

VIRTUAL INSPECTION PLATFORM

For the CCC[®] Portal

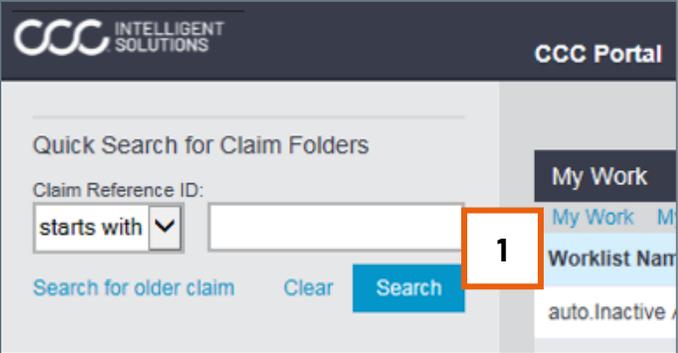


The Virtual Inspection platform for CCC® Portal allows an Appraiser to view vehicle damage media (i.e. photos, video, 3D images, and/or heatmaps) submitted by a claimant. The Appraiser uses this media to complete an estimate; in the case of a Quick Estimate claim, the estimate can be made available to the claimant through the Quick Estimate mobile app.

Note: Quick Estimate or, if launched from Virtual Inspection, Video Chat media can be viewed and edited in the Virtual Inspection platform.

This job aid outlines the steps an Appraiser follows to access, and review submitted vehicle media.

LAUNCH VIRTUAL INSPECTION PLATFORM



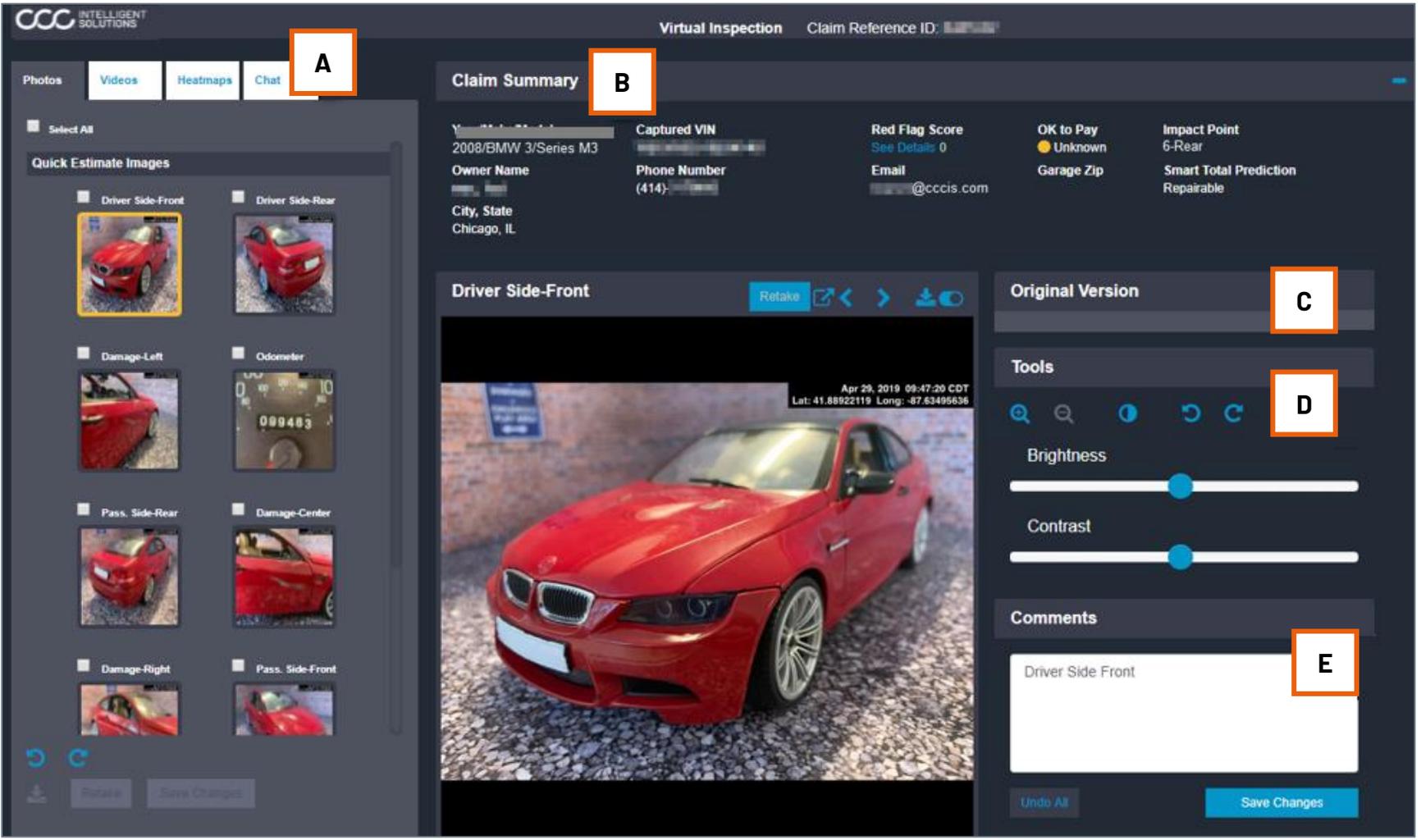
1. Enter a **Claim Number** in the Claim Reference ID field (under the Quick Search for Claim Folders section) of the CCC® Portal homepage and click **Search**.

