



CCC[®] Quick Estimate Mobile Application

Comprehensive instructions for app features and usage



Presentation Agenda

- Application Overview and Customization
- Language and Adjuster Information Display
- Getting Started: Download, Permissions, and Login
- Onboarding and Home Screen
- PMOI Task and Vehicle Location
- Vehicle Photos and Data Capture
- Smart Total Loss, QE, and QVAL Processes
- Receive Estimate and Book Appointment

Application Overview

Purpose and Features of the Mobile Application



App Purpose

Enables insurance carriers and customers to submit vehicle damage photos and receive repair estimates quickly.

24/7 Claims Process

Allows users to start the claims process anytime by submitting photos around the clock.

Language and Adjuster Information Display

Language Settings and Bilingual Support

Automatic Language Detection

The app automatically displays text in English or Spanish based on the device's primary language setting.

Bilingual User Support

Supports bilingual users by offering seamless language switching according to device settings.

External Language Configuration

Language preference must be set on the device outside the app for proper text display.

Viewing Adjuster Information and Contact Options

Accessing Adjuster Info

Users can access adjuster contact details via the tribar icon on multiple app screens for easy reference.

Initiating Calls

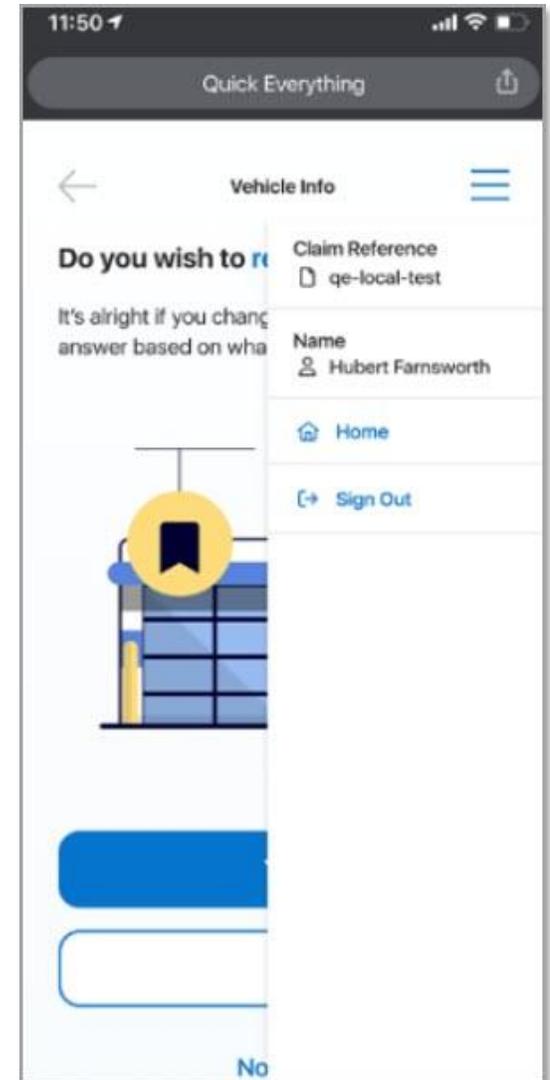
Selecting the adjuster's phone number initiates a call, displaying extensions if available for direct connection.

Email Communication

Users can select the adjuster's email to open their email client and compose a message quickly.

Configurable Display Options

The app allows enabling or disabling the display of adjusters' contact information based on configuration settings.



Getting Started: Download, Permissions, and Login

App Download, Reminders, and Opt-Out Process

App Download Process

Eligible vehicle owners receive app download links via text or email for iOS and Android devices.

Reminder Notifications

Carriers send reminder texts or emails if damage photos are not submitted in time to encourage completion.

Opt-Out Options

Vehicle owners can opt out by replying "STOP" to reminders or selecting on the unsubscribe links in emails.

11:50 Mobile Solutions

mobile solutions

Curabitur tempus scelerisque orci elementum efficitur. Nunc dui felis, consequat ac blandi.

Claim Number
1234567890

Last Name
Nook

I acknowledge that I have read and agreed to the Terms of Use and Privacy Policy

Sign In

Login Process and Terms Agreement

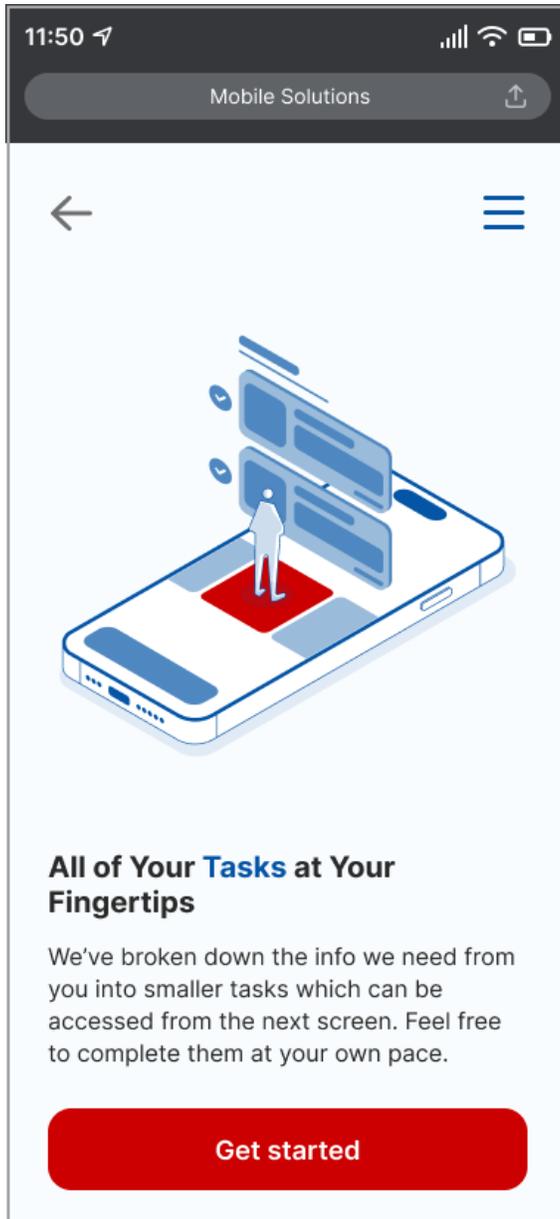
Prepopulated Login Fields

Deeplink invite automatically fills Claim Number and Last Name fields which cannot be edited by the user.

Mandatory Terms Agreement

Users must agree to Terms of Use and Privacy Policy before gaining access to the app.

Onboarding and Home Screen



Onboarding Messages and Initial Task Navigation

Login and Access

Users begin by logging into the system to gain access to their personalized workspace and tasks.

Get Started Button

The Get Started button guides users to initiate their tasks smoothly after logging in.

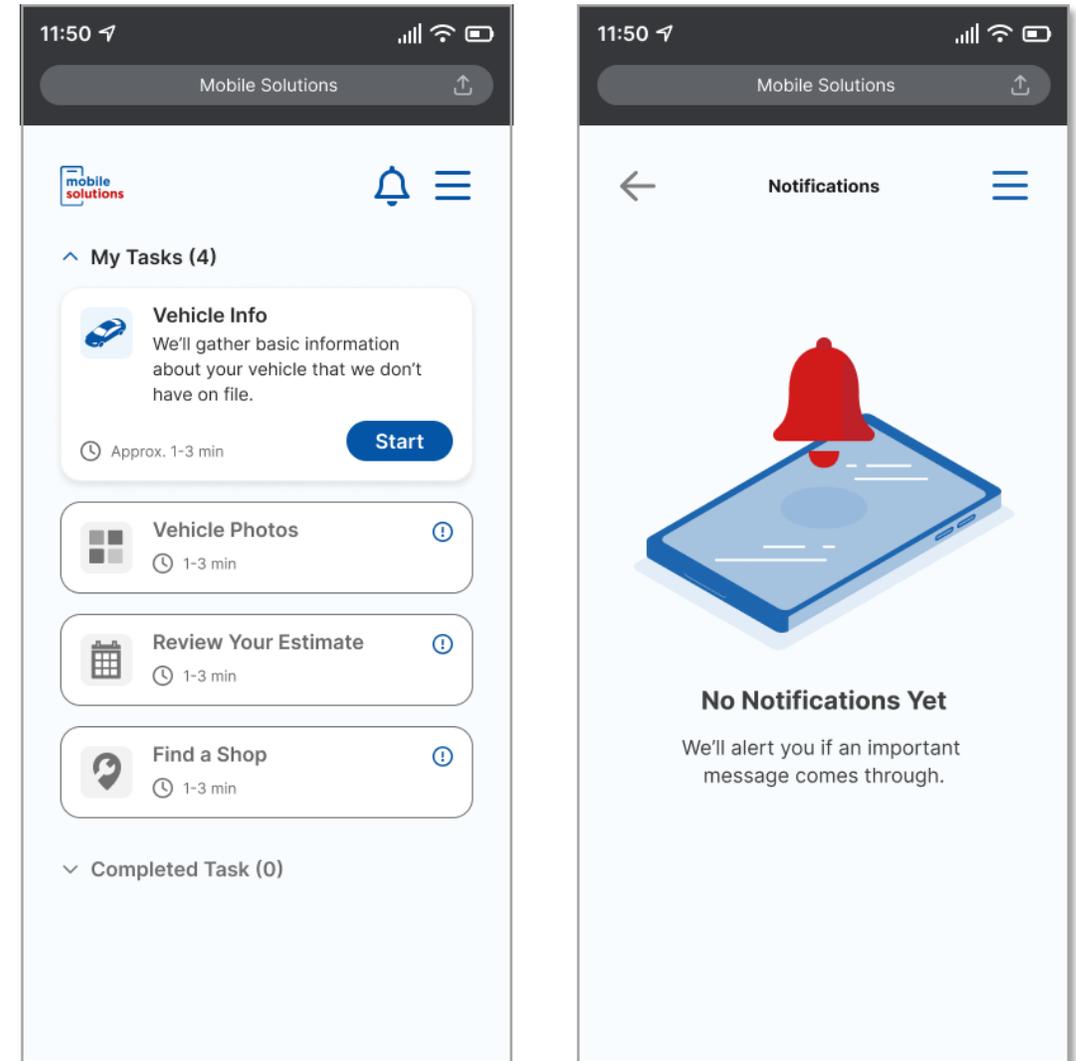
Home Screen Vehicle Information Collection

