CCC Mobile[®] Solutions: Quick Estimate Message Reporting for CCC **ONE[®] Portal**

Introduction	Insurance Carriers have access to several types of reports for the Quick Estimate Mobile Application through CCC ONE° Portal. This job aid describes how to run and read two such reports: 1) Resend Email-SMS Messages and 2) Invite Messages Undelivered.			
Running the Resend Email-SMS Messages Report	The Reserved to view erresend marceive cl and perfo	end Email-SMS Messages Report allows Insurance Carrier users email and SMS (text) messages sent via the application and to nessages or unsubscribe customers who no longer wish to claim-related messages. Follow these steps to run the report orm various actions.		
	Step	Action		
	1	From the Portal homepage, click the Maintain Email-Text Messages link in the left side panel's Claim Management section.	Claim Management Create/Modify Assignment Customize Assignment Entry Search for Appraiser Operational Reports Cycle Time Report Search for Repairs to Manage Create Claim Folder Open Shop Facility Search Open Shop Reports Maintain Email-Text Messages	
	2	The Resend Email-SMS Messages R	eport page opens.	

Quick Estimate Product Sample

(min. 4 characters)

ice io ×



Cell Phone Number C Email Address

Continued on next page

Reset

Required

Submit



©2017-2023. CCC Intelligent Solutions Inc. All rights reserved. CCC° is a trademark of CCC Intelligent Solutions Inc.

ONE[®] Portal, Continued



Continued on next page



©2017-2023. CCC Intelligent Solutions Inc. All rights reserved. CCC° is a trademark of CCC Intelligent Solutions Inc.

ONE[®] Portal, Continued

Running the Resend Email-SMS Messages Report, continued

Step			Act	tion		
5	Click the Su	I bmit butt	on. The r	eport displays.		
Resend Email-SM	S Messages Report				* (ર છ 🕩
Search						
Product *						Required
Quick Estimate 🗸						
Search By Claim Reference II	C Cell Phone Number C En	nail Address				
fa-082					Ro	set Submit
(min. 4 characters)					110	Sol Oubline
Results						
Sent Date	Product 2	Claim ID	Name 4	Contact Info		Actions 6
08/29/2017 22:15:33	Quick Estimate	fa-0823-01	Email	@gmail.com		
09/02/2017 08:00:26	Quick Estimate	fa-082917-01	Sharma	404630		
09/02/2017 08:00:12	Quick Estimate	fa-082917-01	Sharma	@gmail.com		۷ ()

The report contains six columns:

Column	Description
1. Sent Date	When the message was sent to the customer.
2. Product	The product (Quick Estimate) associated with the
	message.
3. Claim ID	The recipient's Claim ID.
4. Name	The recipient's name.
5. Contact Info	The recipient's email address or phone number
	(depending on the method of communication).
6. Actions	Click the Sicon to view the sent message. Click the Resend button to resend the message.
	Click the Ø icon to unsubscribe the email address or phone number associated with the message, so no further communication is sent to the recipient. Click Yes to confirm the action.

Continued on next page



02017-2023. CCC Intelligent Solutions Inc. All rights reserved. CCC° is a trademark of CCC Intelligent Solutions Inc.

ONE° Portal, Continued

Running the	
Invite	
Messages	
Undelivered	
Report	

The Invite Messages Undelivered Report allows Insurance Carrier users to view messages that have not been successfully delivered to customers due to an incorrect cell phone number or incorrect/invalid email address. Users can correct or update the contact information and resend the invitation. Follow these steps to run the report and perform various actions.

Step		Action
1	From the Portal homepage the Maintain Email-Text Messages link in the left sid panel's Claim Management section.	, click Claim Management Create/Modify Assignment Customize Assignment Entry Search for Appraiser Operational Reports Cycle Time Report Search for Repairs to Manage Create Claim Folder Open Shop Facility Search Open Shop Reports Maintain Email-Text Messages
2	The Resend Email-SMS Mean the Quick Estimate Invite N link in the left side panel.	ssages Report page opens. Click Aessages Undelivered Report Resend Email-SMS Messages Report Search Product Search By Claim Reference ID Cell Phone Number Email Address (mn. 4 characters)

Continued on next page



©2017-2023. CCC Intelligent Solutions Inc. All rights reserved. CCC[®] is a trademark of CCC Intelligent Solutions Inc.