2. The Search Results display. Click the desired **Claim Reference ID**.

3. The Claim Folder opens. Click the **Virtual Inspection** link in the left side panel's Claim Management section.

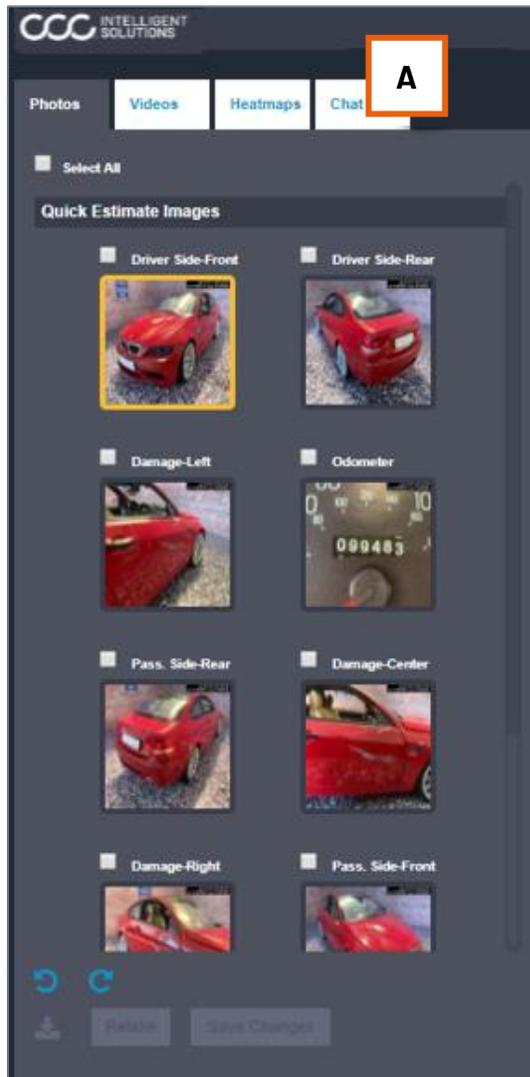


VIRTUAL INSPECTION PLATFORM

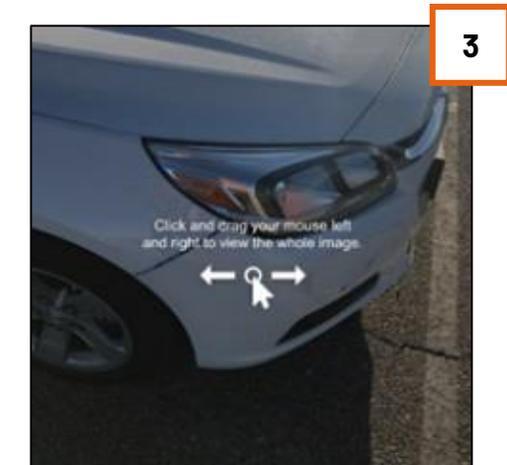
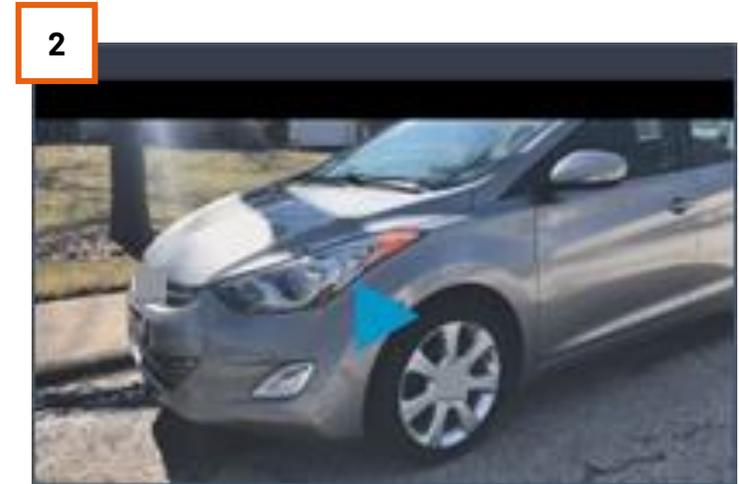


