

Review Form 3

Journal Name:	Asian Journal of Research in Computer Science
Manuscript Number:	Ms_AJRCOS_131417
Title of the Manuscript:	Automated Claims Processing in Guidewire ClaimCenter: Enhancing Efficiency and Accuracy in the Insurance Industry
Type of the Article	

PART 1: Comments

	Reviewer's comment Artificial Intelligence (AI) generated or assisted review comments are strictly prohibited during peer review.	Author's Feedback (Please correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
Please write a few sentences regarding the importance of this manuscript for the scientific community. A minimum of 3-4 sentences may be required for this part.	The manuscript provides unique perspectives on the changes in automation in the Guidewire ClaimCenter and the impact it has on the claims processing cycle. It reveals the productivity benefits, the cost reductions that are achieved, and the enhanced detection of fraud that is visible through the case studies without bombarding the reader with academic language. Future developments within the scope of the claim management process such as decisions through AI and building blocks are fused into the analysis to maintain relevance of the work. By providing deep insights, this research serves as an important reference for insurers as well as other professionals in the industry who are experiencing the shift towards digitalization.	Noted
Is the title of the article suitable? (If not please suggest an alternative title)	Title is relevant.	Noted
Is the abstract of the article comprehensive? Do you suggest the addition (or deletion) of some points in this section? Please write your suggestions here.	Abstract is comprehensive, if abstract can be more concise, impactful, and reader-friendly as summarized content, it would look better.	Noted. The abstract was updated, and the changes are highlighted.
Is the manuscript scientifically, correct? Please write here.	Overall looks scientifically correct but there some areas that can be improved. 1) How was the data collected? 2) Particularly block chain technology, is that widely implemented or just emerging? 3) Survey data may help with validation, if available.	Noted. Survey data with roles and questions were updated and highlighted. Block chain technology is just emerging – Included this in Future Research options and highlighted.
Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.	References are just sufficient and most of them looks recent. If you have more references, please cite them.	Noted. Added references.
Is the language/English quality of the article suitable for scholarly communications?	Quality of the English is good and clear but some common AI patters are found. Some repetitive words, a rewrite to improve readability would help.	Noted
Optional/General comments	Overall the content is good, Revisit on the over used repetitive words and make it more natural flow of language.	Noted

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PART 2:

	Reviewer's comment	Author's comment (if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
Are there ethical issues in this manuscript?	<i>(If yes, Kindly please write down the ethical issues here in details)</i>	