



What's New in Guidewire Digital 10.0.1

DATA SHEET

With streamlined user experiences, increased performance optimizations, and advanced enablement features for agents, brokers, and customer service representatives, Guidewire Digital 10.0.1 enables insurers to improve sales and service to satisfy their prospects and policyholders.

Today, insurance prospects and policyholders expect fast, omnichannel digital sales and service. Guidewire Digital™ 10.0.1 delivers high-performance features that empower customers, agents, brokers, and customer service representatives (CSRs) to quote and bind policies quickly and easily. Agents, brokers, and CSRs benefit from expanded workers' compensation capabilities, advanced error handling, and disqualification alerts, while IT teams can leverage enhanced coverage syncing and browser-blocking tools to ensure security and performance.

Streamlined User Experiences

Guidewire Digital 10.0.1 streamlines the user experience with a host of enhancements that improve performance.

- **Enhanced Quote Flow Navigation:** Enhanced quote flow navigation enables prospects, policyholders, agents, brokers, and CSRs to rapidly move back and forth through quote flows to review information while maintaining the integrity of the data submitted. This improves the speed and efficiency of the quote process.
- **Two-Phase quoting:** With "Two-Phase" quoting, insurers can now prioritize key questions required to quote a policy—leaving binding questions for later. Easily configurable by insurers, this saves valuable time for users. In addition, expensive calls to third parties are made after the initial quote is given.

SUMMARY

Streamlined User Experiences

- Enhanced quote flow navigation improves the speed and efficiency of the quote process.
- "Two-Phase" quoting enables insurers to improve efficiency by prioritizing quote questions ahead of binding questions.

Agent, Broker, and CSR Enablement

- Workers' compensation quote and bind functionality lets agents, brokers, and customer service representatives quickly upload spreadsheets to prefill data for complex quotes.
- Enhanced error handling alerts notify users about data errors or qualification issues quickly—enabling faster quoting.
- Disqualification "Knock-Out" alerts tell users when a qualification has not been addressed correctly and a quote cannot be bound.

Performance Optimizations

- The upgrade to AngularJS 1.7.5 ensures the stability and security of the platform.
- Improvements reduce sync time significantly by syncing only modified coverages.
- Browser-blocking enables IT teams to configure blacklists of unsupported browsers and direct users to supported browsers to ensure optimal user experiences.

Agent/Broker and CSR Enablement

New features in Guidewire ProducerEngage™ empower agents, brokers, and CSRs to sell policies and serve customers more quickly and easily.

- **Workers' compensation quote and bind:** ProducerEngage and ServiceRepEngage expand workers' compensation coverage to deliver quote and bind functionality out of the box. Agents, brokers, and CSRs can now provide immediate, responsive service to workers' compensation prospects and customers with the ability to drag-and-drop spreadsheets to prefill data for complex quotes.
- **Enhanced error handling:** Enhanced error handling in ProducerEngage and ServiceRepEngage improves the speed and efficiency of the quoting process by instantly notifying users when data entry errors occur, non-qualified data is entered, or underwriting qualifications are violated.
- **Disqualification Knock-Out alerts:** Disqualification "Knock-Out" alerts in ProducerEngage and ServiceRepEngage notify users if a qualification is not answered as required—saving time spent on continuing a quote that cannot be bound.

Performance Optimization

Guidewire Digital 10.0.1 includes several upgrades to help IT teams optimize performance and deliver superior service to end-users.

- **Upgrade to AngularJS 1.7.5:** The release includes an upgrade to *AngularJS 1.7.5*, ensuring the continued stability and security of the platform and guaranteeing that users can benefit from the robust functionality of Guidewire Digital 10.0.1.
- **Improved coverage sync:** Improved coverage sync across all quote flows saves users time by syncing *only* those specific coverages that have been modified—decreasing sync time significantly.
- **Browser-blocking capability:** Browser-blocking enables IT teams to block unsupported browsers by using an easily configurable blacklist. Users see a pop-up message that tells them to download a supported browser to ensure both security and high performance.

About Guidewire Digital Applications

Guidewire Digital™ applications provide real-time, self-service transactional insurance experiences for policyholders, agents, brokers, business partners, customer service representatives, and repair vendors—from anywhere and on any device. The applications integrate seamlessly with Guidewire core systems and are tailored to the needs of each end user to facilitate navigation, streamline business processes, and promote customer satisfaction. More than 130 insurers around the globe use Guidewire Digital products to manage their insurance lifecycles, lower operating costs, and meet and exceed the digital expectations of today's consumers.

About Guidewire Software

Guidewire delivers the industry platform that Property and Casualty (P&C) insurers rely upon to adapt and succeed in a time of accelerating change. We provide the software, services, and partner ecosystem to enable our customers to run, differentiate, and grow their business. We are privileged to serve more than 350 companies in 32 countries. For more information, please visit www.guidewire.com and follow us on twitter: [@Guidewire_PandC](https://twitter.com/Guiwire_PandC).