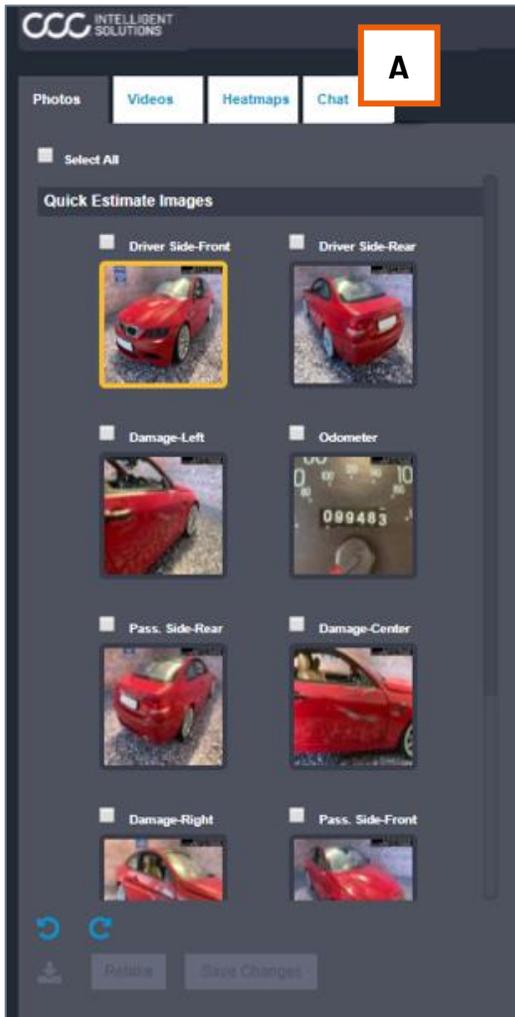
- A. Photos, Videos, 3D, Heatmaps tabs.
- B. Summary Details section.
- C. Original Version of edited photo, if applicable.
- D. Tools for viewing / editing photos.
- E. Enter comments.

VIRTUAL INSPECTION PLATFORM, CONT.



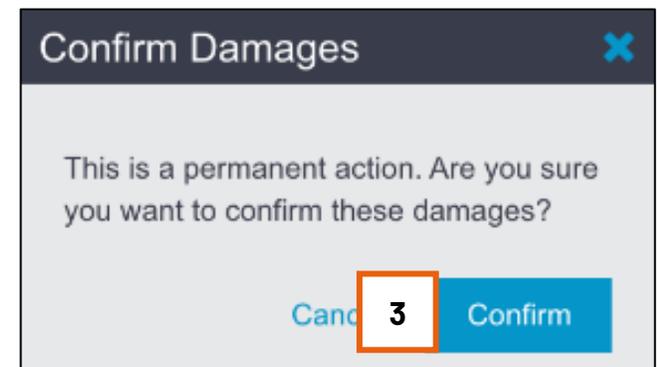
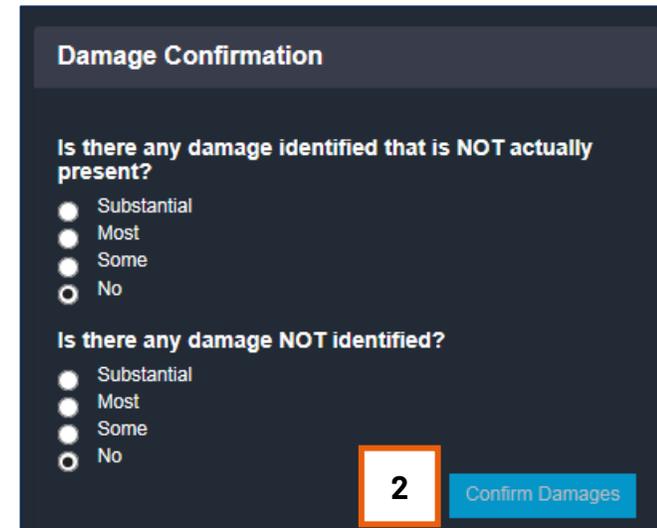
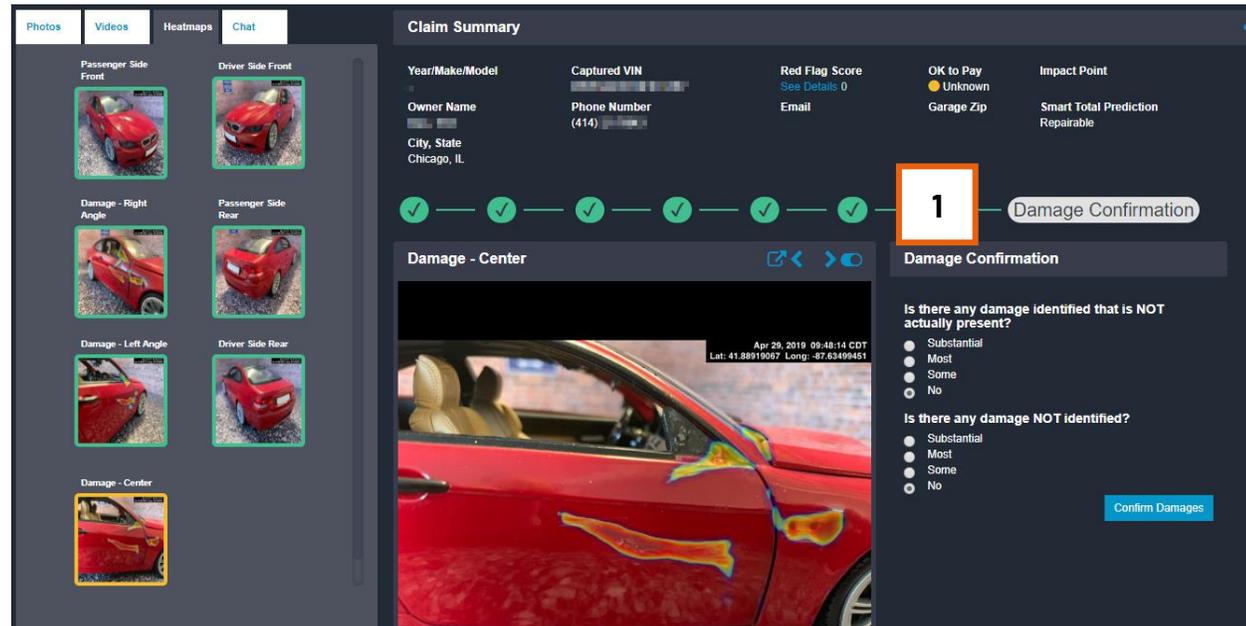
- 1. Photos tab:** Contains thumbnails of the most recent version of each submitted vehicle photo. A yellow border around a thumbnail indicates that photo is currently being viewed/edited in the center section. A blue border around a thumbnail indicates that photo has been edited by an Appraiser. If you click on a thumbnail with a blue border, the original version of that photo will appear in section "C".
- 2. Videos tab:** The Videos tab only appears if the claimant submits a video of vehicle damage. To review a submitted video, click on the Videos tab and then click the blue Play icon that appears over the image in the center of the screen **Note:** Videos cannot be edited.
- 3. 3D tab:** The 3D tab appears only if the claimant submits a "3D" video of vehicle damage. To see a 180 degree view of the damage, click and hold on the image and then drag your mouse left and right.
- 4. Heatmaps tab:** The Heatmaps tab appears if heatmap images, which are based on the four vehicle corner photos taken in the Quick Estimate app, were generated for the claim (configurable by Carrier). These heatmap images identify--via color gradients--the severity of vehicle damage. Once all four images have been viewed, the Appraiser answers two questions regarding the accuracy of the heatmaps; the Appraiser then confirms their answers. **More information included on the next page.**

