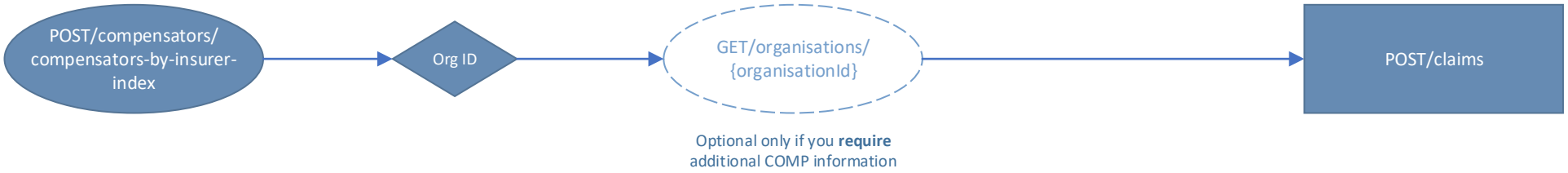
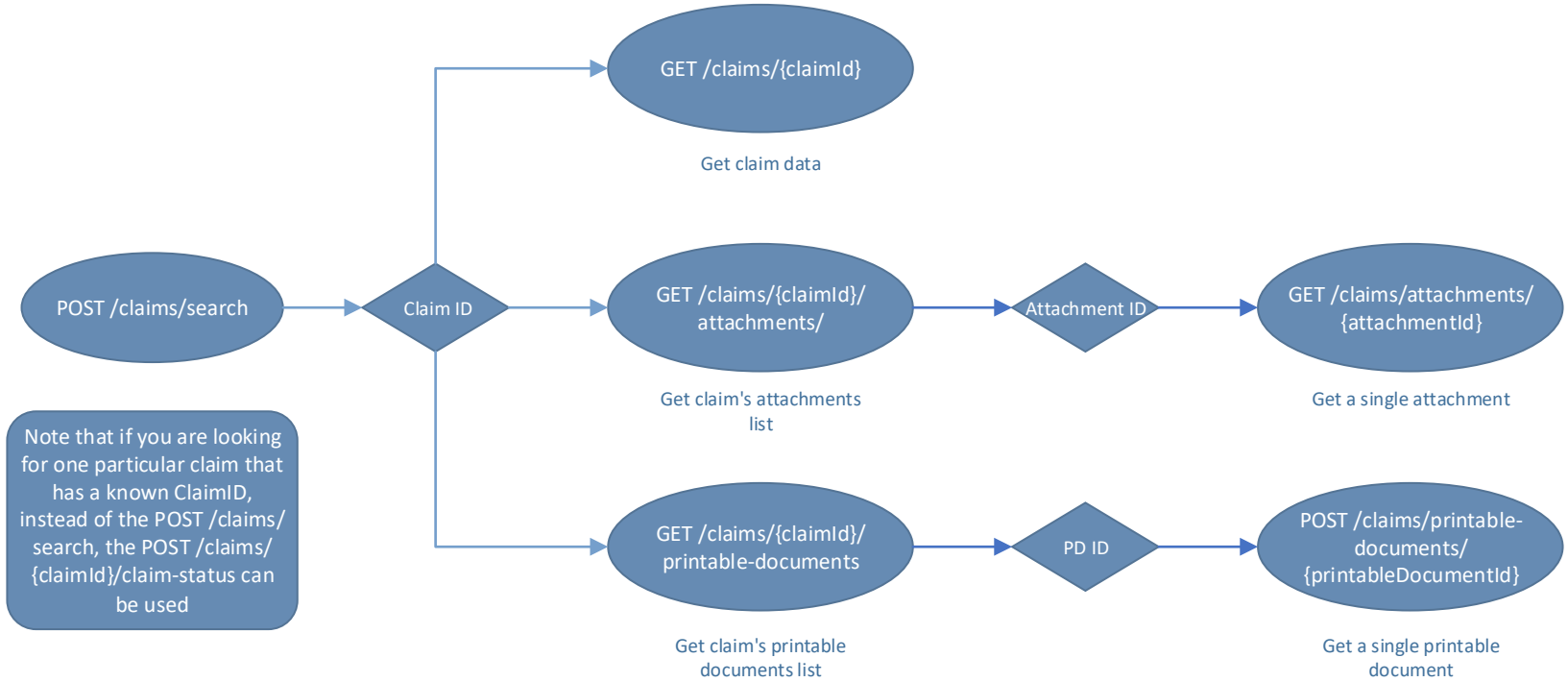
This is a guide that aims to help the organisations better understand how to integrate the static methods and which order to follow when calling the API system.
Note that this is a guide only relative to the workflow in which the most common static calls are usually made; this order is not mandatory and should not disrupt the usual way by which organisations work. In order to have a guidance on the recomended frequency for every static call, please check the Developer Portal documentation and swaggers.

Adding New Claim (CR Only)



Retriving claim data from the other party (CR & COMP)



Managing notifications (CR & COMP)

If after the notification it is needed to perform an action on the claim (e.g. manage a timeout, respond to the other party, etc...)"

Optional if you want to delete a notification. Note that the notifications are automatically removed after 15 days (for PRODUCTION environment only).

Requests without a specific workflow (CR & COMP)

GET /processes/system-process-version

This method returns the most recent process version running in the system

GET /users

Retrives the list of all users of the organisation

POST /claims/{claimId}/allocate-user Or POST /claims/{claimId}/deallocate-user

Allocate or de-allocate the claim to/ from a specific user

POST /claims/{claimId}/allocate-claim-to-branch

Allocate or de-allocate the claim to/ from a specific branch (COMP only)

GET /branches

Retrieves the list of all branches belonging to the organisation

POST /claims/{claimId}/lock-claim Or /claims/{claimId}/unlock-claim

Locks or unlocks the claim to/from the current user

POST /claims/{claimId}/force-unlock-claim

Forces the unloack of a claim locked by another user