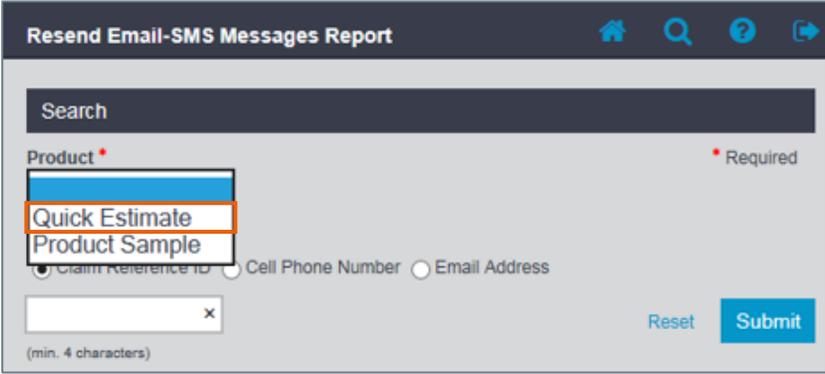


CCC Mobile® Solutions: Quick Estimate Message Reporting for CCC ONE® Portal

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.

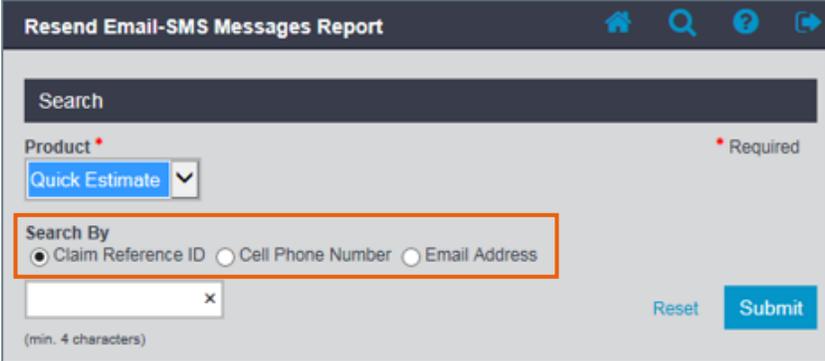
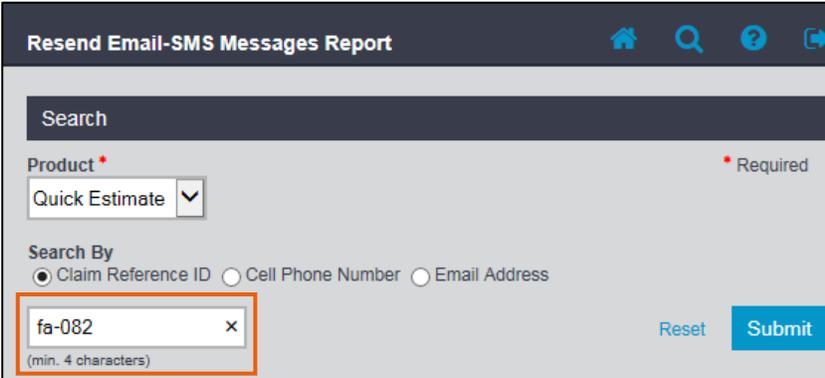
Running the Resend Email-SMS Messages Report The Resend Email-SMS Messages Report allows Insurance Carrier users to view email and SMS (text) messages sent via the application and to resend messages or unsubscribe customers who no longer wish to receive claim-related messages. Follow these steps to run the report and perform various actions.

Step	Action
1	<p>From the Portal homepage, click the Maintain Email-Text Messages link in the left side panel's Claim Management section.</p> 
2	<p>The Resend Email-SMS Messages Report page opens. Select Quick Estimate from the Product dropdown menu.</p> 

Continued on next page

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

Running the Resend Email-SMS Messages Report, continued

Step	Action
3	<p>You can search for sent messages by Claim Reference ID, Cell Phone Number, or Email Address. Select the desired option by clicking the appropriate radio button in the Search By section.</p> 
4	<p>Enter the relevant data in the text box.</p>  <p>Note: If searching by Claim Reference ID, you must enter at least four characters. If searching by Cell Phone Number, enter the complete 10-digit number with area code. If searching by Email Address, be sure to use the “@” symbol and include “.com” (or another valid domain) at the end of the address (e.g., “joe@email.com”).</p>

Continued on next page

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

Running the Resend Email-SMS Messages Report, continued

Step	Action
5	Click the Submit button. The report displays.

