



# Mitchell WorkCenter™ Dispatch

Welcome to the next generation of WorkCenter Dispatch assignment solutions: innovative, flexible, configurable tools designed for your insurance workflow.



 powered





WorkCenter Dispatch creates the workflow connections you want based on your business standards. Our innovative *assignment and resource allocation* tools can schedule and match each claims assignment to its most efficient and immediately available resource. **The result?** Reduced cycle times and improved customer experience throughout the claims process.

# Mitchell WorkCenter™ Dispatch

## INNOVATIVE, FLEXIBLE, CONFIGURABLE TOOLS DESIGNED FOR YOUR INSURANCE WORKFLOW.

Your claims organization needs assignments dispatched to the field immediately, but manual processes slow your team down. How do you keep claims moving?

Put Mitchell **WorkCenter™ Dispatch** in the hands of your field appraisers and dispatch centers and drive noticeable improvements in...

- Claims cycle time
- Resource utilization and productivity
- Customer satisfaction

By consistently connecting the right resource to each assignment, WorkCenter Dispatch provides you optimal claims processing.

## SIMPLIFIED COMMUNICATION BASED ON YOUR NEEDS.

You can organize task assignments and appraisal resources using set criteria provided by WorkCenter Dispatch.

The dispatcher can then schedule and map the most efficient routes using flexible scheduling methods based on...

- Outstanding assignments
- Available appraisers
- Designated business constraints.

Field appraisers can view their schedule conveniently online, through their smartphone, or on their GPS supported device.

Having up-to-date information is important to you. That's why our program lets appraisers update assignment statuses in real time so dispatchers can easily track progress.





# WorkCenter Dispatch: How It Works

Dispatch works right at the start from First Notice of Loss (FNOL).

## WHEN IT'S SIMPLE, A LOT GETS DONE.

By simplifying the claims process, we accelerate your business environment to its full potential – efficient communication, immediate updates, and ultimately customer satisfaction.

## FLEXIBILITY AT WORK.

Field appraisal organizations have requirements that cannot be accommodated by a one-size-fits-all dispatching solution.

Mitchell built WorkCenter Dispatch from the ground up specifically for the Auto Physical Damage insurance market. It is designed to simplify the complexities of physical damage workflow.

With user-friendly features, you have the option to choose how you want to use Dispatch. You can access the entire Dispatch suite or select certain features to enhance your productivity.

You have the flexibility to schedule assignments by:

- Territory
- Workload Balance
- Urgency
- Skills

## CLAIMS TRIAGE

This tool is designed to improve the decision-making process at the beginning stages of the claim. It eliminates assignment guesswork by defining questions and criteria around the status of the vehicle. From there, you can consistently route the assignment to the best resource for timely and accurate completion.

- Identify total losses early in the claims process.
- Customize your scoring and thresholds to more accurately define the right resource.
- Determine your preferred appraisal resources.
- Specify the resources to send the assignment based on the evaluation results.

**CONFIGURABLE.** Configure your questionnaires to match your claims process and priorities.

**CATEGORIZE LOSS TYPE.** Define result categories, such as probable total loss or probable partial loss.

## ASSIGNMENT

Do you have varying estimate assignment paths? WorkCenter's flexible capabilities provide you with multiple ways to schedule an assignment:

- *Manually*—through the create assignment screen
- *Seamlessly*—via integration with your claims management system
- *Automatically*—to staff appraisers based on skills, location and availability

WorkCenter handles your assignment needs by routing to your preferred method of inspection—drive-in, staff appraiser, body shop or independent appraiser—based on the criteria you set at First Notice of Loss (FNOL). For assignments made to the dispatch center, dispatchers can then use our Intelligent Field Dispatch solution to automatically schedule assignments to the right staff appraiser for the job. For all other assignment types, claims handlers can use Resource Look-up to quickly find the most appropriate staff or partner sources for each assignment.