Vehicle Data Collection

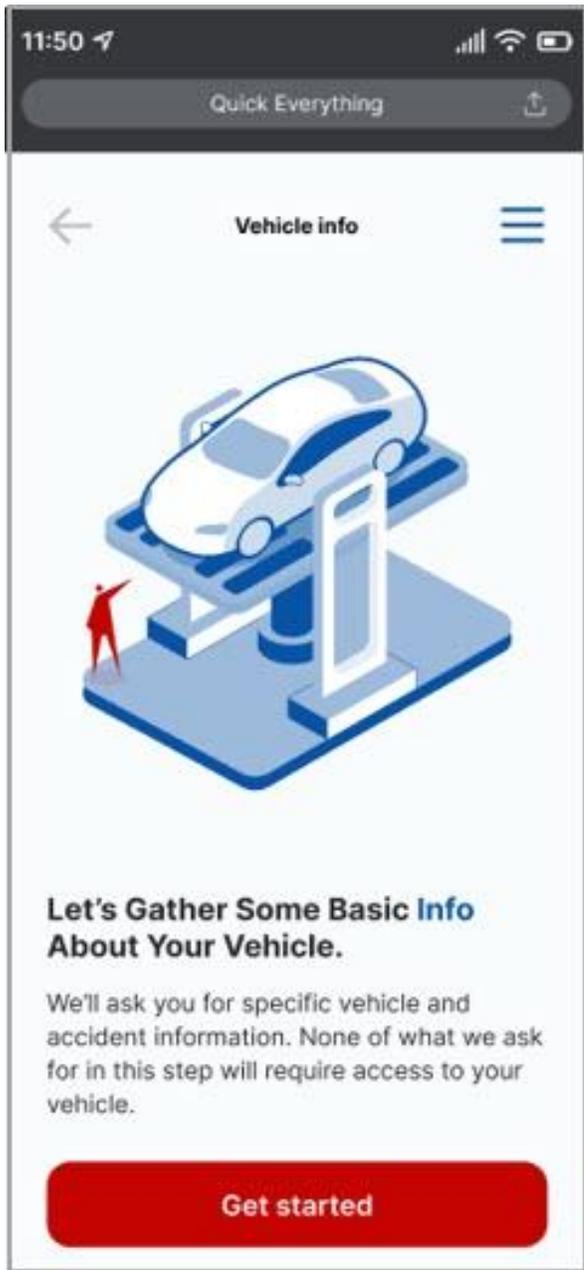
The home screen gathers essential vehicle information not previously recorded to update the system.

User Action Prompt

Users are prompted to select Start to proceed with collecting and saving vehicle details.



PMOI Task and Vehicle Location



PMOI Questions and Vehicle Location Entry

PMOI Task Introduction

The task includes PMOI questions and begins with an initial screen explaining the process to users.

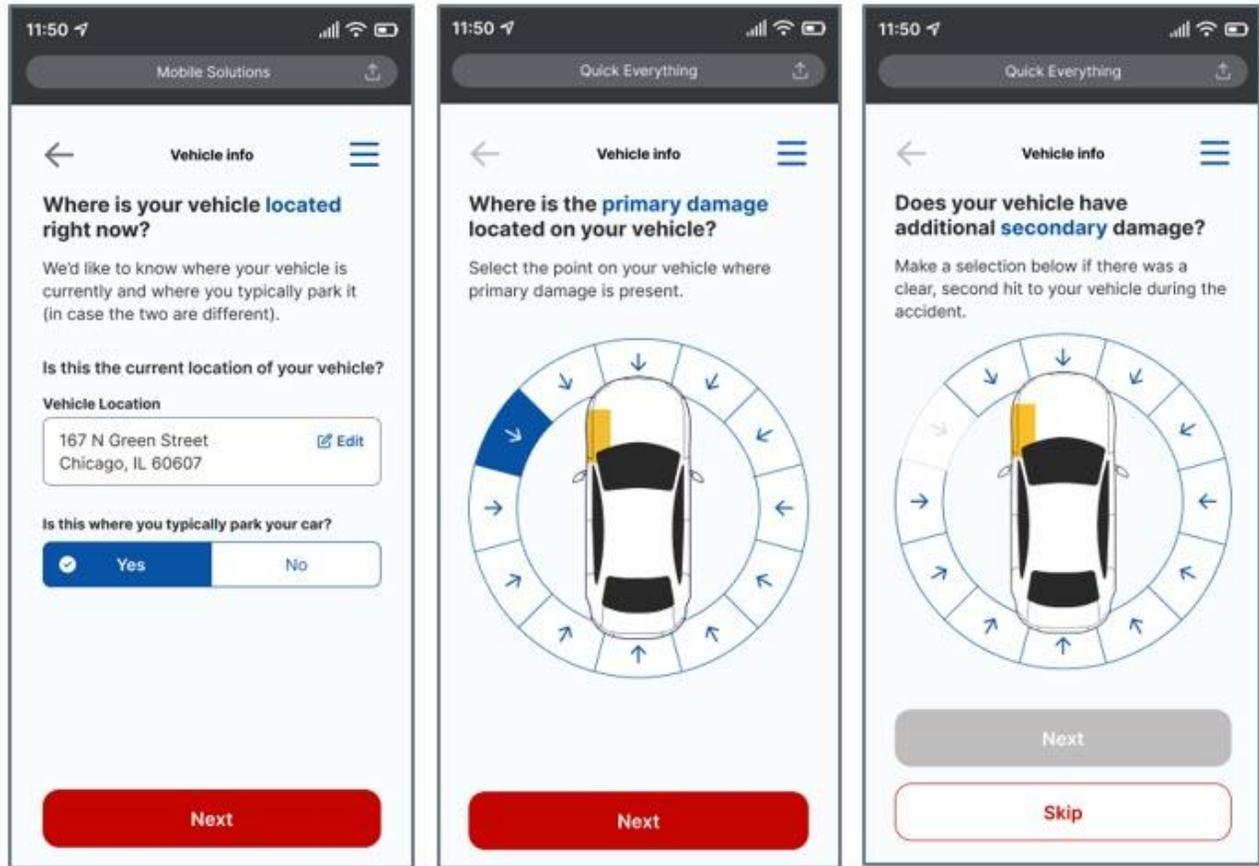
Vehicle Location Display

The system shows the captured vehicle location address from Assignment Entry for user confirmation.

Manual Address Entry

If no address is captured, the system allows users to manually input the vehicle location address.

STP Processing, Editing Address, and PMOI Question Flow



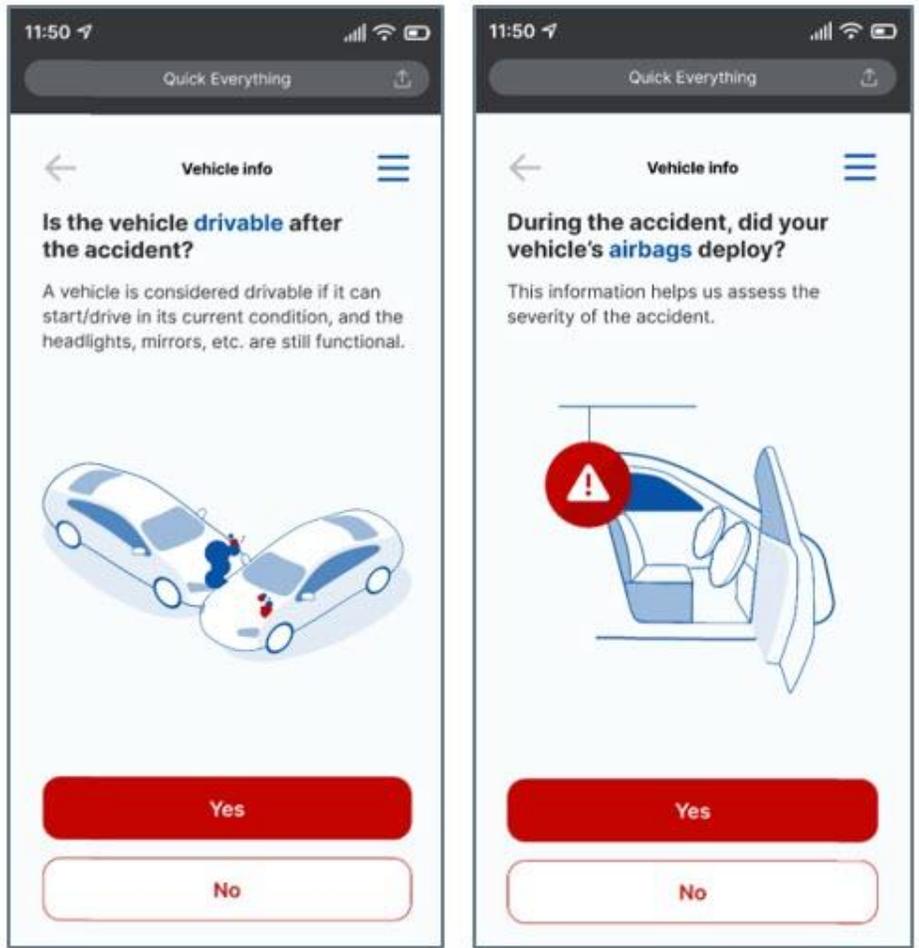
Vehicle Location Address Handling

The vehicle location address is forwarded for STP preliminary estimate without auto-updating assignment entry address.

User Address Editing

Users can manually edit the vehicle location address from the app review screen before final submission.

STP Processing, Editing Address, and PMOI Question Flow



PMOI Question Flow

The app prompts consumers with PMOI questions, requiring Yes or No responses to proceed.

