Turnstile®
Frequently Asked Questions

FAQS

What is Turnstile®?

Turnstile is a web service we host that takes in ACORD forms and returns ACORD XML, suitable for feeding point of sale, CRM, policy administration, or any other system.

What does it mean to be a "hosted service"?

It means that Turnstile runs entirely in the cloud. Using Turnstile requires no additional hardware or infrastructure. What's more, Agencyport will handle services like production monitoring, capacity planning, performance tuning, and disaster recovery.

I'm a carrier—if I build this into a solution for my agents, do they have to download any software?

Nope. None. In fact, your agents probably won't even know.

Turnstile is a part of your company's solution—they'll just be thrilled that you're helping them instantly close business without rekeying! Turnstile doesn't dictate any particular workflow, or user experience—it empowers your company to build the workflow of your dreams for your agents!

Examples of how you may incorporate Turnstile into your work-flows include: monitoring an email box for emails with attachments, watching a network directory for files, or implementing a single web page that allows users to upload a file.

I'm a carrier—can I put my business rules about data in Turnstile? If not, where should that logic go?

No, there are no carrier-specific rules in Turnstile. Turnstile does one thing (and does it well) and that's get information off of ACORD forms and put it in standard ACORD XML format. What you do with that ACORD XML is crucial to your solution however. On 'the other side of the wire' from Turnstile, you might further transform that XML or integrate it into one or more of your back-end systems. Agencyport happens to have a pretty amazing product for data transformation, normalization, validation, and correction that can help called Connect5® (formerly known as AgencyConnect™)—if you wanna hear more, give us a call!

If I already use Agencyport's Connect5® for upload/bridging, can I leverage the rules and transaction definition I already have in place?

Absolutely. Turnstile feeds information to Connect5 in the same manner as systems like Transformation Station and TransactNOW. Any work that you've done to implement data validation and correction is fully leveraged.

This sounds great! Can I try it out now?

Yes! Don't let us get in your way. We can provision a temporary account key for you to evaluate the benefits of Turnstile. The monthly fee associated is generally pretty low, so this option can provide an affordable way to assess the benefit before committing to a longer term contract.

Ok, I have a trial license, what now?

Once you get a license key, you'll need to integrate Turnstile into your own point of sale and back office applications. Already have another Agencyport product? Good news! Turnstile is ready to work with it. Looking to hook Turnstile up to a non-Agencyport product? No problem—we provide a simple API that your developers can use to work wonders. Don't have developers? Want to put your feet up and let someone else do the work? Our services team can help integrate Turnstile into your own apps and make your data extraction dreams come true. A qualified account rep can dig in, and after a little bit of discovery provide you an estimate on the work.

You say Turnstile takes in ACORD forms. How do you define a form?

Turnstile provides support for ACORD forms. These could be created by an Agency Management System, they could be eForms, or they could be handwritten and/or scanned.

Turnstile supports PDFs, TIFFs, or ZIP files containing either of the previous formats. It expects one file per submission, with each file containing one or more ACORD forms and/or supplementals. So if an Agent needs to submit an ACORD 125, 127, and 137 for a commercial auto quote, Turnstile will

agencyport

assume that all three of those ACORD forms are submitted in one PDF, TIFF, or ZIP.

What happens if I submit a non-ACORD form that you don't support? Will I be charged for it?

If a form is not supported or recognized, Turnstile will process any forms it does support, ignore the unsupported form, and the customer will not be charged. The fact that the form was discovered but not processed will be conveyed back in Turnstile's response.

How will I know which forms were processed?

The service will return statistical data including a list of forms/editions that were successfully returned. If the document submitted included multiple individual forms, the XML will also include pages on which those forms were found.

You mentioned above that Turnstile handles handwritten forms?

We will certainly give it our best shot. However, handwritten forms are processed via our Optical Character Recognition (OCR) engine like any other form, and the quality of the data is likely to be poor given that most handwriting is very difficult for the OCR engine to recognize.

What is the ideal file format for submitting to Turnstile?

To get the best results from Turnstile, we recommend submitting files that have been directly generated by an Agency Management (or other) system in PDF format (or eForms if available). Forms that have been faxed and/or scanned prior to processing by Turnstile will likely include lower percentages of data and exhibit a lower confidence score due to degradation of the characters on them.

How will I know if the data has been extracted correctly?

Turnstile includes a ''Confidence Index', an indication of how confident we are that we translated the data from an ACORD form into XML correctly. It is a reflection of the quality of the extraction the quantity of data mapped and the worth or applicability of the XML. We are deriving this index using a number of measurements at both the page and field level. It is indicated by an A, B, C, D or F in the XML.

How can I monitor what's being submitted to Turnstile®, and what Turnstile's returning?

A Turnstile subscription includes access to a comprehensive management and reporting website. This site provides up-to-the-minute details on Turnstile activities. Both the ACORD forms and the XML response will be stored for each policy for a limited number of days for quality assurance and traceability. Any forms that weren't processed because they weren't supported will also be indicated.

The website also provides contact information for support services, a summary of customer activity including usage data, billing information, API key and code samples.

I've heard a lot about the Cloud and Security. What can you tell me?

Security is a top priority with Turnstile. The web service requires a customer-specific API key that is required in all service requests, and passed back in all responses. Advanced IP Filtering of is also an option for an additional layer of security. Data is stored for a limited time only, and is always encrypted.

Can I request custom functionality with Turnstile?

Turnstile is meant to be an extraction engine only, and accordingly carrier specific functionality (system integration, data transformation, etc.) will be implemented by the process that calls Turnstile, or a system further downstream. Need our help sorting this out? Our highly trained team of implementation pros can help you make your specific vision for Turnstile a reality!

How about carrier specific forms?

Custom, carrier-specific forms are often a critical part of carrier workflows. While our product's focus is on building out the wide array of ACORD forms within the core service, custom forms can, and have been, added to the engine by the team. Please understand, however, that there will be a time and materials charge to do so. The Turnstile team can estimate the amount of work associated with any of your custom forms. Also know that Turnstile's technology depends on predictable inputs —it will expect information to be found in predetermined locations on any given form. If your custom form is not much more than company letterhead with free flowing information, Turnstile is probably not a good fit.

FAQTurnstile_US2015

agencyport

51 Sleeper Street
Boston, MA 02210
T 1.866.539.6623
www.agencyport.com