

Job Aid: Handling Open Shop calls with a Repair Facility

Introduction CCC ONE Open Shop allows you to send an Assignment to any Repair Facility in the CCC network. Consequently, when following up on an Open Shop assignment, you may find that the person you talk to might not be knowledgeable about the Open Shop program. There are several ways to approach the conversation when you encounter this situation. This job aid provides best practices for handling this conversation when it arises.

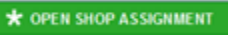
Conversation Best Practices The following are possible responses from Shops when calling about an Open Shop Assignment and how to handle them.

What is Open Shop?

Briefly Describe: Open Shop allows you to receive assignments from Carriers even if you don't have a relationship with them.



Ask: *Do you use CCC ONE?* If the answer is **NO**, immediately direct the Shop to call CCC Technical Support at 800.637.8511 for assistance with setup and usage.

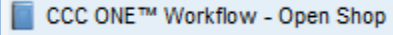
If they use CCC ONE, explain that Open Assignments work just like a regular workfile except that it is an Open Shop File. 



Send Link: Offer to send them the link to the [CCC Open Shop](#) webpage for more information.

We don't know how to use it.



Say: Access Help from inside CCC ONE  or "right-click" on the Open Shop workfile to access the link to the video.



Send Link: Offer to send them the link to a [quick video and help page](#) of how to handle an Open Shop Assignment in CCC ONE.

It's not working....I don't have time to watch anything.



Suggest: Encourage the Shop to call CCC Technical Support at 800.637.8511 for help walking through the process.



Send Email: If you think the Shop may not call or to make sure they have what they need to respond to an Open Shop Assignment, send an email to TOpenShop@cccis.com with the Shop's contact information and we will call them to resolve the issue.