The report contains six columns:

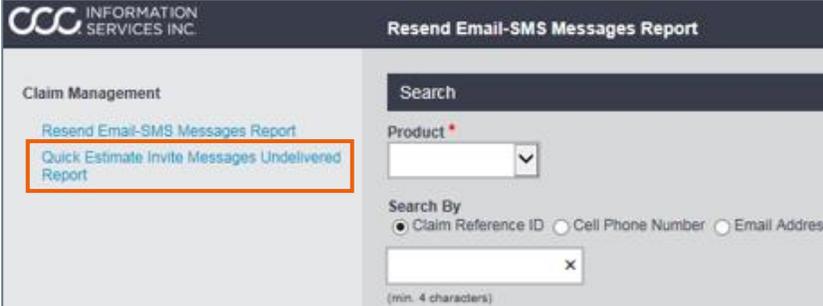
Column	Description
1. Sent Date	When the message was sent to the customer.
2. Product	The product (Quick Estimate) associated with the message.
3. Claim ID	The recipient's Claim ID.
4. Name	The recipient's name.
5. Contact Info	The recipient's email address or phone number (depending on the method of communication).
6. Actions	<p>Click the icon to view the sent message. Click the Resend button to resend the message.</p> <p>Click the 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.</p>

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

Running the Invite Messages Undelivered Report

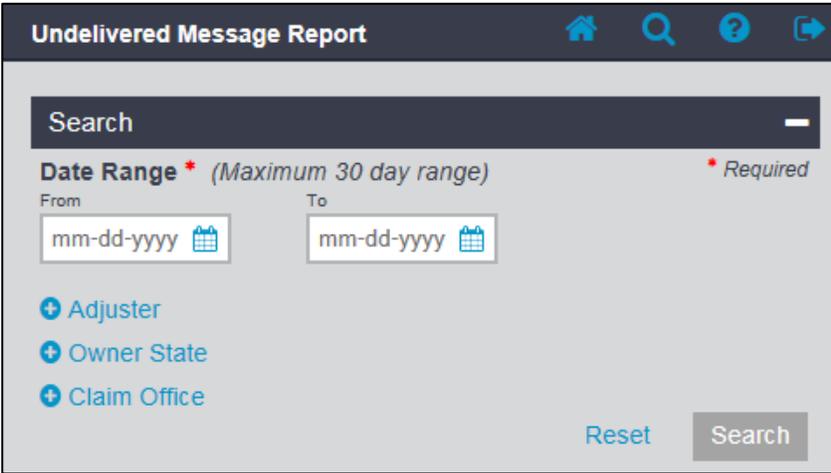
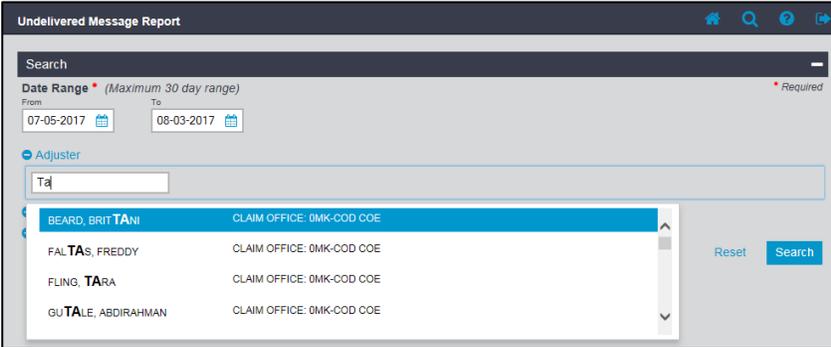
The Invite Messages Undelivered Report allows Insurance Carrier users to view messages that have not been successfully delivered to customers due to an incorrect cell phone number or incorrect/invalid email address. Users can correct or update the contact information and resend the invitation. Follow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

Step	Action
1	<p>From the Portal homepage, click the Maintain Email-Text Messages link in the left side panel's Claim Management section.</p> 
2	<p>The Resend Email-SMS Messages Report page opens. Click the Quick Estimate Invite Messages Undelivered Report link in the left side panel.</p> 

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

Running the Invite Messages Undelivered Report, continued

Step	Action
3	<p>The Undelivered Message Report page opens and search criteria appears.</p>  <p>Click the Calendar Icon in the From field under the Date Range section to choose a start date. Note: You cannot select a date more than 180 days in the past. This is a mandatory field.</p>
4	<p>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.</p>
5	<p>Click the Adjuster link to reveal the Adjuster field.</p>
6	<p>Begin typing (a minimum of two characters) in the Adjuster field to view a list of Adjusters and their claim offices.</p> 

Continued on next page

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

Running the Invite Messages Undelivered Report, continued

Step	Action
7	Click on an Adjuster's name to select him or her. Note: You can select one or more Adjuster(s).
8	Click the Owner State link to reveal the Owner State field.
9	Begin typing (a minimum of two characters) in the Owner State field to view a list of potential matches. <div data-bbox="581 640 1412 1008" data-label="Image"> </div>
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 Office field to view a list of potential matches.
13	Click on a Claim Office to select it. Note: You can select one or more Claim Office(s).
14	When finished, click the Search button. <div data-bbox="581 1365 1412 1822" data-label="Image"> </div>

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

Running the Invite Messages Undelivered Report, continued

Claims matching the search criteria appear.

1	2	3	4	5	6	7	8
Date Sent	Claim ID	Claim Office	Adjuster Name	Contact Last Name	Contact Details	Vehicle Owner State	Action
07/19/2017 08:30 AM CDT	email-071317-1	0MK-COD COE	TRASEN	Menda	312		

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	<p>Click the icon to view the original message:</p> <p>Click in the Phone Number or Email Address field to edit it and click the Send button to resend the invitation.</p> <p>Note: Changing the Phone Number or Email Address here does <i>not</i> update the Contact's information on the Assignment.</p> <p>To remove a Claim from the report, click the icon, and then click Yes in the Remove Entry popup window.</p>