Child Seat Information and Photo Capture

Child Seat Installation

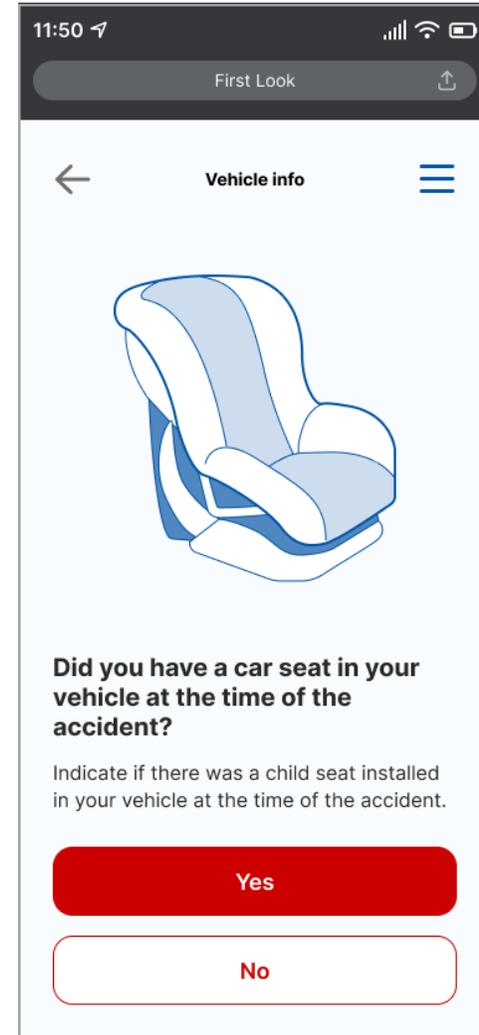
Confirm whether a child seat was installed in the vehicle during the accident to assess safety compliance.

Photo Documentation

Capture a clear photo of the car seat to evaluate any damage from the incident accurately.

Brand and Style Information

Provide the car seat's brand and style to understand specifications and potential impact during the accident.



11:50 First Look

Vehicle info



Did you have a car seat in your vehicle at the time of the accident?

Indicate if there was a child seat installed in your vehicle at the time of the accident.

Yes

No



11:50 First Look

Vehicle info



Was a child in the seat at the time of the accident?

Confirm if a child was using the car seat during the accident.

Yes

No

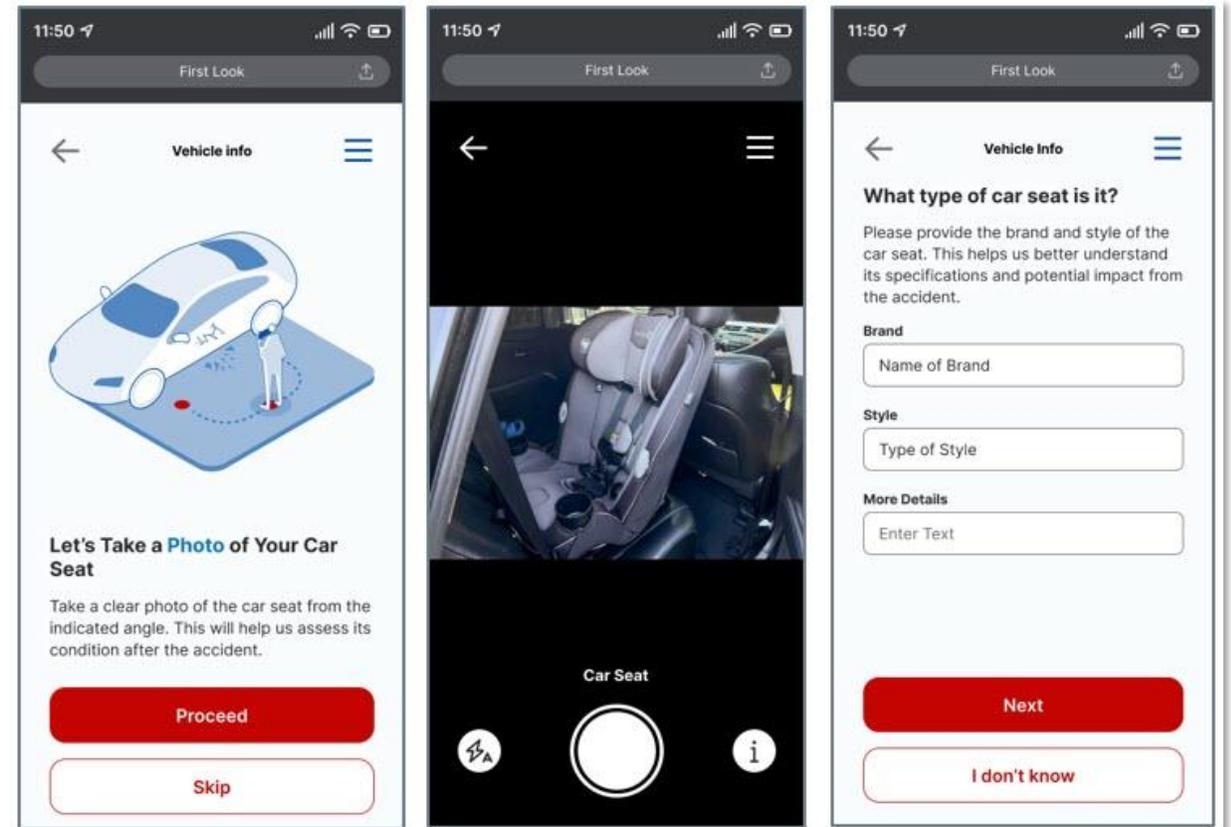
Child Seat Information and Photo Capture

Photo Documentation

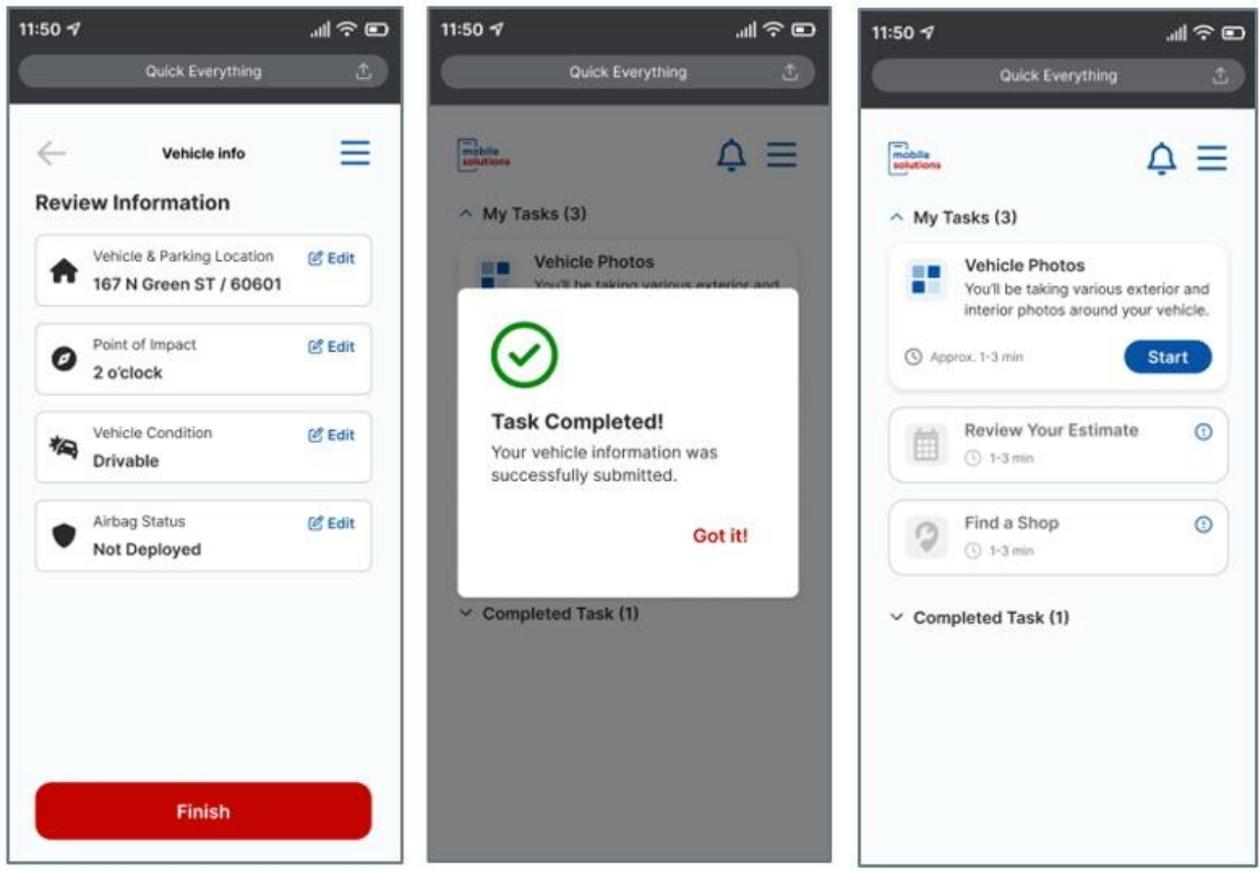
Capture a clear photo of the car seat to evaluate any damage from the incident accurately.

Brand and Style Information

Provide the car seat's brand and style to understand specifications and potential impact during the accident.



Review and Submission of PMOI Information



Review Information Screen

Users can review and edit any entered information before final submission to ensure accuracy.

Submission and Completion

After submission, the system shows a Task Completed screen.

Prefilled MOI Questions

MOI questions are prefilled if assignment data exists, simplifying user input during the invite process.

