brad Farlow, showing his phone number (518) 873-4900 and email (bradfarlow@ams.com). The bottom of the screen shows a summary of recoveries and losses.

In response to a Message Data event, ClaimsPro triggers a '`<Context> Correspondence Received`' event for each text message entry and Correspondence Tracking record saved on the context (Claim, Case or Customer) for the text messages recorded that may be used to drive workflow notifications on the claim.



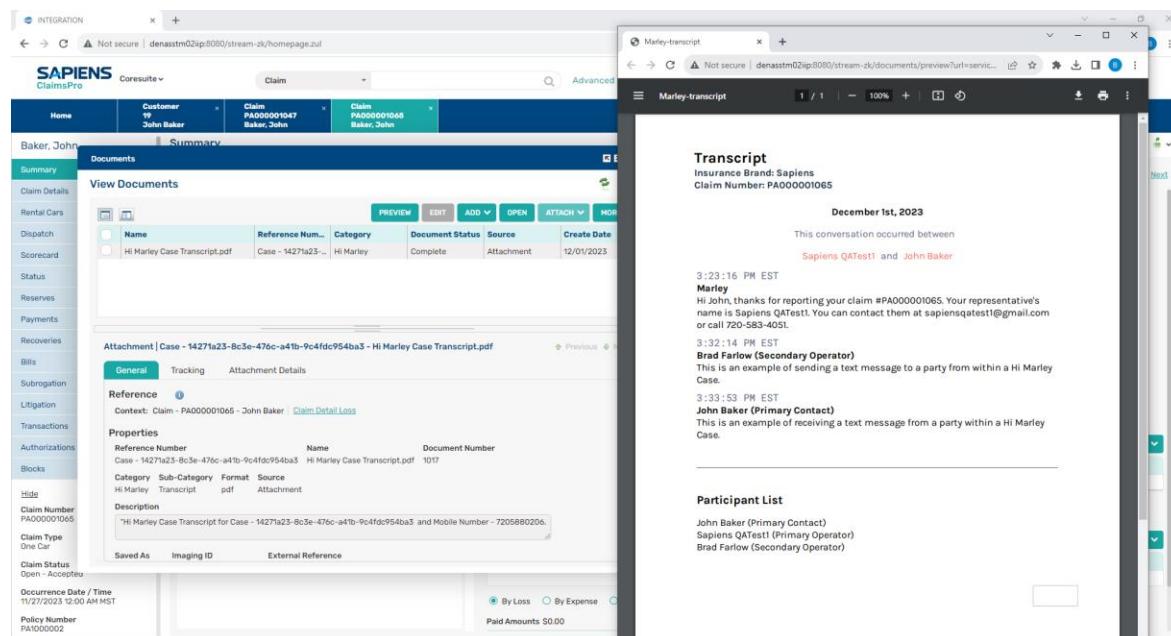
Note that in response to the events triggered by ClaimsPro for Hi Marley events, the client implementation team can implement rules to generate outcomes as needed to update the claim or generate workflow as needed for the client as part of their implementation.

For example, while the Correspondence tracking record is an electronic record of the text message on the context, an external drools rules may be created to generate Notes as another option for presenting text message communications on the claim, case or customer.

Receiving Hi Marley Case Text Messaging Transcripts

ClaimsPro includes support for asynchronous webhook event notifications from Hi Marley related to receiving Case Transcript events from Hi Marley for obtaining a PDF document of the full transcript of text messages sent and received on a Hi Marley Case.

When Hi Marley sends a Case Transcript event, ClaimsPro makes a synchronous `DownloadCaseTranscript` web service request to obtain a PDF document of the transcript of the messages sent and received on the Hi Marley Case to store as a document attachment on the claim.



The screenshot shows the SAPIENS ClaimsPro interface. On the left, the 'Documents' section is open, showing a list of attachments. One attachment is selected: 'Hi Marley Case Transcript.pdf'. The right pane displays the content of this PDF, which is a transcript of messages between 'Sapiens QATest1' and 'John Baker' on December 1st, 2023. The transcript shows a message from 'Sapiens QATest1' at 3:23:16 PM EST, followed by a message from 'John Baker' at 3:23:14 PM EST, and a message from 'Brad Farlow (Secondary Operator)' at 3:23:53 PM EST. The interface includes standard browser controls and a sidebar with various claim-related tabs.



Note that ClaimsPro uses the configuration of the Document Category & Document Sub-Category values in the "Hi Marley Case Transcript Document Category" and "Hi Marley Case Transcript Document Sub-Category" system options to categorize the Case Transcript attachment received from Hi Marley as an attachment.