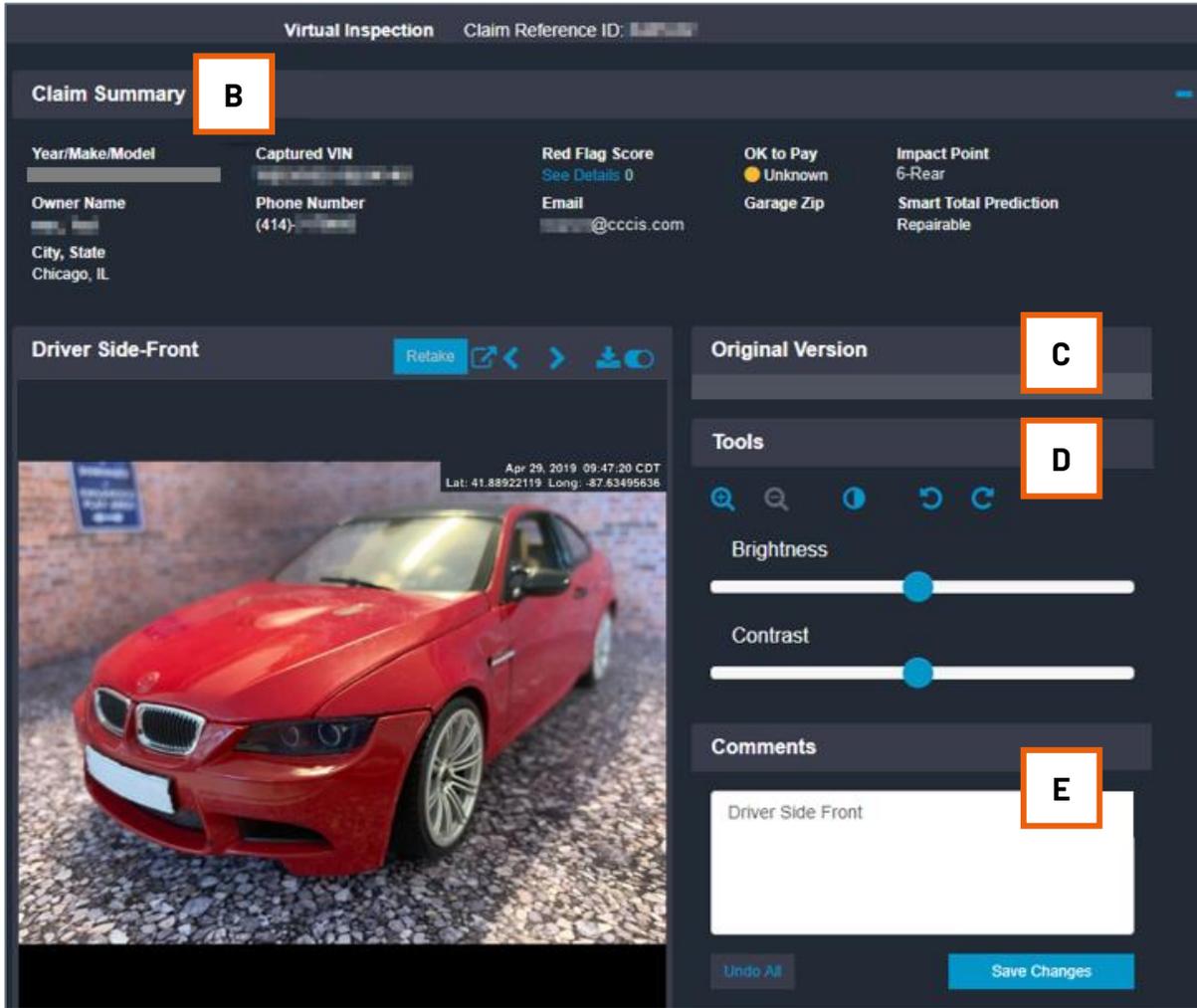




Heatmaps tab, continued:

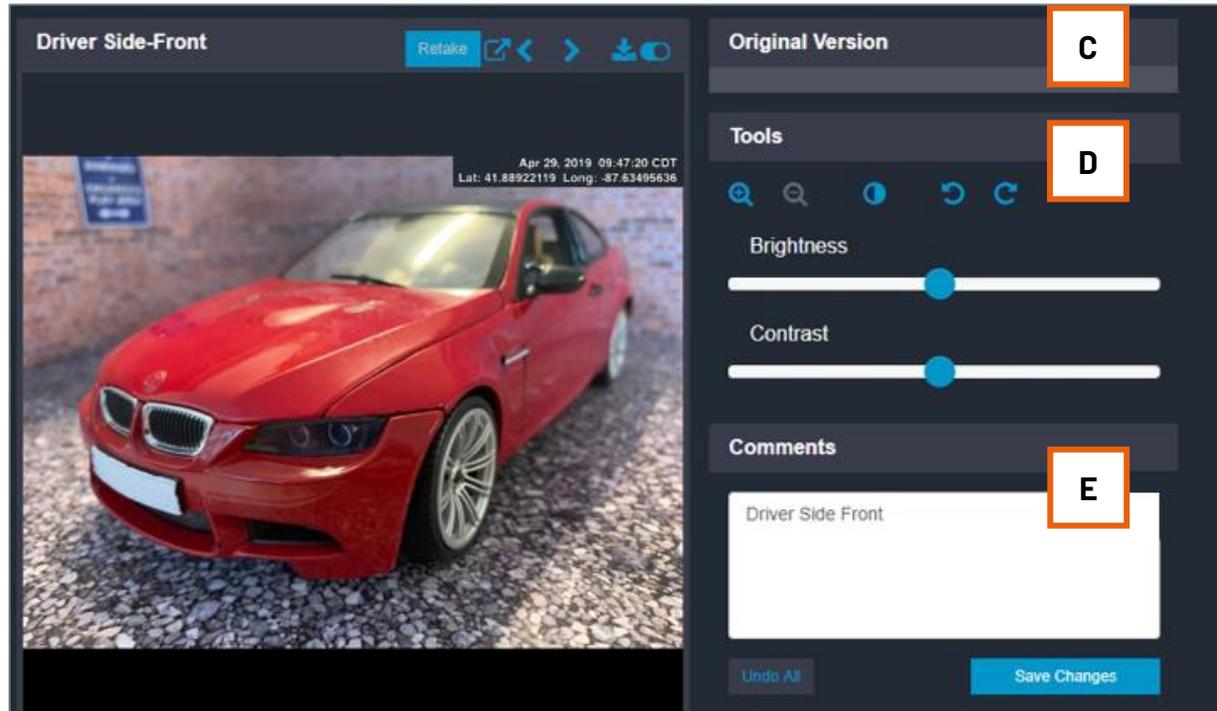
1. Once the Appraiser views all four heatmap images by clicking on their respective thumbnails in the left side panel, they are prompted to answer two questions under the **Damage Confirmation** section towards the right side of the screen.
2. After selecting their answers by clicking the appropriate **radio buttons**, the Appraiser clicks the **Confirm Damages** button.
3. A popup appears and asks the Appraiser to confirm their selections by clicking the **Confirm** button.