Vehicle Photos and Data Capture

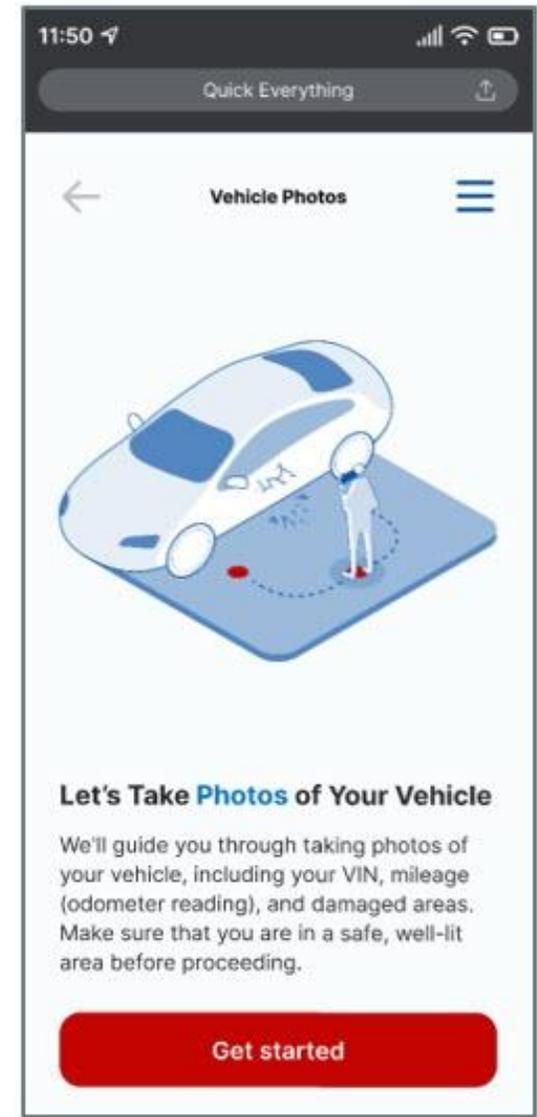
Vehicle Photos

Vehicle Photo Capture

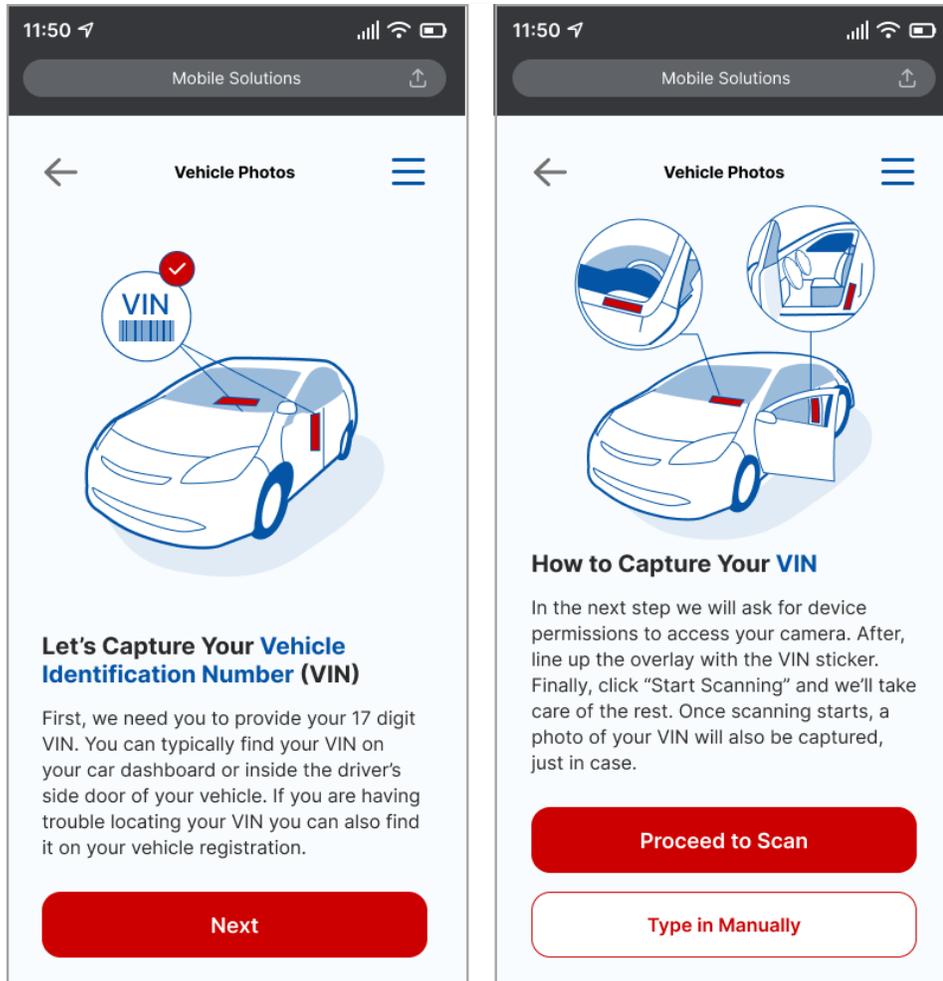
The module supports capturing photos of four vehicle corners and optionally front, rear, and sides for thorough vehicle documentation.

Auto Photo Capture Feature

Auto Photo Capture runs on devices with good internet speed, otherwise switches automatically to manual capture mode.



VIN Capture



VIN Input and Capture

Users are prompted to enter or scan the 17-digit VIN, usually located on the dashboard or driver's side door, with photo capture of the VIN enabled.

Scanning Options

Users can choose to proceed by scanning the VIN or manually typing it into the app for flexibility.

Permissions for Camera and Location

Camera Permission Requirement

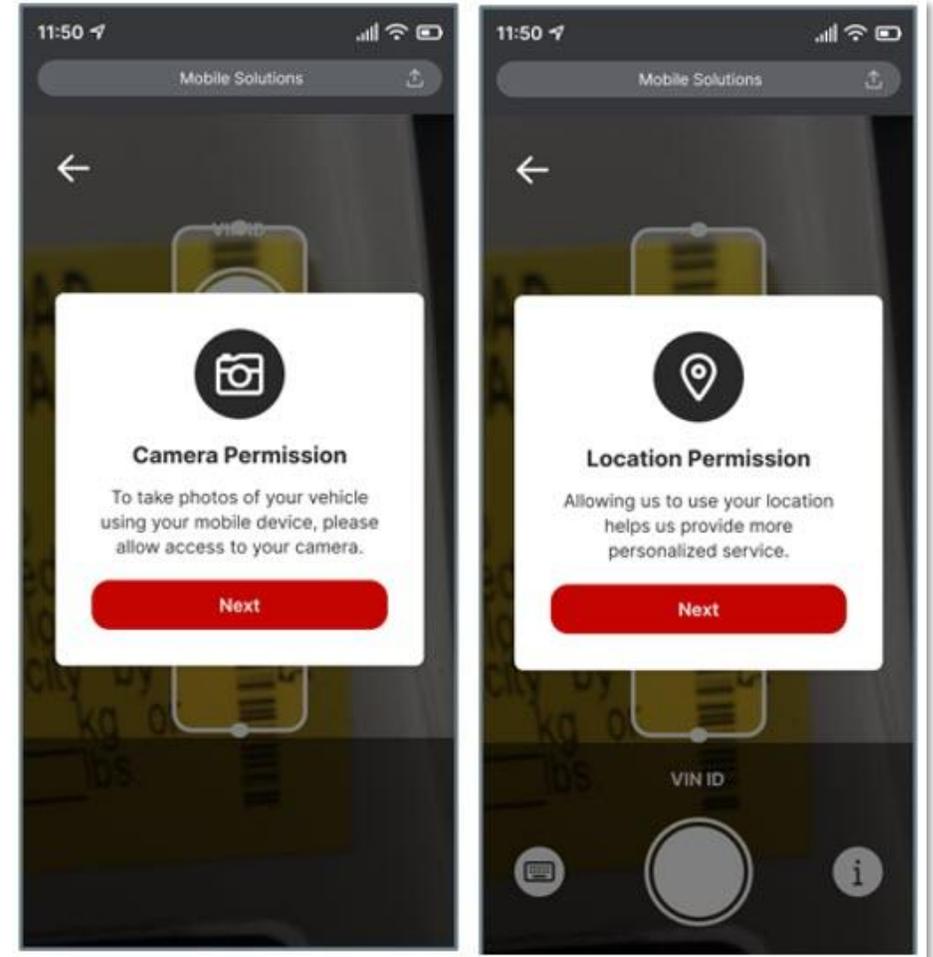
Camera permission is mandatory to enable full app functionality and essential features.

Location Permission Optional

Location permission is optional; declining it disables GPS data collection but does not block app use.

Permission Settings Troubleshooting

If permissions don't appear, users must check phone settings to unblock and enable permissions manually.



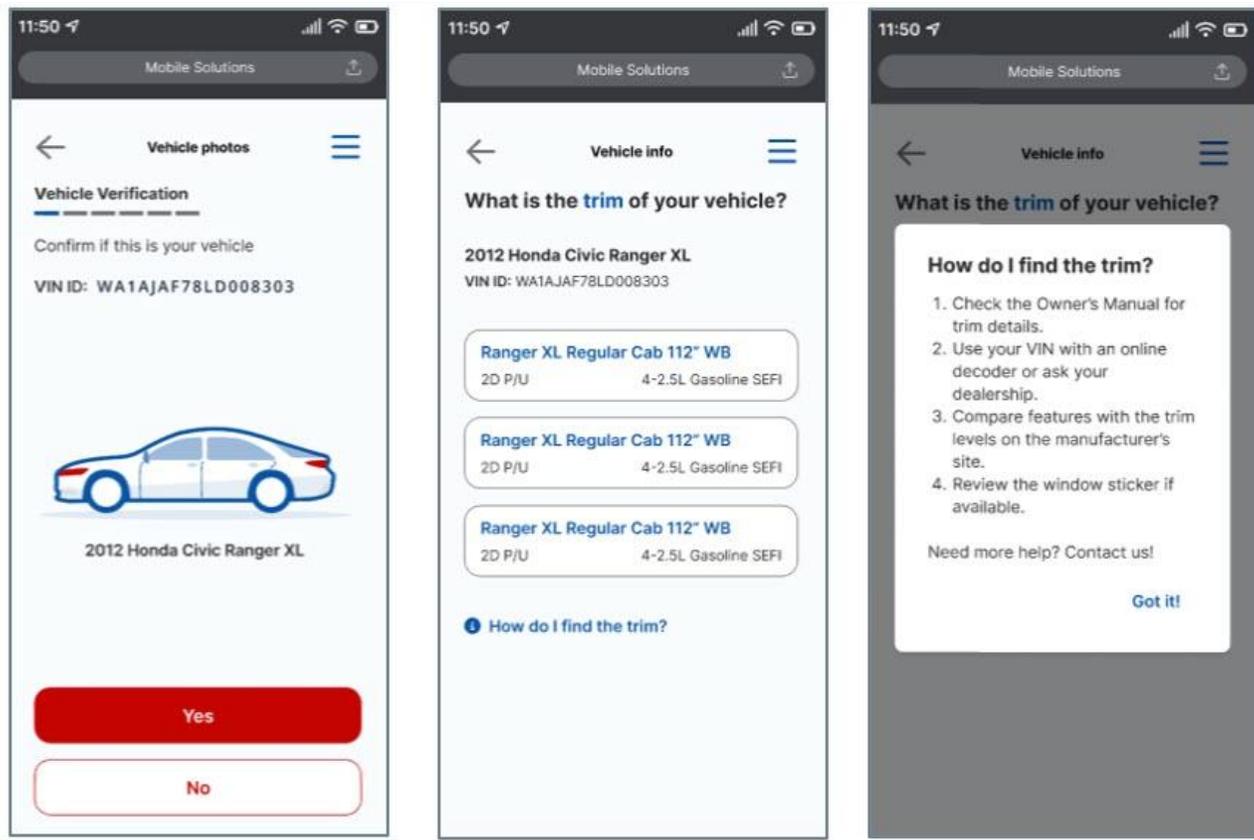
VIN Scan

VIN Scan Initiation

Users start the VIN scan using a button at the screen's bottom, with orientation toggle available.