Note that ClaimsPro triggers a '`<context> Attachment Added`' event when the Case Transcript is added as an attachment on the context from which the client implementation team can implement rules to generate outcomes as needed to generate workflow as needed for the client as part of their implementation.

Closing a Hi Marley Case

As the claim or case within ClaimsPro proceeds through its typical life cycle and reaches the point where it's status is changed to "closed", ClaimsPro will determine if any Hi Marley Cases associated with the context being closed have Hi Marley Cases associated in order to send a synchronous CloseCase web service request for each Hi Marley Case that needs to be closed within Hi Marley.

ClaimsPro evaluates the Correspondence Tracking records associated to the context to identify tracking records with a Correspondence Source of "Hi Marley" to obtain the Hi Marley Case Identifier that is used to send the synchronous CloseCase web service request to Hi Marley to close the text messaging case within Hi Marley.

Reopening a Hi Marley Case

As mentioned above within the "Initiating a Hi Marley Case for Text Message communication", when the hyperlinked mobile phone number with the Hi Marley icon is selected and ClaimsPro determines that the Hi Marley Case is closed and the claim is open, ClaimsPro will reopen the Hi Marley Case using a synchronous ReOpenCase web service request to change the status of the Hi Marley Case for the mobile number to open and then navigate to the Hi Marley Case within Hi Marley Web application for text message communications with the party.

Setup & Configuration of Hi Marley Text Message Integration

The following elements are to be used for the setup and configuration of the integration to Hi Marley from ClaimsPro:

JVM Properties

The following are JVM properties to be configured within an environment for the Hi Marley Text Messaging webservice integration with ClaimsPro:

`client.himarley.apikey`: This JVM Property represents the Hi Marley API Key for authentication and authorization for making web services calls provided by Hi Marley.

`client.himarley.url`: This JVM Property represents the Hi Marley URL provided by Hi Marley for web service access to an environment. This is configured by environment such as UAT for testing purpose or PROD for production purposes.

`client.himarley.webapp.url`: This Tomcat Catalina Property represents the Hi Marley Web Application URL provided by Hi Marley for accessing Hi Marley Web Application. This is configured by environment such as UAT for testing purpose or PROD for production purposes.

Endpoints

Inbound endpoint information for asynchronous web hook notifications from Hi Marley:

Hi Marley Webhooks:

`“https://<public-proxy-name>/iip/services/rest/partyservice/party/optout”` - Used for receiving Customer party Opt-Out and Opt-Ind indication.

`“https://<public-proxy-name>/iip/services/rest/himarleyservice/correspondence/receive”` - Used for receiving text message from Hi Marley to be recorded as Correspondence Tracking records.

`“https://<public-proxy-name>/iip/services/rest/himarleyservice/correspondence/transcript”` - Used for receiving Hi Marley Case transcripts to be added as attachments.

Enterprise Options

The following are system options that can be configured related to the Hi Marley Text Messaging webservice integration with ClaimsPro:

Hi Marley Case Messages Document Category – This system option represents the default value for the Document Category when an attachment is added to a context for an image/file included with a text message received from Hi Marley Case Text Message. `himarley` – “Hi Marley”

Hi Marley Case Messages Document Sub-Category – This system option represents the default value for the Document Sub-Category when an attachment is added to a context for an image/file included with a text message received from Hi Marley Case Text Message. `msgatc` – “Message Attachments”

Hi Marley Case Transcript Document Category – This system option represents the default value for Document Category when a Hi Marley Case Transcript is added as an attachment to a context. `himarley` – “Hi Marley”

Hi Marley Case Transcript Document Sub-Category – This system option represents the default value for Document Sub-Category when a Hi Marley Case Transcript is added as an attachment to a context. `transcript` – “Transcript”

Enterprise Codes

The following are Enterprise code table values that can be configured related to the Hi Marley Text Messaging webservice integration with ClaimsPro:

Document Categories – Represents the general grouping or category of Attachments within the Documents tool associated with Hi Marley message attachments and transcripts added as attachments on a context. corrspndc – “Correspondence”, himarley – “Hi Marley”

Document Sub-Categories – Represents the sub-category of Attachments within the Document tools associated with Hi Marley message attachments and transcripts added as Attachments on a context. text – “Text Messages”, msgattch – “Message Attachments” & transcript – “Transcript”

Document Category Types - Represents the category and sub-categories by Context of Attachments within the Document tool associated with Hi Marley message attachments and transcripts added as Attachments on a context.