**REFINE YOUR RESOURCE ALLOCATION.** The Resource Look-Up tool can filter resources by...

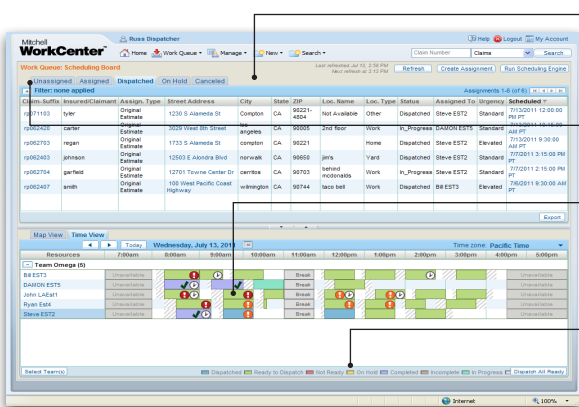
- Location
- Appraisal Expertise
- Performance Rating Scales



## INTELLIGENT FIELD DISPATCH

With the Intelligent Field Dispatch solution, dispatchers can schedule and map the most efficient routes by taking into account all outstanding assignments and available staff appraisers. WorkCenter Dispatch also allows dispatchers to freely modify the programmed schedules and routes as needed to adjust for unique staff-specific needs.

With real-time synchronization and fully integrated mapping services, Dispatch offers visibility for effective field appraisal management.

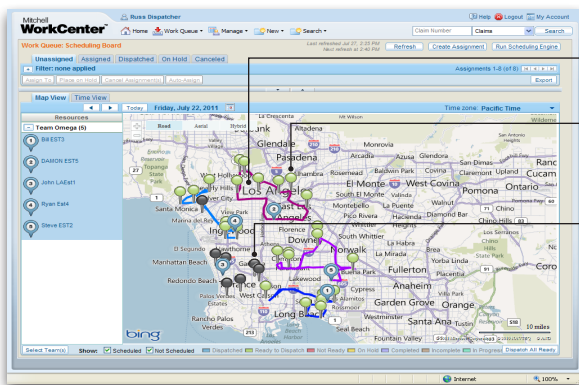


**DRAG AND DROP** functionality for easy assignment changes ensures all constraints and preferences remain in place.

**UNASSIGNED JOBS** are displayed to allow dispatchers to assign or track errors with assignment information.

**DRIVING TIMES** are calculated using integrated mapping software to allow for adequate travel time between appointments.

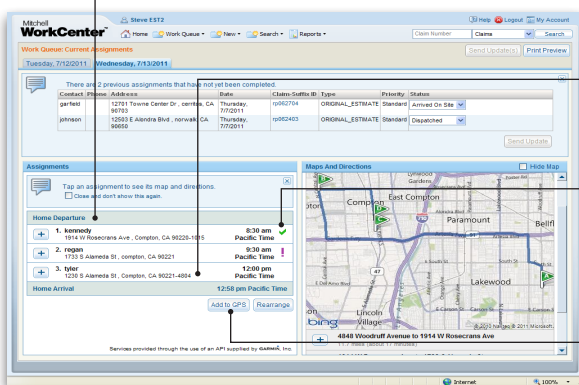
**COLOR-CODED STATUSES** give dispatchers the ability to view the progress of an assignment.



**ROUTE IS DISPLAYED** from one assignment to the next.

**ASSIGNMENT ICONS** (in green) are displayed along the route.

**UNASSIGNED JOB LOCATIONS** (in gray) as well as field estimator locations are displayed.

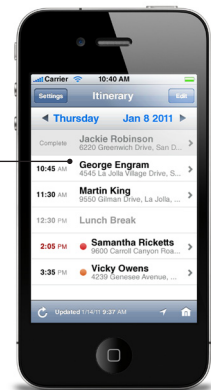


**THE SCHEDULE** can be rearranged as necessary to accommodate any priority shifts during the day.

**DRIVING DIRECTIONS** are determined for the entire day's schedule—from designated starting point (such as home or office) to ending point.

