

Video Chat for CCC® Quick Estimate and Virtual Inspection

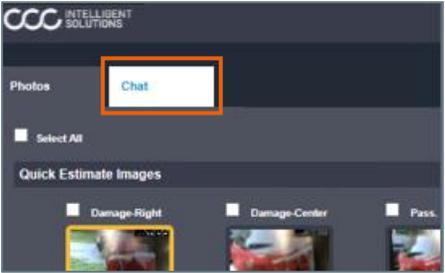
Introduction

There are times when an appraiser might find it difficult to complete an estimate based on the vehicle damage photos submitted by a consumer through the Quick Estimate mobile app (because of poorly captured or uncaptured damage, for example). Via a connection between the Virtual Inspection platform for the CCC Portal and the Quick Estimate app, Video Chat allows an appraiser to communicate live with the consumer, view a live stream via the consumer’s phone/camera, and capture additional damage photos to aid in the completion of an estimate.

This job aid details how both the appraiser (pages 1-7) and the consumer (pages 8-9) use Video Chat.

Virtual Inspection

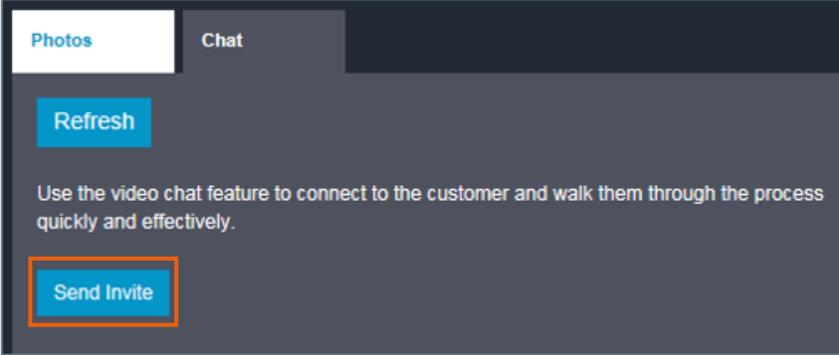
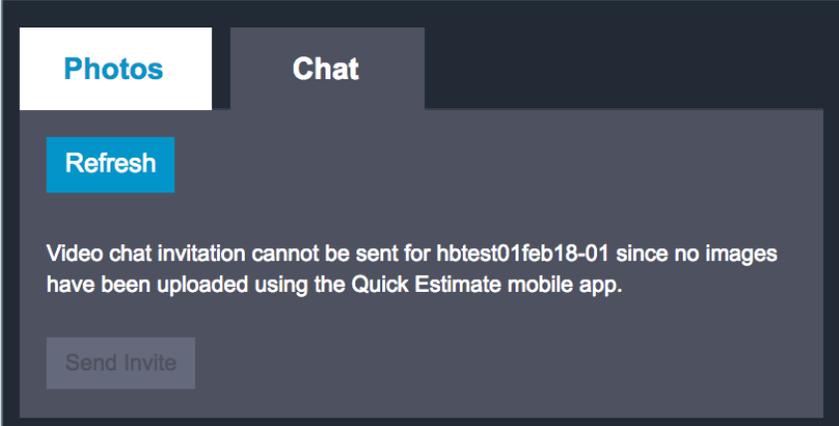
The appraiser should follow these steps to initiate, conduct, and conclude a Video Chat session from Virtual Inspection:

Step	Action
1	<p>Select the Virtual Inspection link in the Claim Management section of the Claim Folder’s left side panel.</p> <p>The Virtual Inspection platform opens.</p> <p>Note: Video Chat requires Internet Explorer 11 and above.</p> 
2	<p>Select the Chat tab towards the upper left corner.</p> <p>The Chat tab opens.</p> 

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Video Chat for CCC® Quick Estimate and Virtual Inspection, Continued