B. The Summary Details section can be expanded and collapsed by clicking the + and - symbols in the upper right corner. The information in this section is pulled from the Claim Folder and includes: Vehicle Year/Make/Model, Captured VIN, Red Flag Score, OK to Pay Indicator, Impact Point, Owner's Name, Owner's Phone Number, Owner's Email Address, the Garage's Zip Code and the City/State where the center damage photo was taken. This section can also include the **Smart Total Prediction** (Repairable, Total Loss, Unknown, or Invalid), which is determined by an analysis of a photo submitted to the CCC Smart™ Claims service (see the Smart Claims job aids for more information).

C. This section contains the original version of an edited photo, if applicable (see "A" above).



Note: Click the Save button to save your photo edits and/or comments. Clicking Save creates a copy of any edited photo; these copies are saved to the claim folder and are available in the platform, as discussed above.

- D. The following tools are available for viewing/editing photos:
- **Magnifying Glass (+):** Zoom in
 - **Magnifying Glass (-):** Zoom out
 - **Invert Icon:** Reverses image colors
 - **Counterclockwise Arrow:** Rotates image to the left
 - **Clockwise Arrow:** Rotates image to the right
 - **Brightness Slider:** Increase or decrease image brightness
 - **Contrast Slider:** Increase or decrease image contrast
 - **Pop-Out Icon (above image):** View larger version of image(s); use the arrows to either side of an image to cycle forward/back
 - **Left Arrow (above image):** Displays previous image
 - **Right Arrow (above image):** Displays next image
 - **Download Icon (above image):** Downloads current photo
 - **Toggle Switch (above image):** Turn hover magnifier on/off

- E. Enter comments in this field (these are internal comments that are stored with the photos). Click **Save Changes** to save your edits; click **Undo All** to discard any edits you made.

VIRTUAL INSPECTION PLATFORM, CONT.

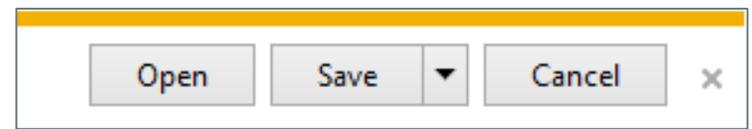


Follow the instructions below to save one or more photo(s) to your local machine.

Either choose all photos at once by checking the **Select All** box (1) or choose individual photos by checking the box next to each desired photo (2).

Click the download icon (3).

Choose the desired save option from the bar along the bottom of the screen.



REQUEST PHOTO RETAKE



If submitted photo(s) are blurry, dark, inaccurate, or do not clearly depict vehicle damage, the Appraiser can issue a retake request through Virtual Inspection. This request is communicated to the Quick Estimate user via a push notification on their mobile device. **Note:** VIN photos cannot be retaken.

Retake Single Image

1. When viewing a photo for which you'd like to issue a retake request, click the **Retake** button above the image.

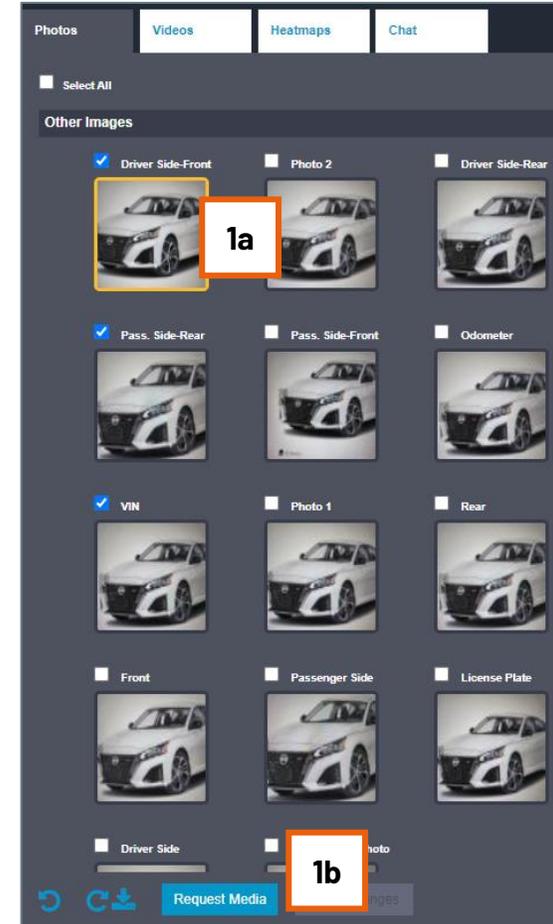


2. Click the **radio button** next to the reason for your retake request: Dim Photo, Blurry Photo, Damage Not Visible, or Inaccurate Photo. Enter any desired comments for the claimant in the text field (adding comments is optional).
3. When finished, click **Submit**.