Model/Trim Selection



Model/Trim Selection

After VIN decode, users select the vehicle **model and trim** from available options to ensure accuracy.

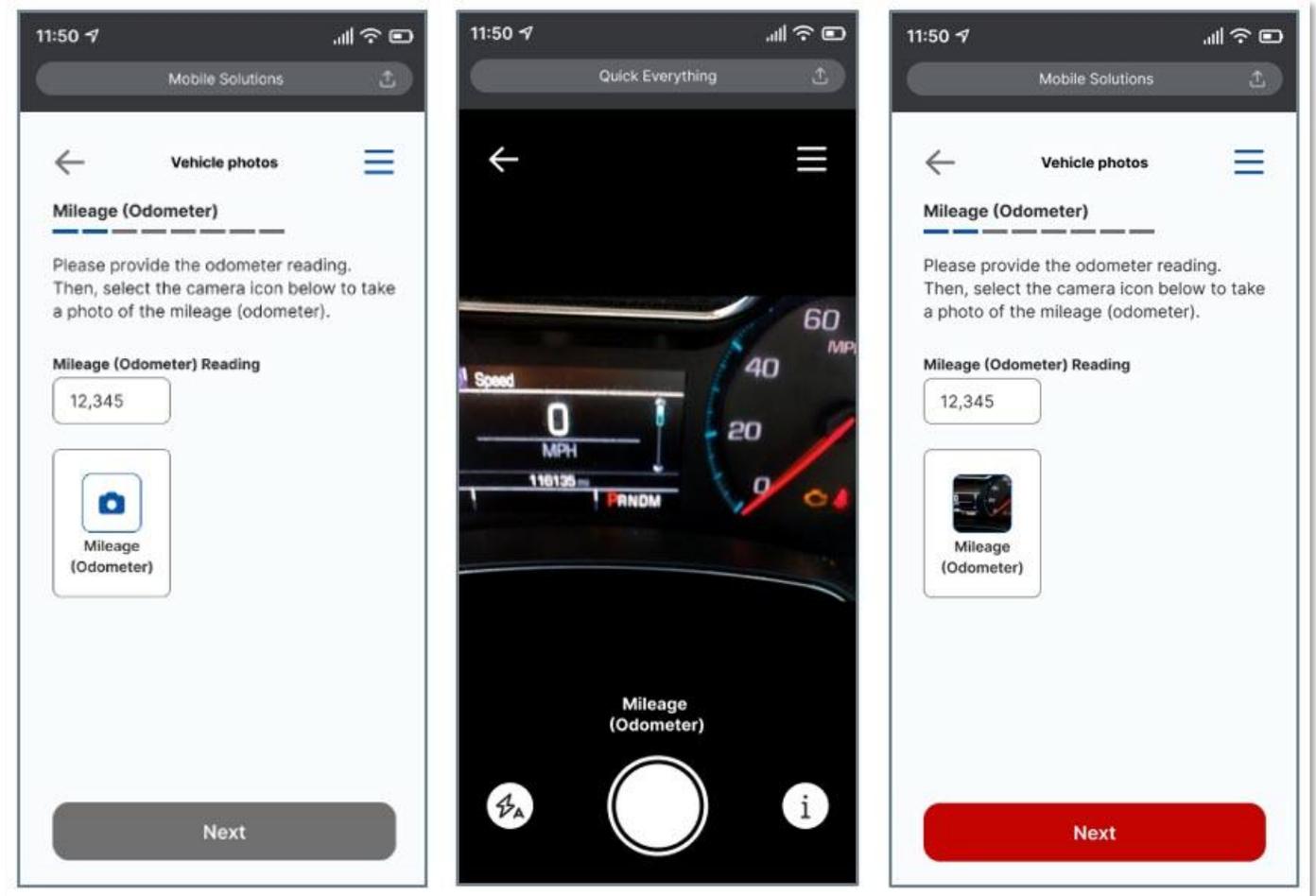
The user will select a vehicle **Model/Trim** from the available selection.

The **information marker** will open a popup with an explanation on how to find the trim of the vehicle if needed.

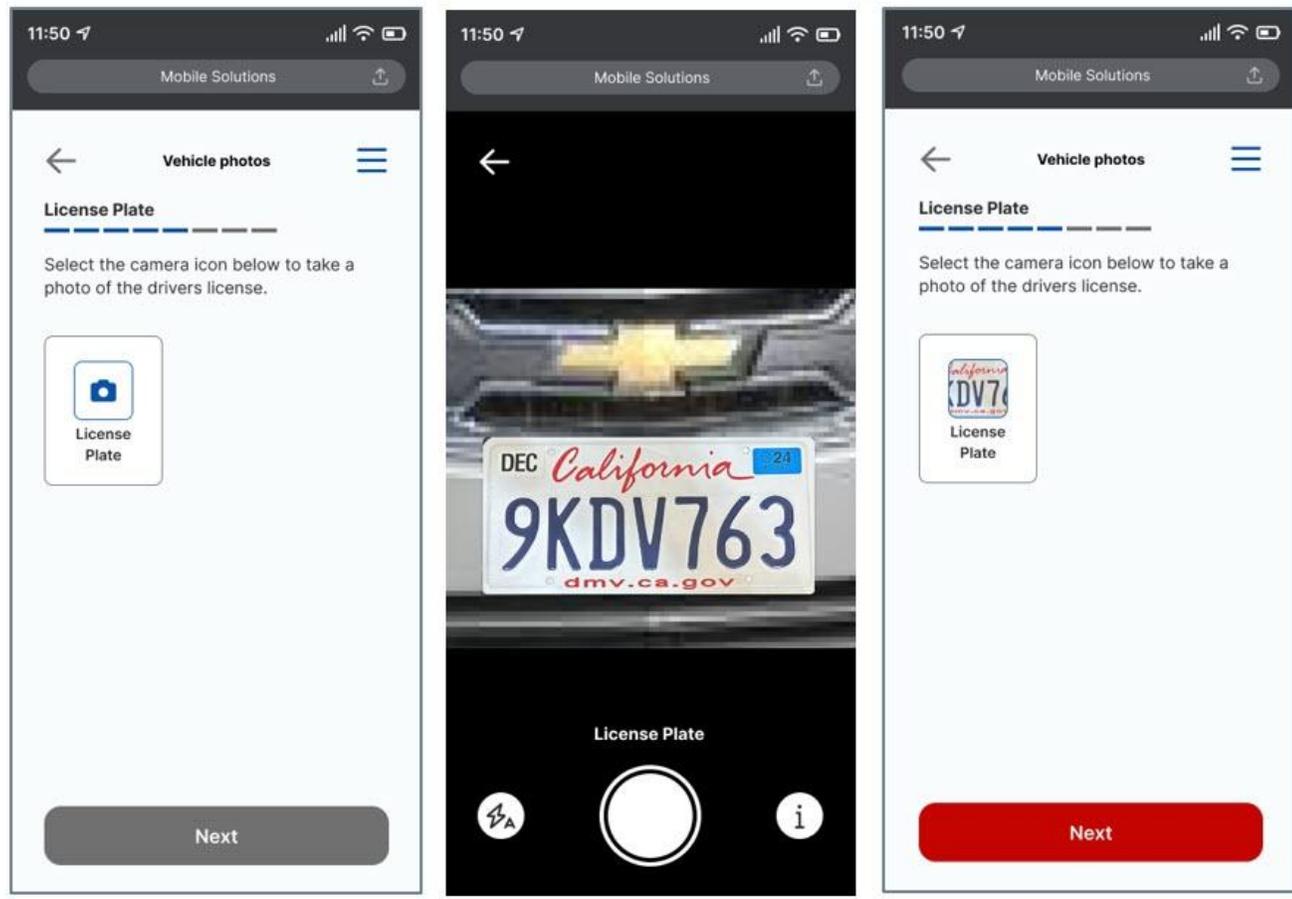
Odometer Photo

Odometer Photo Capture

Users input **odometer reading** and capture a **photo** of the odometer using the camera icon before proceeding.



License Plate Photo



License Plate Photo Capture

Users take a photo of the driver's **license plate** using the camera icon.

