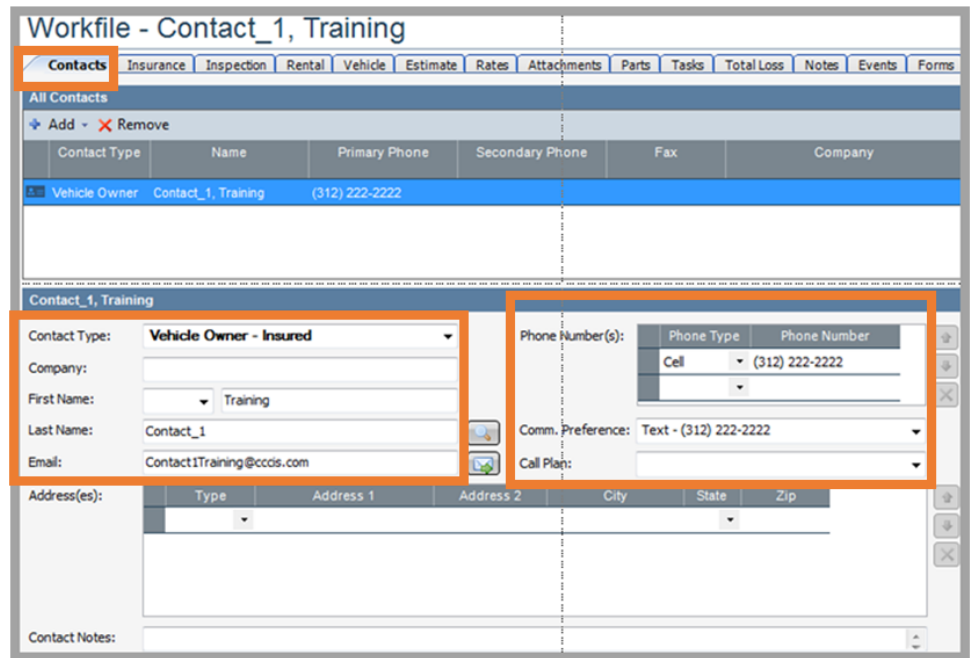


Adding Customer Contact Information for Repair Status Updates

- 1 Let the customer know that your shop will be sending periodic repair status updates
- 2
 - In the **Contacts** tab, make sure to enter customer name
 - Find out how this customer prefers to receive repair status updates
- 3 **If text is preferred:**
 - Enter Cell Phone number
 - Select Text option in the Comm. Preference field
- 4 **If Email is preferred:**
 - Enter Email address
 - Select Email option in the Comm. Preference field
- 5 **If phone call is preferred:**
 - Enter preferred Phone number
 - Select Call option in the Comm. Preference field
 - Select Call Plan



Workfile - Contact_1, Training

Contacts Insurance Inspection Rental Vehicle Estimate Rates Attachments Parts Tasks Total Loss Notes Events Forms

All Contacts

Add Remove

| Contact Type | Name | Primary Phone | Secondary Phone | Fax | Company |
|---------------|---------------------|----------------|-----------------|-----|---------|
| Vehicle Owner | Contact_1, Training | (312) 222-2222 | | | |

Contact_1, Training

Contact Type: **Vehicle Owner - Insured**

Company:

First Name: Training

Last Name: Contact_1

Email: Contact1Training@ccos.com

Phone Number(s):

| Phone Type | Phone Number |
|------------|----------------|
| Cell | (312) 222-2222 |

Comm. Preference: Text - (312) 222-2222

Call Plan:

Address(es):

| Type | Address 1 | Address 2 | City | State | Zip |
|------|-----------|-----------|------|-------|-----|
| | | | | | |