Document Category
 corrspndc – “Correspondence”
 himarley – “Hi Marley”
 himarley – “Hi Marley”

Document Sub-Category
 text – “Text Messages”
 msgattch – “Message Attachments”
 transcript – “Transcript”

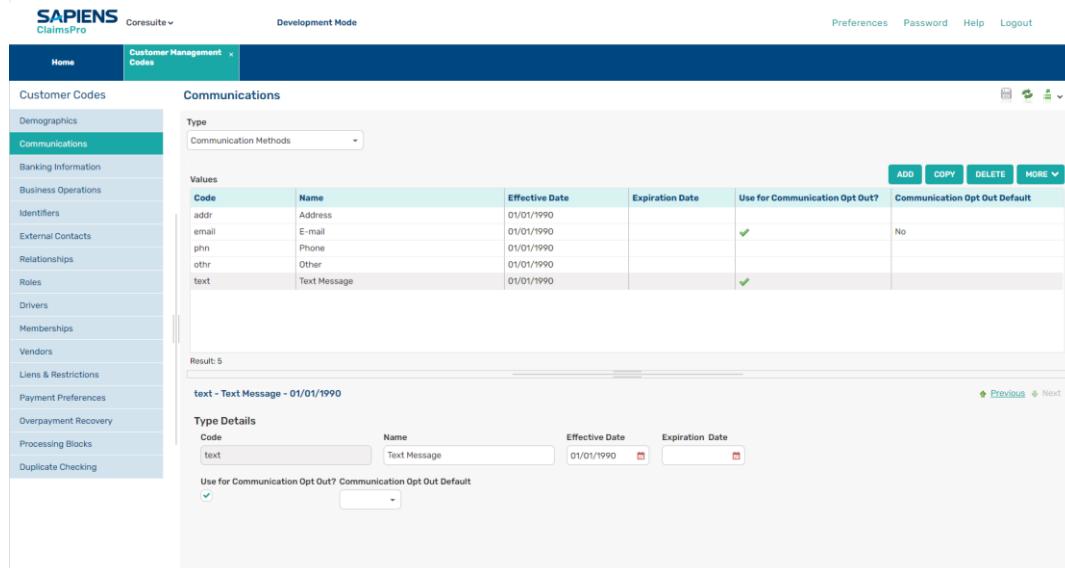
Customer Codes

The following are Customer code table values that can be configured related to the Hi Marley Text Messaging webservice integration with ClaimsPro:

Communication Methods - Represents the types of communication methods available for tracking the ways communications may occur with persons and organizations including the ability to identify communication methods that can be tracked as a communication Opt-Out or not for a party within Preferences area of a Customer.

Use for Communication Opt Out? indication is used to identify a communication method to display and track within the Communication Opt-Out preference for a Customer.

Communication Opt Out Default indication is used to set an initial default value for the Opt-Out preference for a Customer when a new party is created.



Code	Name	Effective Date	Expiration Date	Use for Communication Opt Out?	Communication Opt Out Default
addr	Address	01/01/1990			No
email	E-mail	01/01/1990			No
phn	Phone	01/01/1990			No
othr	Other	01/01/1990			No
text	Text Message	01/01/1990			No



Note that by default ClaimsPro does not set a specific default value of Yes or No for Text Messaging communication method, because with the use of the Opt-out/Opt-in integration with Hi Marley, the behavior of the system is show that no decision has been made by the party for their Text Message Opt-out/Opt-in preference so that once the indication is provided by Hi Marley, the existence of the Yes or No indication indicates that the party has made a decision of their preference and is not a value defaulted or assumed by the system.

Company Identifiers

The following are company identifier values to be configured related to the Hi Marley Text Messaging webservice integration with ClaimsPro:

Hi Marley Brand – Represents the Hi Marley Brand that is associated with a carrier company for working with Hi Marley Case text messaging and text messaging services with Hi Marley.

User Credential Types

The following are Credential Types that are to be configured for adjusters or employees involved in Hi Marley Case assignments with Hi Marley Text Messaging webservice integration with ClaimsPro:

Hi Marley User ID – Represents Hi Marley Identifier associated to a contact or assignee on a Hi Marley Case supporting Hi Marley text messaging.

Hi Marley Text Message Events

The following events triggered from processes related to Hi Marley Text Messaging web service integration on a including:

clm_himarleyrqsterror – “Claim Hi Marley Request Error” - Represents that an Error has occurred with sending Hi Marley Requests as part of Hi Marley integration for a Claim.