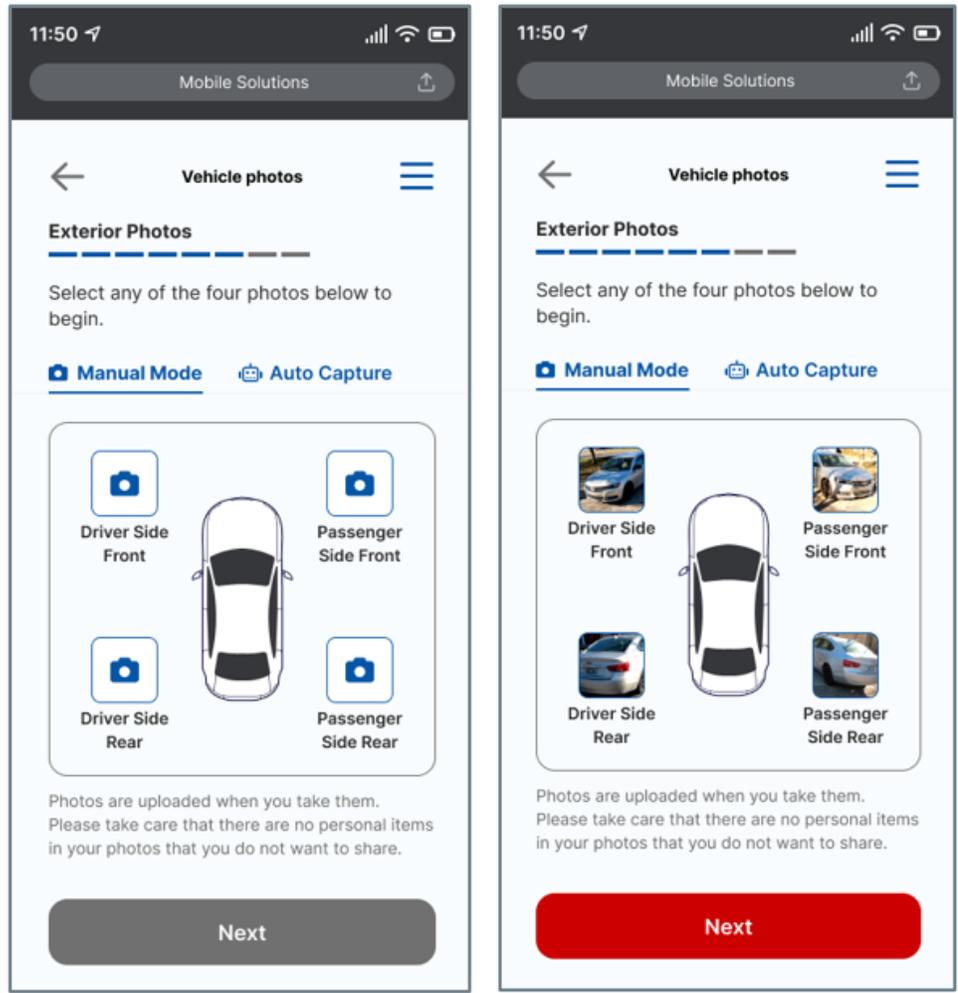
Photo Confirmation and Navigation

After taking a photo, users can **Retake or Confirm** and then select Next to proceed to the following step.

Exterior Photo Upload Process

Automated Exterior Photo Upload

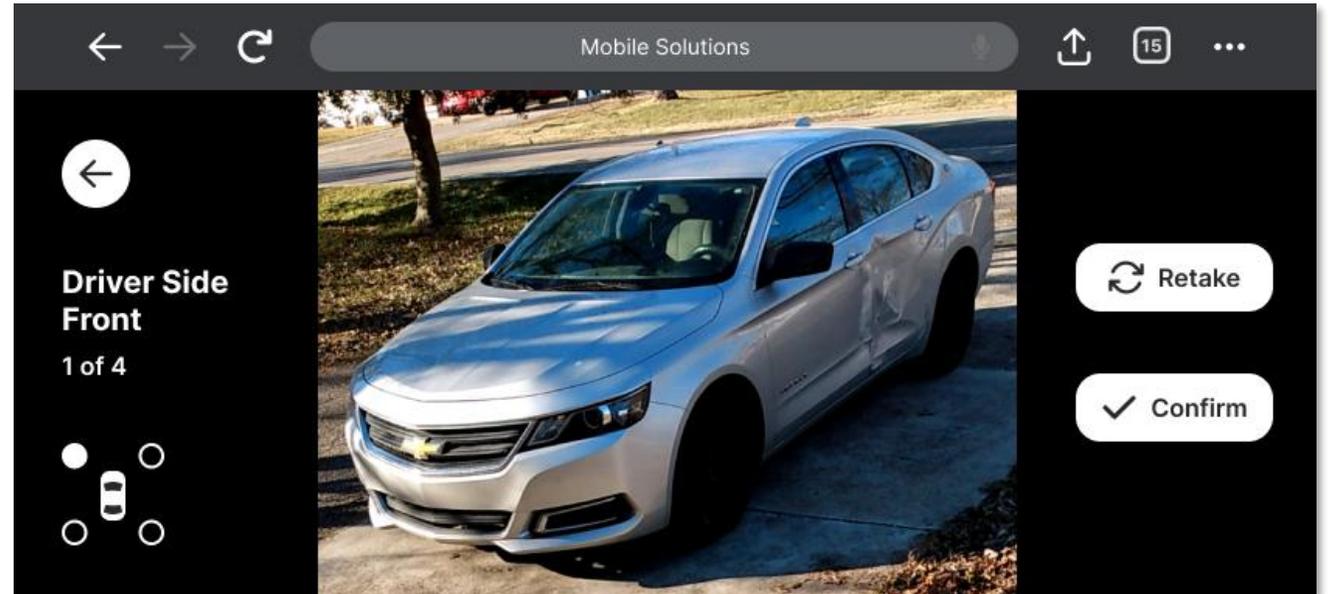
The system **automates** the exterior photo upload sequence without requiring users to select Next for each new photo.



Guided Photo Capture and Confirmation

User Interaction Options

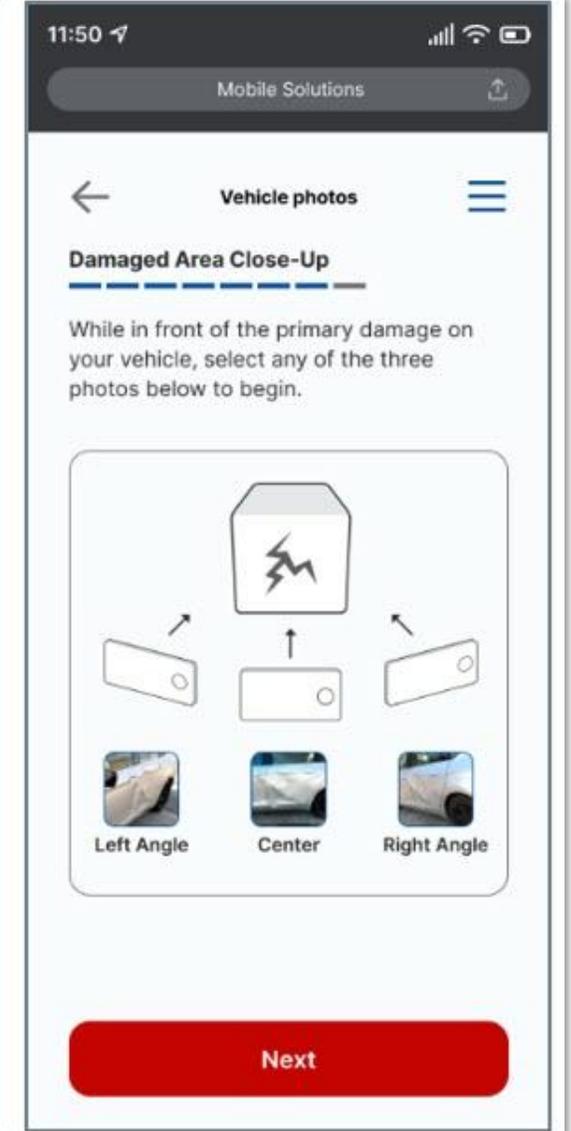
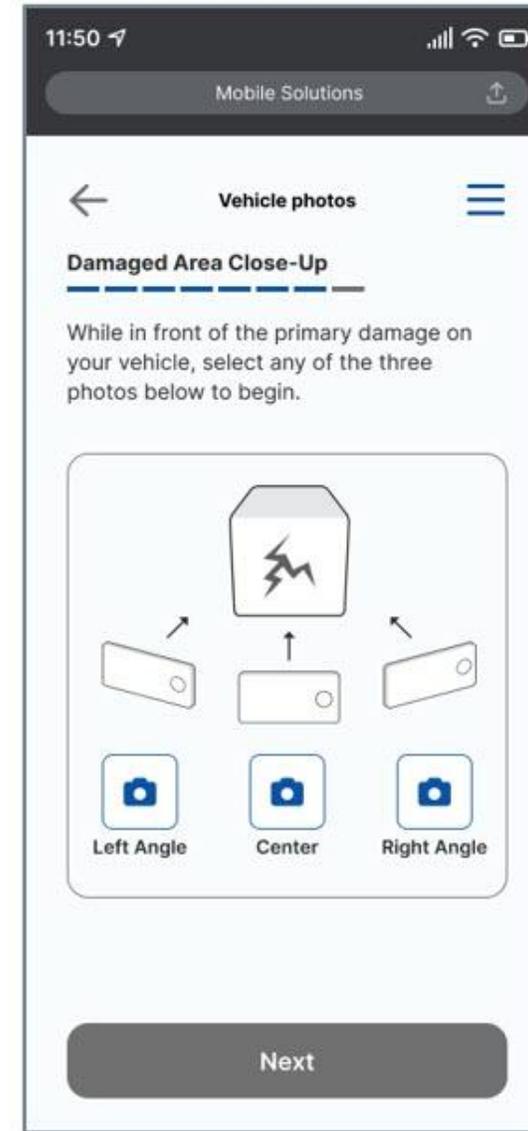
Users can review photos and choose to **Retake or Confirm** each image during the capture process.