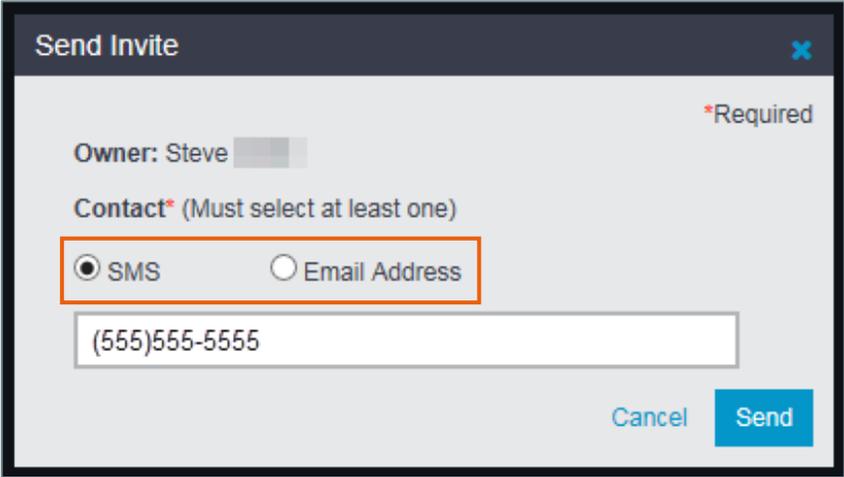
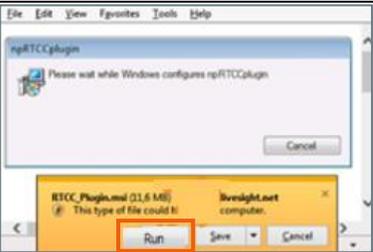
Virtual Inspection, continued

Step	Action
3	<p>To initiate a chat session with the consumer, select the blue Send Invite button.</p>  <p>The Send Invite popup opens (see Step 4).</p> <p>Note: Only Quick Estimate claims are eligible for Video Chat; if photos were added to the Claim Folder via a different method, an error message displays, and the Send Invite button is disabled (see below).</p> 

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Video Chat for CCC® Quick Estimate and Virtual Inspection, Continued