ONE[®] Portal, Continued

Running the	Step	Action			
Invite	3	The Undelivered Message Report page opens and search criteria appears.			
Messages					
Ondelivered Report.					
continued		Undelivered Message Report 🛛 🔐 📿 🔮 🖙			
		Search			
		From To Frequired			
		mm-dd-yyyy 🛗 mm-dd-yyyy 🛗			
		O Adjuster			
		Owner State			
		Claim Office			
		Reset Search			
		Click the Calendar Icon in the From field under the Date			
		select a date more than 180 days in the past. This is a			
		mandatory field.			
	4	Click the Calendar Icon in the To field to choose an end			
		date. Note : The maximum Date Range is 30 days. This is a mandatory field.			
	5	Click the Adjuster link to reveal the Adjuster field.			
	6	Begin typing (a minimum of two characters) in the Adjuster			
		held to view a list of Adjusters and their claim offices.			
		Undelivered Message Report # Q 💡 📦			
		Search			
		Tree (MAXIIIIIIII 50 049 (A1)(4) (MAXIIIIIII 50 049 (A1)(4) (MAXIIIIIII 50 049 (A1)(4) (MAXIIIIIIII 50 049 (A1)(4) (MAXIIIIIIII 50 049 (A1)(4) (MAXIIIIIIII 50 049 (A1)(4) (MAXIIIIIIII 50 049 (A1)(4) (MAXIIIIIIIII 50 049 (A1)(4) (MAXIIIIIIIII 50 049 (A1)(4) (MAXIIIIIIIII 50 049 (A1)(4) (MAXIIIIIIIIII 50 049 (A1)(4) (MAXIIIIIIIIIIIII 50 049 (A1)(4) (MAXIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII			
		Adjuster			
		BEARD, BRITTANI CLAIM OFFICE: 0MK-COD COE			
		FALTAS, FREDDY CLAIM OFFICE: 0MK-COD COE Reset Search			
		FLING, TARA CLAIM OFFICE: UMIK-COD COE GU TALE: ABDIRAHMAN CLAIM OFFICE: UMIK-COD COE			

Continued on next page



 $\textcircled{s}2017\mathchar`2023.$ CCC Intelligent Solutions Inc. All rights reserved. CCC* is a trademark of CCC Intelligent Solutions Inc.

ONE[®] Portal, Continued

Running the	Step	Action		
Invite	7	Click on an Adjuster's name to select him or her. Note : You		
Messages		can select one or more Adjuster(s).		
Undelivered	8	Click the Owner State link to reveal the Owner State field.		
Report,	9	Begin typing (a minimum of two characters) in the Owner		
continued		State field to view a list of potential matches.		
		Undelivered Message Report Report		
		Search Date Range * (Maximum 30 day range) * Required		
		From To 08-03-2017		
		Adjuster		
		Add an Adjuster BEARD, BRITTANT ×		
		Са		
		California Reset Search		
		North Carolina		
		Soun Carolina		
	10	Click on a State to select it. Note : You can select one or		
		more State(s).		
	11	Click the Claim Office link to reveal the Claim Office field.		
	12	Begin typing (a minimum of two characters) in the Claim		
	17	Office field to view a list of potential matches.		
	13	Click on a Claim Office to select it. Note : You can select one		
	1/.	or more claim office(s).		
	14	when misned, click the Search button.		
		Search		
		Date Range * (Maximum 30 day range) * Required		
		From To 70, 00, 00, 00, 00, 00, 00, 00, 00, 00,		
		Adjuster		
		Add an Adjuster BEARD, BRITTANI ×		
		Owner State		
		Add a State California ×		
		Claim Office		
		GRP - NORTH FLORIDA ×		
		Reset Search		



Continued on next page

 $\textcircled{s}2017\mathchar`2023.$ CCC Intelligent Solutions Inc. All rights reserved. CCC* is a trademark of CCC Intelligent Solutions Inc.

CCC Mobile® Solutions: Quick Estimate Message Reporting for CCC ONE® Portal, Continued



The report contains eight columns:

Column	Description
1. Date Sent	When the undelivered message was
	originally sent to the customer.
2. Claim ID	The customer's Claim ID.
3. Claim Office	Originating Claim Office.
4. Adjuster Name	Adjuster's Name.
5. Contact Last Name	Last Name of the contact associated with
	the Claim.
6. Contact Details	Contact's Cell Phone Number or Email
	Address (with corresponding icon).
7. Vehicle Owner State	The Vehicle Owner's State.
8. Action	Click the 🥙 icon to view the original
	message:
	View SMS Invite X
	MODINE Address * Required 312
	Body Please click on the link to install CCC Mobile Solutions - Quick Estimate app: http://onelink.to/yl85h6. Your claim # is
	sp_augzr_us. Text STOP to cancel. Cancel Send
	Click in the Phone Number or Email
	Address field to edit it and click the Send
	button to resend the invitation.
	Note: Changing the Phone Number or
	Email Address here does not update the
	Contact's information on the Assignment.
	To remove a Claim from the report, click
	the 🖉 icon, and then click Yes in the
	Remove Entry popup window.



©2017-2023. CCC Intelligent Solutions Inc. All rights reserved. CCC° is a trademark of CCC Intelligent Solutions Inc.