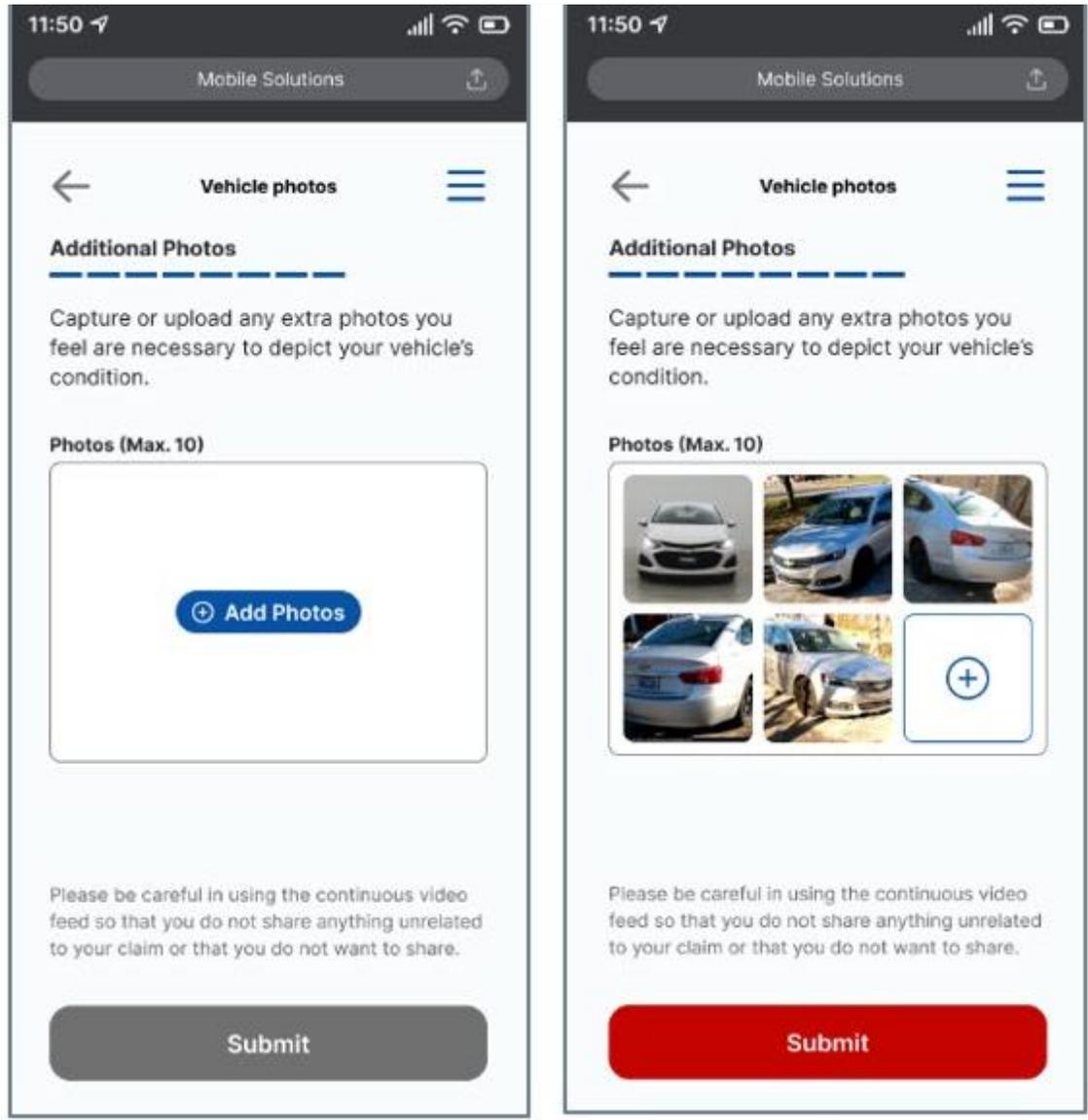


Damaged Area Close-Up

Primary Damage Upload

While in front of the **primary damage** on the vehicle, **select** any of the three photos.



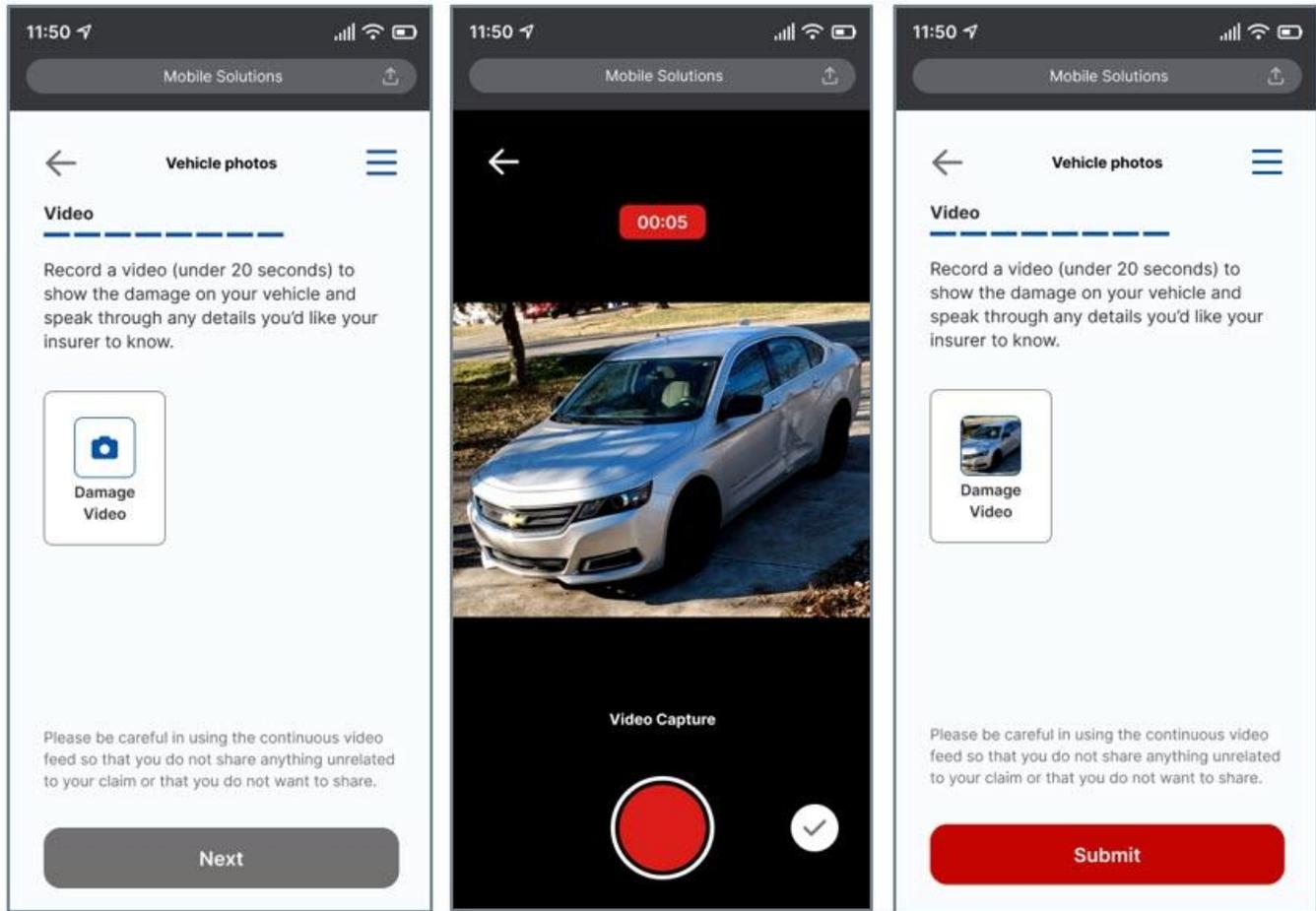


Additional Photos

Additional Photo Upload

Capture or upload **additional photos** that may be necessary to depict the vehicles condition.

Video



Video Upload

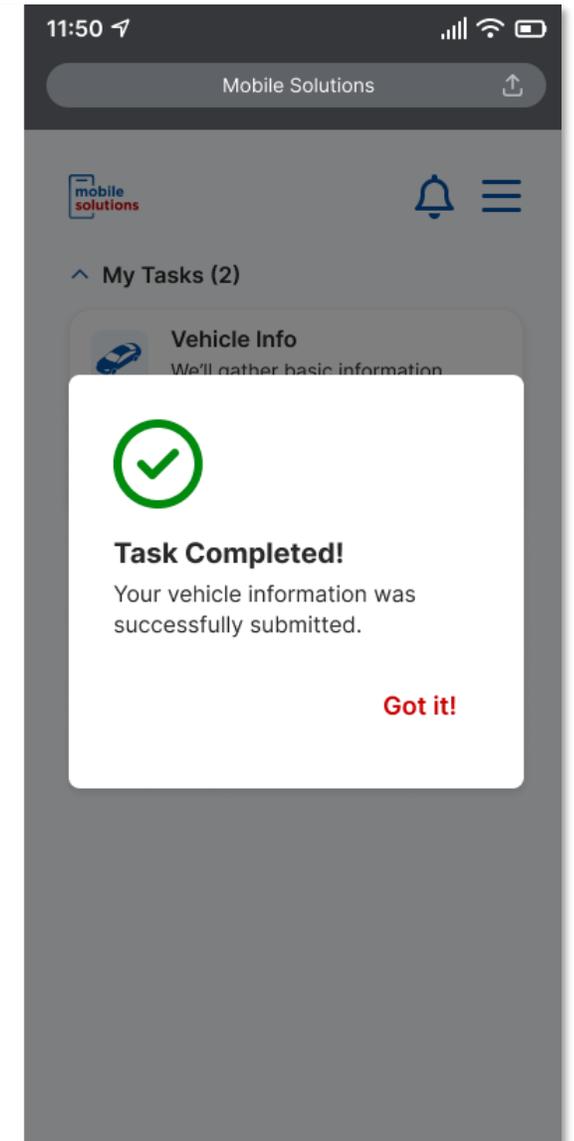
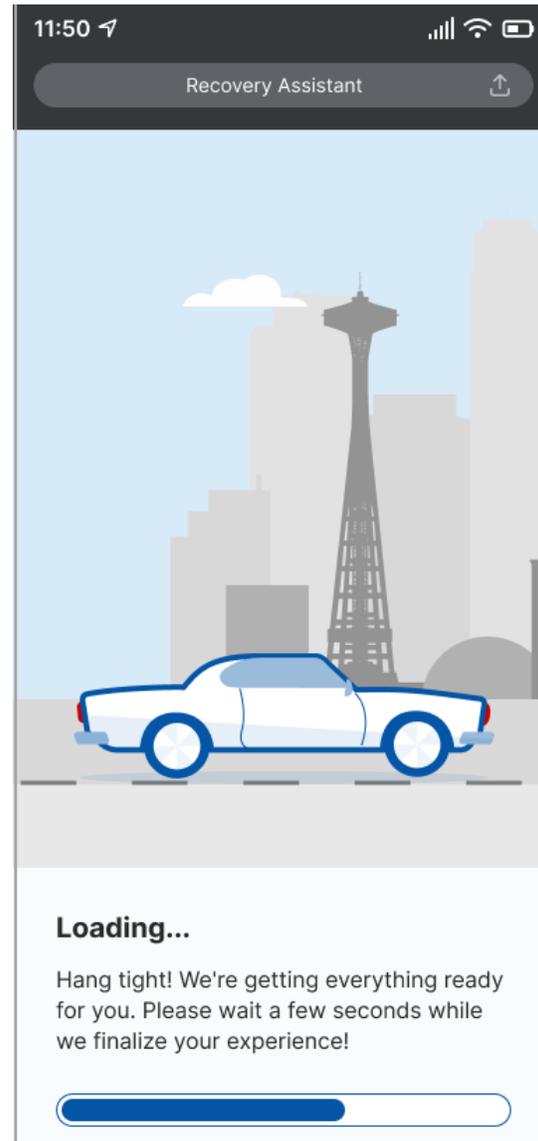
Record a **video** to show the damage of the vehicle.