Virtual Inspection, continued

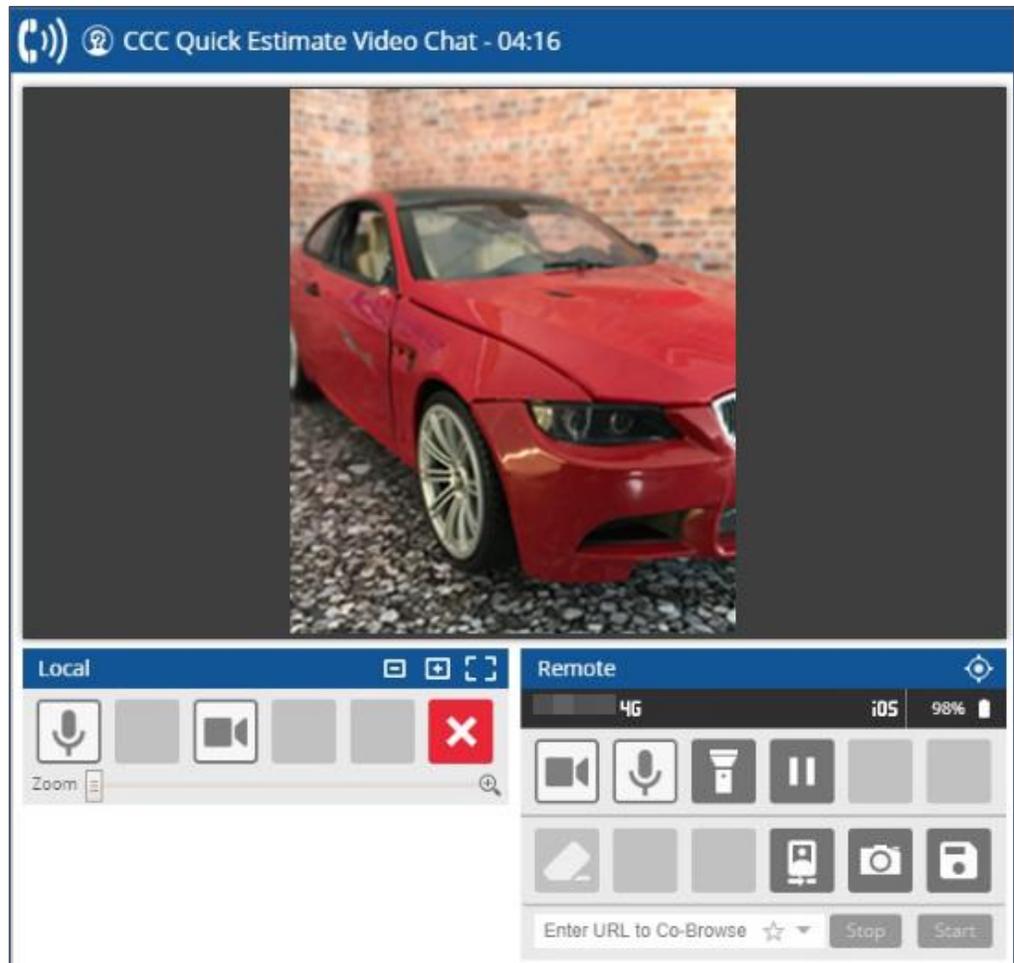
Step	Action
4	<p>After confirming with the consumer how they prefer to receive their Video Chat invitation, select the appropriate radio button: SMS (text message) or Email Address. The consumer's phone number and/or email address prepopulate if they're available on the assignment; you can also manually enter either a phone number or email address in the text field below the radio buttons.</p> 
5	<p>Select Send to send the Video Chat invitation (or Cancel if the vehicle owner isn't available for a chat session).</p>
6	<p>If this is the first Video Chat invitation being sent from your browser, you are prompted to download an RTCC plugin. Select Run in the orange bar along the bottom of the window once the plugin downloads. On-screen instructions guide you.</p> 

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Video Chat for CCC® Quick Estimate and Virtual Inspection, Continued

Virtual Inspection, continued

At this point, the **Video Chat** invitation is sent to the vehicle owner (this job aid details the consumer's end of Video Chat in later pages). Once the vehicle owner **accepts** the invitation and grants the necessary device permissions, a live video feed from their camera appears in Virtual Inspection. **Note:** The appraiser should instruct the consumer to *never* switch from Quick Estimate to any other application during the chat session; if the consumer does switch to another app, they must force-close Quick Estimate and once again select the invitation link to relaunch the video chat session.



See the next page for an explanation of the buttons' functions.

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Video Chat for CCC® Quick Estimate and Virtual Inspection,

Continued

Virtual Inspection, continued

Local Button	Function
	Microphone off/on.
	Pause/resume video sharing (by default, two-way video chat is enabled).
	End call.
	The Hang Up button appears after you tap the red close icon above; tap Hang Up to confirm termination of the session.
Remote Button	Function
	Stop/resume video.
	Mute/unmute the consumer's mic.
	Turn on/off the device's flashlight.
	The appraiser should <i>not</i> use this button.
	The appraiser should <i>not</i> use this button.
	Switch to consumer's front-facing camera and vice versa. The consumer must approve this action via a popup notification (Page 9).
	Take screenshot (snap) of the consumer's video feed. The snap displays in a popup window within Virtual Inspection. To reenable the video stream after capturing a snap, the appraiser must click this button again. Note: If capturing a snap causes the video feed to freeze or stop, the consumer should tap the video icon on their device's screen to resume streaming.
	The appraiser clicks this icon to save screens or snaps during the session.