**CONSTRAINTS**, such as high priority, specified day or time, and status of assignments are displayed graphically.

**ASSIGNMENTS** can be uploaded easily to a supported GPS device.



**ONLINE SCHEDULING TRANSMISSION.** The schedule is transmitted to field appraisers and can be conveniently accessed online. Throughout the work day, appraisers update assignment status to communicate progress to the dispatchers.

For more information and a product demonstration, please call: **800.238.9111**  
Visit the WorkCenter Dispatch website: [www.mitchell.com](http://www.mitchell.com)

**(m)powered**

### Key Advantages

<b>Reduced Cycle Time</b>	WorkCenter Dispatch reduces time-consuming paperwork and pre-day planning, which gives appraisers the opportunity to get through appointments sooner and easier. The end result is a faster claims process.
<b>Efficient</b>	The automated scheduler tool makes it easy and fast to send assignments to the appropriate appraiser, therefore preventing rework.
<b>Simplified</b>	The process is simplified right at the beginning with Claims Triage, eliminating the assignment guesswork (i.e. — identifying total loss) by determining the most appropriate resource to handle the claim based on your criteria.
<b>Configurable</b>	Dispatch offers flexible scheduling options allowing you to accommodate various workflows ranging from regional differences to catastrophe situations based on your business policies.
<b>Flexible</b>	If there is a high-priority assignment or an appraiser needs more work during the day, the dispatcher can simply adjust by dragging and dropping an assignment to the scheduling board or onto the integrated Microsoft® Bing map.
<b>Accessible</b>	Information is available to all parties: dispatchers can access assignment statuses and appraisers can view their entire schedule for the day.
<b>Immediate</b>	With mobile technology, appraisers can consistently update the statuses of each claim and have it be sent straight to their dispatcher via online interface or smartphone.

### Key Features

<b>Workflow Automation</b>	The automated scheduler feature recommends expeditious routing schedules so that appraisers can see more assignments. Dispatchers can send each appraiser their full schedule, assignment information, turn-by-turn directions, and maps all at once.
<b>Claims Triage</b>	Drives efficiency early in the claims cycle, weighing all answers from a claimant and computes the best possible inspection process for the claim. It's flexible enough to allow you to create and manage the survey questions that are critical to your business and claims workflow.
<b>Resource Utilization</b>	WorkCenter Dispatch allows the most efficient and available resource to be assigned to each task for ultimate efficiency. This ensures that an assignment receives the expertise it needs.
<b>GPS Integration</b>	Getting from one assignment to the next is made simple with WorkCenter Dispatch's GPS device compatibility. Appraisers can quickly upload their assignments for the day to a supported GPS device which are then stored in a favorites folder with important assignment details.
<b>Status and Location</b>	Today's customers expect real-time answers. With WorkCenter Dispatch's ability to provide visibility on job status and appraiser location, your customers will be satisfied throughout the entire process and back on the road sooner.
<b>Active Expense Management</b>	With cumulative expenses such as administrative fees, car rentals and non-drivable storage costs, an extended claims cycle can severely impact your bottom line. WorkCenter Dispatch reduces these costs by accelerating the claims cycle and prioritizing vehicles that require costly storage fees.
<b>Fully Integrated</b>	WorkCenter Dispatch connects into your claims management system, eliminating time consuming rekeying of data and ensuring proper data integrity and security throughout the entire process.



**Mitchell International, Inc.**  
 6220 Greenwich Drive  
 San Diego, California 92122  
**800.238.9111**  
[www.mitchell.com](http://www.mitchell.com)

All trademarks used in this brochure are trademarks or registered trademarks of their respective companies. All Mitchell products are trademarks or registered trademarks of Mitchell International, Inc. ©2011 Mitchell International, Inc. All rights reserved.

**WCDBRO-11**