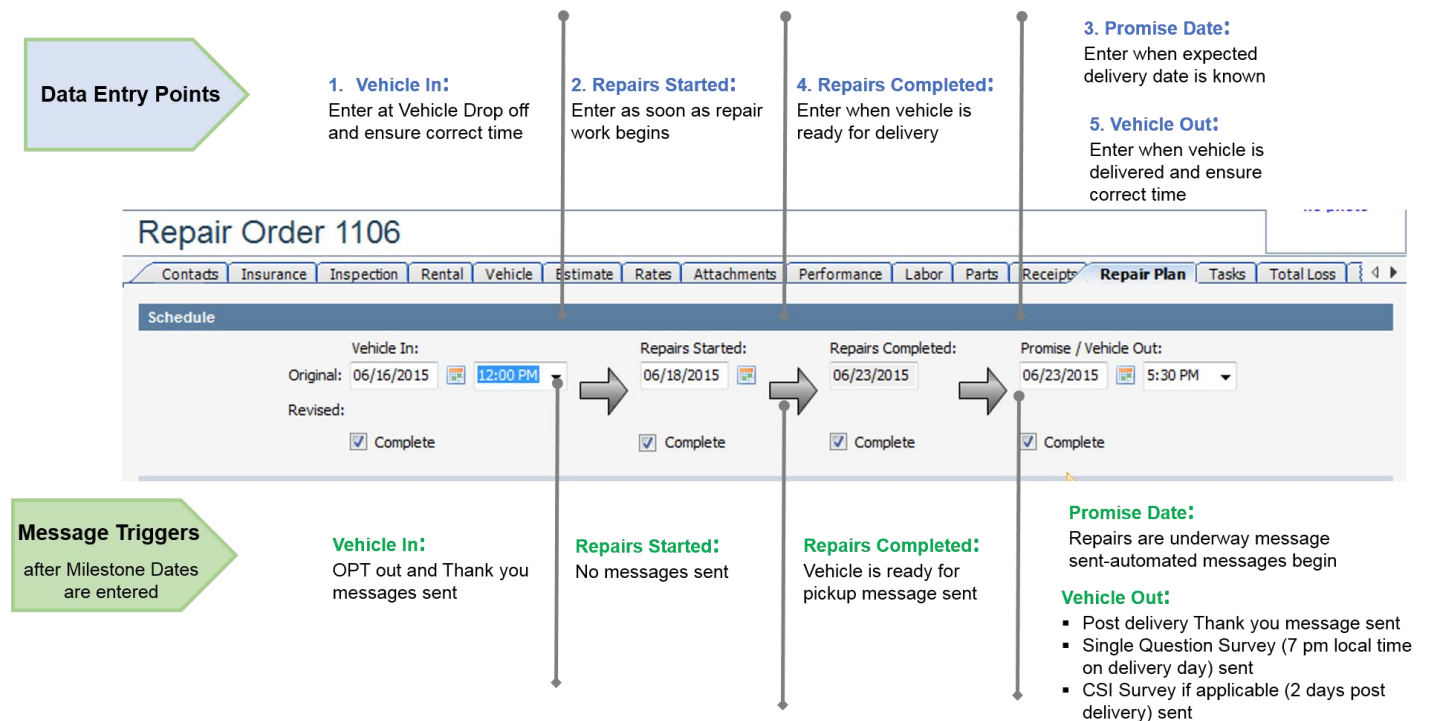
Contact Notes:



Self-study tutorials are available through **CCC ONE Online Help** (Select Help > Training > UpdatePlus)

Repair Workflow

Entering Milestone Dates for Repair Status Updates



Customer Responses:

Customer responses to text or email will be delivered to estimator on workfile via email. Be sure to respond promptly to customer questions or acknowledge receipt of question and provide timeframe for response.



Alerts:

Alerts are delivered to the estimator via email when:

- No promise date has been entered 48 hours after Vehicle In date
- When approaching Promise Date/Time with no completion date entered
- Negative response on one question CSI

Take action on all alerts to keep your customer properly informed during the repair.



Self-study tutorials are available through **CCC ONE Online Help** (Select Help > Training > UpdatePlus)