Selected Photo(s)	Retake Reason	Retake Comments	Actions
	<input checked="" type="radio"/> Dim Photo <input type="radio"/> Blurry Photo <input type="radio"/> Damage Not Visible <input type="radio"/> Inaccurate Photo	<input type="text" value="You can manually enter notes in this field ..."/>	<input type="button" value="Submit"/>

Retake Multiple Images

1. Check the **boxes** above the photos for which you'd like to issue the retake request and click the **Request Media** button.
2. For each selected photo, click the **radio button** next to the reason for your retake request: Dim Photo, Blurry Photo, Damage Not Visible, or Inaccurate Photo (see image in **Retake Single Image** section). Enter any desired comments for the claimant in the text fields (adding comments is optional).
3. When finished, click **Submit**.



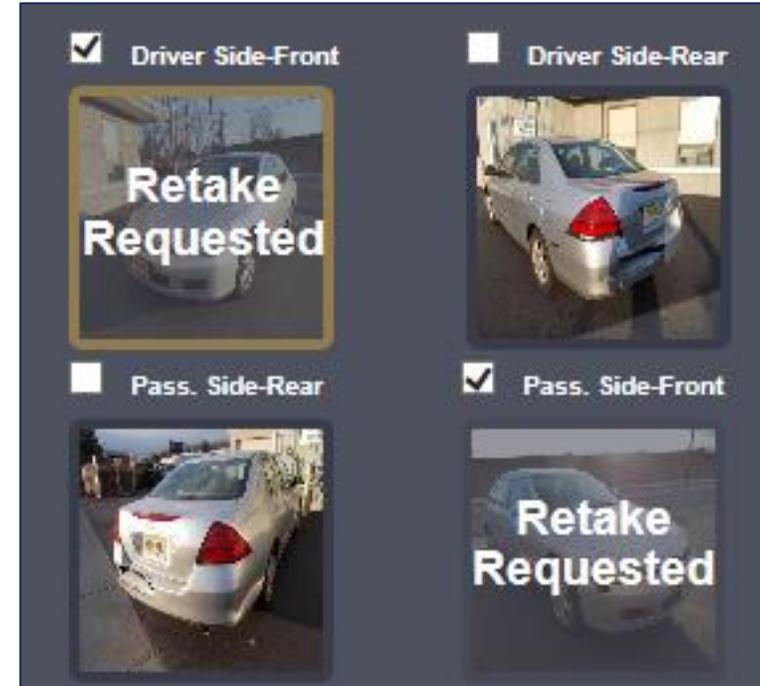
REQUEST PHOTO RETAKE, CONT.



Once an Appraiser submits a retake request, no additional retake requests can be issued for that claim.

Photos for which a retake request has been issued will be marked with a "Retake Requested" overlay until the Quick Estimate user submits their new photos; at that time, the overlays disappear and the new photos are available to the Appraiser.

Note: Presently, no notification is sent to the Appraiser when new photos are submitted.

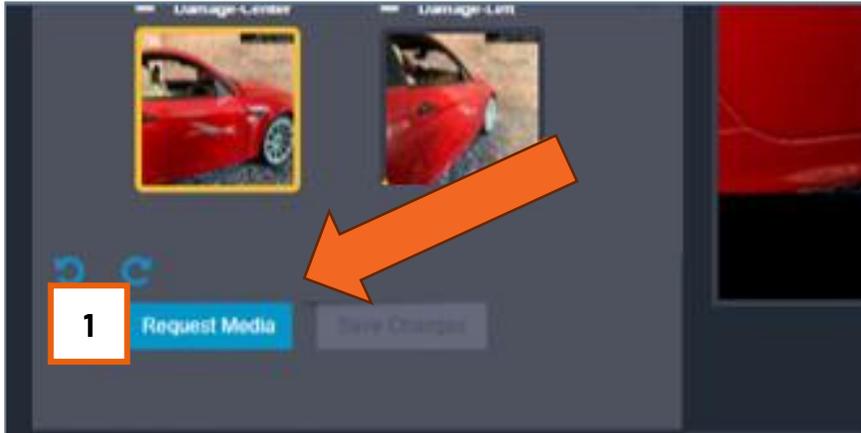


ACCESS RECORD OF PHOTO EVENTS

A record of photo edits is available under the Claim Folder's **History** tab.