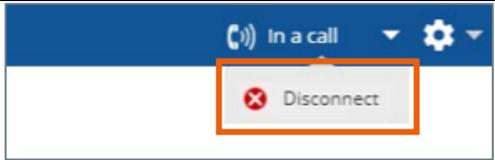
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Video Chat for CCC® Quick Estimate and Virtual Inspection, Continued

Virtual Inspection, continued

Upon selecting the **red End call button** in the console and then selecting the **Hang Up button**, the Video Chat session terminates.

At this point, it's important to remember that the captured images, annotations, and video recordings **still must be saved** to the Claim Folder. Follow these steps to save the captured media:

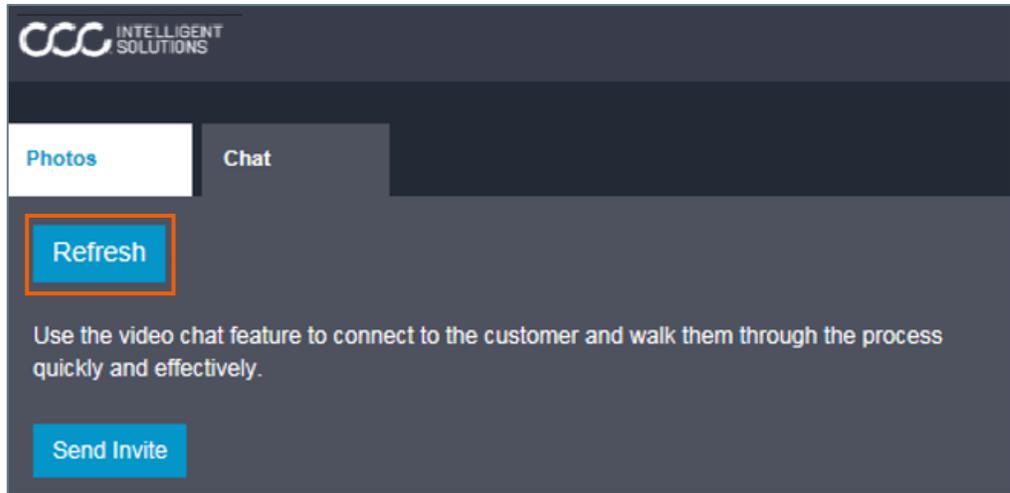
Step	Action
1	Select the image/photo icon towards the far upper right corner of the window. 
2	Select the Submit X picture(s) button in the dropdown. 
3	Select the In a call link. 
4	Select Disconnect . 
5	Close the current browser tab to return to Virtual Inspection.

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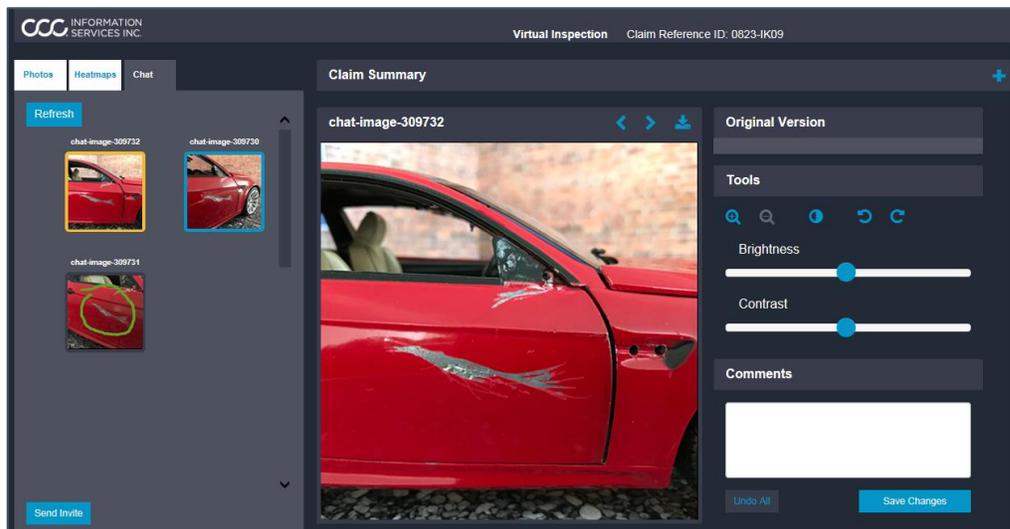
Video Chat for CCC® Quick Estimate and Virtual Inspection, Continued

Virtual Inspection, cont.