Event Data: Request Type, Hi Marley Case Identifier, Mobile, Error Code, Error Message, RequestDatetime & RequestDateTime Formatted - MM/DD/YYYY HH:MM AM/PM.

case_himarleyrqsterror – “Case Hi Marley Request Error” - Represents that an Error has occurred with sending Hi Marley Requests as part of Hi Marley integration for a Case.

Event Data: Request Type, Hi Marley Case Identifier, Mobile, Error Code, Error Message, RequestDatetime & RequestDateTime Formatted - MM/DD/YYYY HH:MM AM/PM.

party_himarleyrqsterror – “Customer Hi Marley Request Error” - Represents that an Error has occurred with sending Hi Marley Requests as part of Hi Marley integration for a Customer.

Event Data: Request Type, Hi Marley Case Identifier, Mobile, Error Code, Error Message, RequestDatetime & RequestDateTime Formatted - MM/DD/YYYY HH:MM AM/PM.

party_communicationoptinoptout - "Customer Hi Marley Opt In Opt Out" – Represents that a Customer Text Message or Email Communication Opt Out or Opt In setting has been set on a Customer.

Event Data: EventName, Source, Reference Number, Mobile, Email, First Name, Last Name, Delivery Type Code, ReceivedDatetime & ReceivedDateTime Formatted - MM/DD/YYYY HH:MM AM/PM.

party_communicationoptinoptoutunkwn - Customer Communication Opt In Opt Out Received for Unknown Party – Represents that a Text Message or Email Communication Opt In or Opt Out has been received for an unknown customer.

Event Data: EventName, Source, Mobile, Email, First Name, Last Name, Delivery Type Code, ReceivedDatetime & ReceivedDateTime Formatted - MM/DD/YYYY HH:MM AM/PM.

clm_corrspndcrcvd - "Claim Correspondence Received" - Represents that correspondence received from a known Recipient and recorded as a correspondence tracking record for a Claim.

Event Data: Correspondence Id, Correspondence Source, External Source Identifier, Thread Identifier, Delivery Type Code, Delivery Status Code, Subject, To Recipient, From Recipient, Correspondence Date Time & Correspondence Date Time Formatted - MM/DD/YYYY HH:MM AM/PM

clm_corrspndcunknwncpnt - "Claim Correspondence Received for Unknown Recipient" - Represents that correspondence received for Unknown Recipient for a Claim context.

Event Data: Correspondence Source, Thread Identifier, Delivery Type, Delivery Status, Subject, To Recipient, From Recipient, Correspondence Date Time & Correspondence Date Time Formatted - MM/DD/YYYY HH:MM AM/PM

case_corrspndcrcvd - "Case Correspondence Received" - Represents that correspondence received from a known Recipient and recorded as a correspondence tracking record for a Case.

Event Data: Correspondence Id, Correspondence Source, External Source Identifier, Thread Identifier, Delivery Type Code, Delivery Status Code, Subject, To Recipient, From Recipient, Correspondence Date Time & Correspondence Date Time Formatted - MM/DD/YYYY HH:MM AM/PM

case_corrspndcunknwncpnt - "Case Correspondence Received for Unknown Recipient" - Represents that correspondence received for Unknown Recipient for a Case context.

Event Data: Correspondence Source, Thread Identifier, Delivery Type, Delivery Status, Subject, To Recipient, From Recipient, Correspondence Date Time & Correspondence Date Time Formatted - MM/DD/YYYY HH:MM AM/PM

party_corrspndcrcvd - "Customer Correspondence Received" - Represents that correspondence received from a known Recipient and recorded as a correspondence tracking record for a Customer.

Event Data: Correspondence Id, Correspondence Source, External Source Identifier, Thread Identifier, Delivery Type Code, Delivery Status Code, Subject, To Recipient, From Recipient, Correspondence Date Time & Correspondence Date Time Formatted - MM/DD/YYYY HH:MM AM/PM

party_corrspndcunknwncpnt - "Customer Correspondence Received for Unknown Recipient" - Represents that correspondence received for Unknown Recipient for a Customer context.

Event Data: Correspondence Source, Thread Identifier, Delivery Type, Delivery Status, Subject, To Recipient, From Recipient, Correspondence Date Time & Correspondence Date Time Formatted - MM/DD/YYYY HH:MM AM/PM

clm_himarleywebhookerror - "Claim Hi Marley Webhook Error" - Represents that an Error has occurred with receiving Hi Marley Case Transcript event for an unknown Hi Marley Case Identifier as part of Hi Marley Webhooks process for a Claim.

Event Data: EventName, Error Message, Reference Number, Mobile, First Name, Last Name, Email, ReceivedDatetime & ReceivedDateTime Formatted - MM/DD/YYYY HH:MM AM/PM.