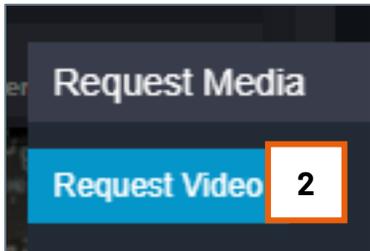
REQUESTING A VIDEO OF VEHICLE DAMAGE FOR QUICK ESTIMATE NATIVE APP ONLY



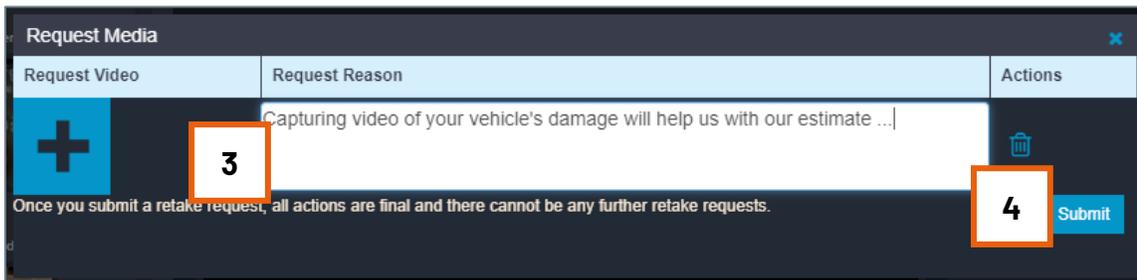
If the claimant elected to **not** capture and submit a video of their vehicle's damage during the Quick Estimate workflow, a video can be requested through the Virtual Inspection platform. If photos have been submitted without a video of vehicle damage, the **Request Media** button below the thumbnails under Photos tab is enabled.

1. Click the **Request Media** button from the Photos tab.

Note: Only one photo or video request can be submitted for each claim.

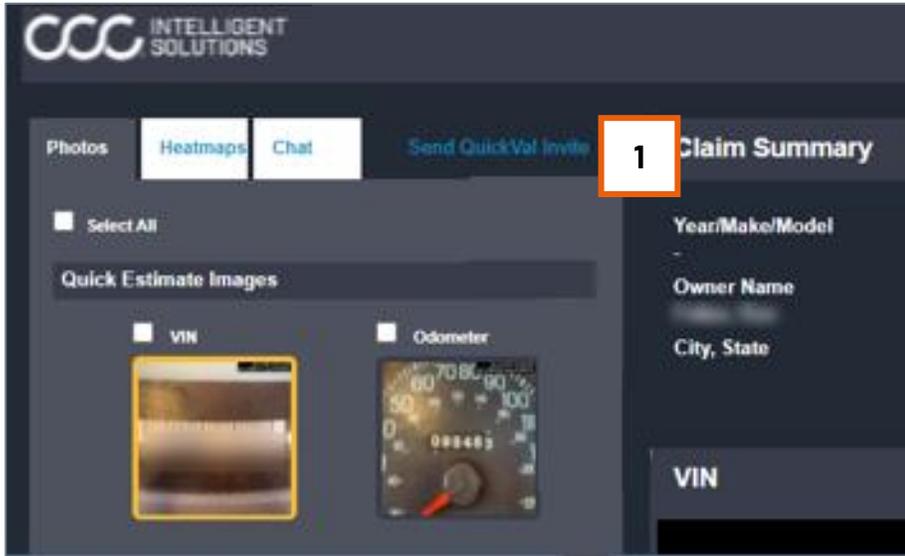


2. Click the **Request Video** button in the popup that appears.
3. Enter a **reason** for the request in the text box.
4. When ready to submit the request, click the **Submit** button.



The request is sent to the claimant, who receives a push notification on their mobile device. Upon opening the notification, the claimant is guided through the video capture process.

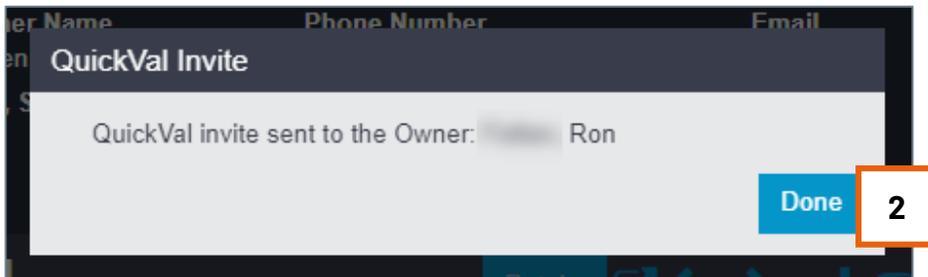
QUICK VALUATION MANUAL TRIGGER



If, after viewing a consumer's Quick Estimate photos, you suspect the vehicle might be a total loss but require additional vehicle photos or vehicle option information, you can manually trigger a Quick Valuation invitation.

1. Click the **Send Quick Val Invite** link towards the tool's upper-left corner.

Note: This link only appears for customer's contracted for Quick Valuation and only appears after Quick Estimate photos are submitted by a consumer.



2. The invitation is sent to the consumer via text message or email. A confirmation popup appears. Click **Done** to close the popup.