The captured media is now available under the Claim Folder’s **Images** tab. It can also be viewed under Virtual Inspection’s **Chat** tab by selecting the **Refresh** button after disconnecting from the Video Chat session (see previous step).



Upon selecting **Refresh**, thumbnails of the captured media appear. For more information on viewing and editing images in Virtual Inspection, refer to the “Virtual Inspection Platform” job aid.



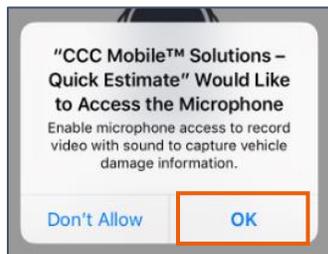
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Video Chat for CCC® Quick Estimate and Virtual Inspection, Continued

Consumer

The consumer selects the link in a text message or email invitation to launch the Quick Estimate app. The **Video Chat** screen opens (right). **Note:** If the invitation is no longer valid (because the appraiser has canceled their session), the consumer sees an error message.

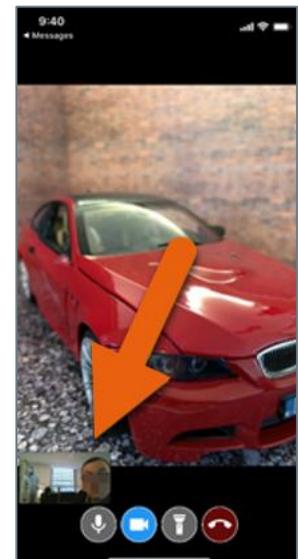
Upon selecting the **Begin Video Chat** button at the bottom of the screen, the user sees a popup (left) asking for permission to access their device's microphone. Select **OK** to proceed.



Once the user grants **permission**, the Video Chat session commences. The user's mobile device streams to **Virtual Inspection**, and the insurance carrier representative can direct the consumer to point their camera at specific places on the vehicle as needed. **Note:** By default, **two-way chat** is enabled, so the consumer can see the appraiser in a small window and vice versa (right); this window can be moved by tapping and dragging it.

The consumer can perform several actions by using the buttons along the bottom of their screen. See the next page for an explanation of these buttons' functions.

Note: Except in cases of emergency, the consumer should not answer any incoming calls while engaged in the video chat session; also, the consumer should **not** open any other apps during the chat session.



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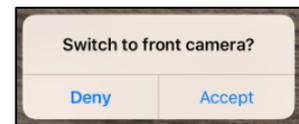
Video Chat for CCC® Quick Estimate and Virtual Inspection, Continued

Consumer,
cont.

Button	Function
	Mute/unmute microphone.
	Hide/unhide video.
	Turn on/off flashlight.
	Terminate session. The appraiser can also terminate the session from within Virtual Inspection.

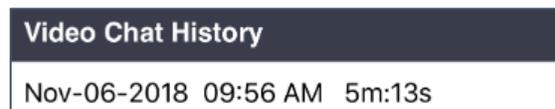
Consumer
Device
Permissions

If the appraiser attempts to switch from the rear-facing to front-facing camera (or vice versa), the consumer must grant permission. Example:



Terminated
Session

Upon termination of the Video Chat session, the consumer returns to the **Summary** screen within the Quick Estimate app (right); a record of the chat session displays towards the bottom of the screen (below).



Note: If there are any connectivity issues during a Video Chat session, the consumer sees a “Reconnecting” popup. If the reconnection attempt fails, the consumer can close the Quick Estimate app and select the initial invitation link to start a **new** session.