Speak through any details the insurer should know.

Loading

Loading Screen

A loading screen will show while everything is being finalized.



Smart Total Loss, QE, and QVAL Processes

Smart Total Loss Task Assignment and QE/QV Options

IF ...

THEN ...

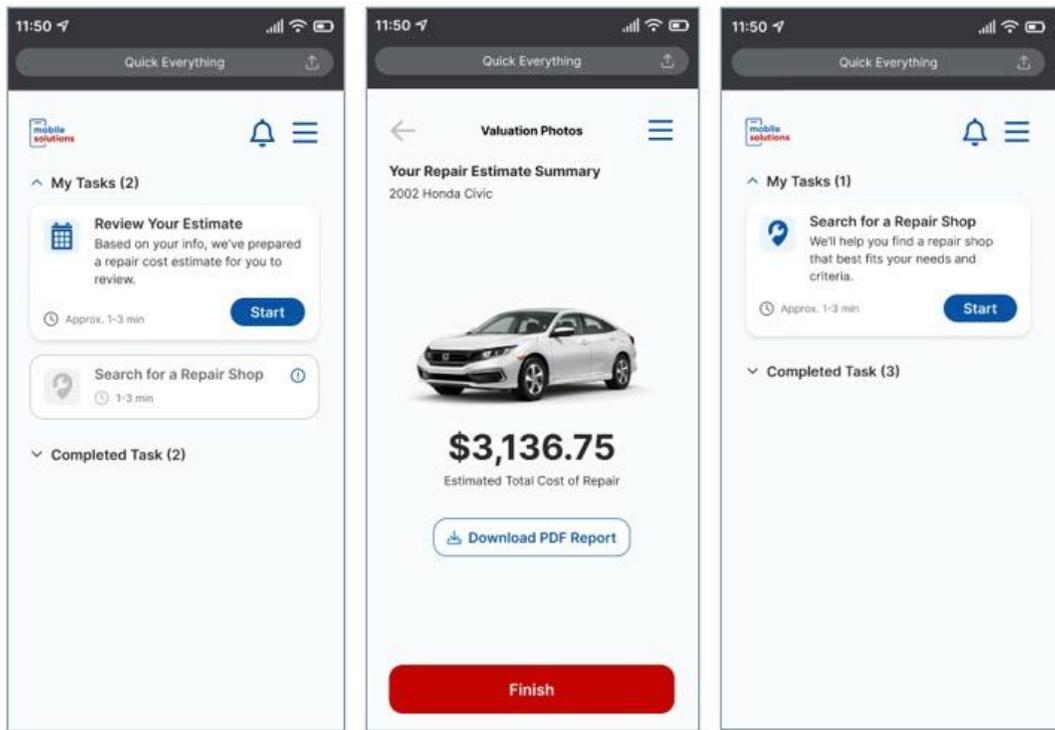
QE

The system will make "Generate Repair Estimate" and "Find a Shop" tasks accessible by user.

QV

The system will make the "Valuation photos" and "Equipment selection" Tasks Accessible by user in the App.

Estimate Display and Shop Search Module



User Estimate Options

Users can see estimate options on the home and completed screens if carrier supports it, enhancing user experience.

User Confirmation Process

The system prompts users to continue or cancel, and once confirmed, users cannot revert to option selection.

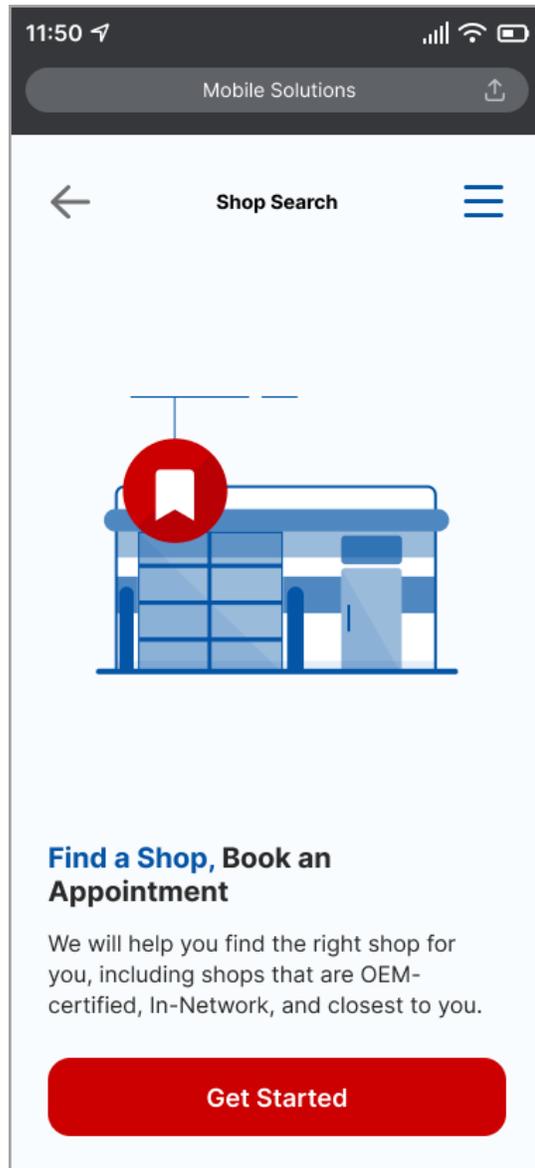
Business Event and Image Upload

Upon confirmation, the system generates a new business event and uploads related images for processing.

Mobile Shop Search Module

System will display the shop search module allowing users to select shops and book appointments efficiently.

**Receive
Estimate and
Book
Appointment**



Feature Overview and Shop Search

HTML5 Customer Feature

Feature available only for HTML5 customers to enhance user experience with photo and video capture.

Receive Estimate or Book Appointment

Consumers can choose to **receive an estimate or book an appointment** after completing captures.

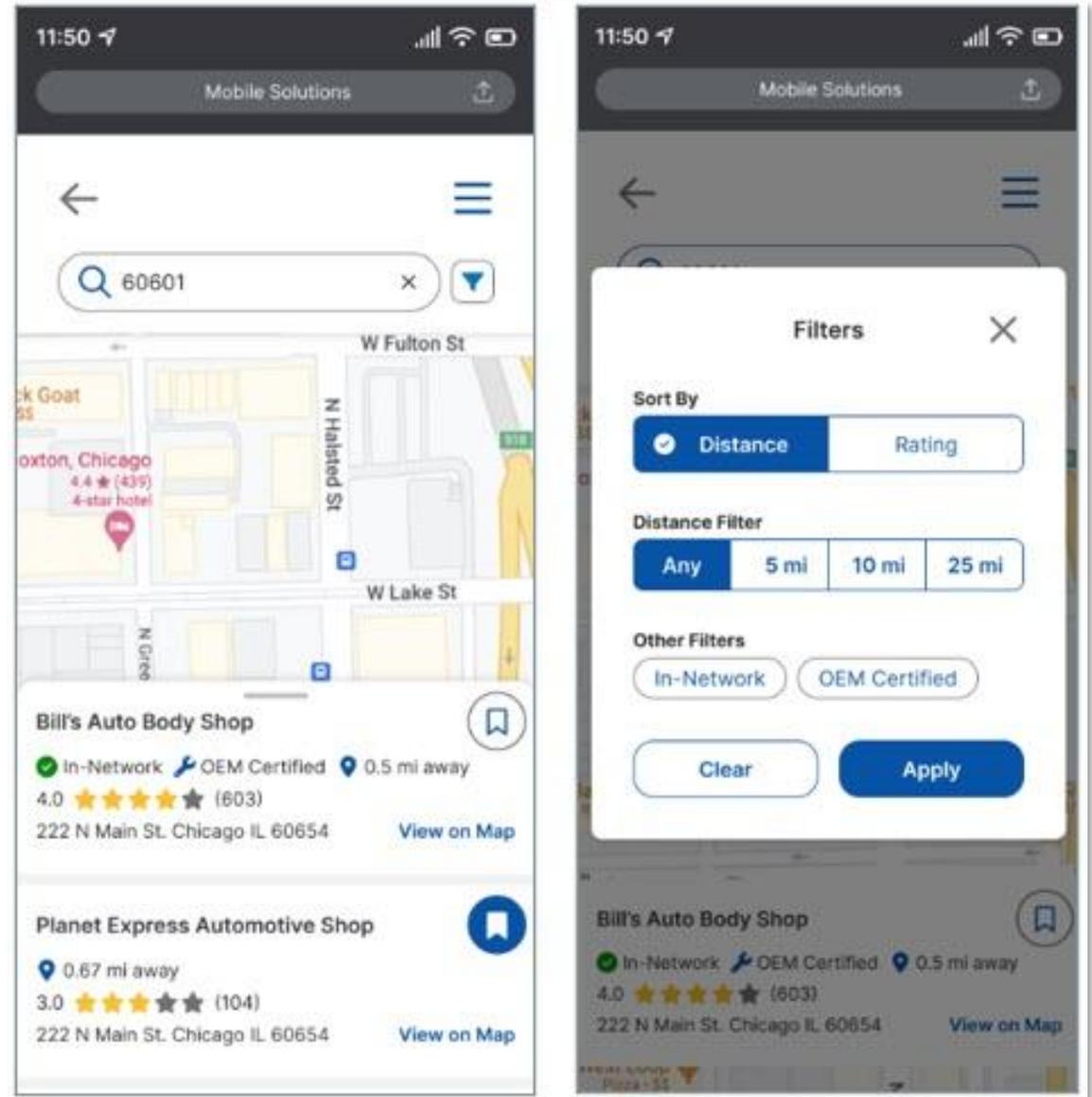
Locating a Shop

Shop Search by Zip Code

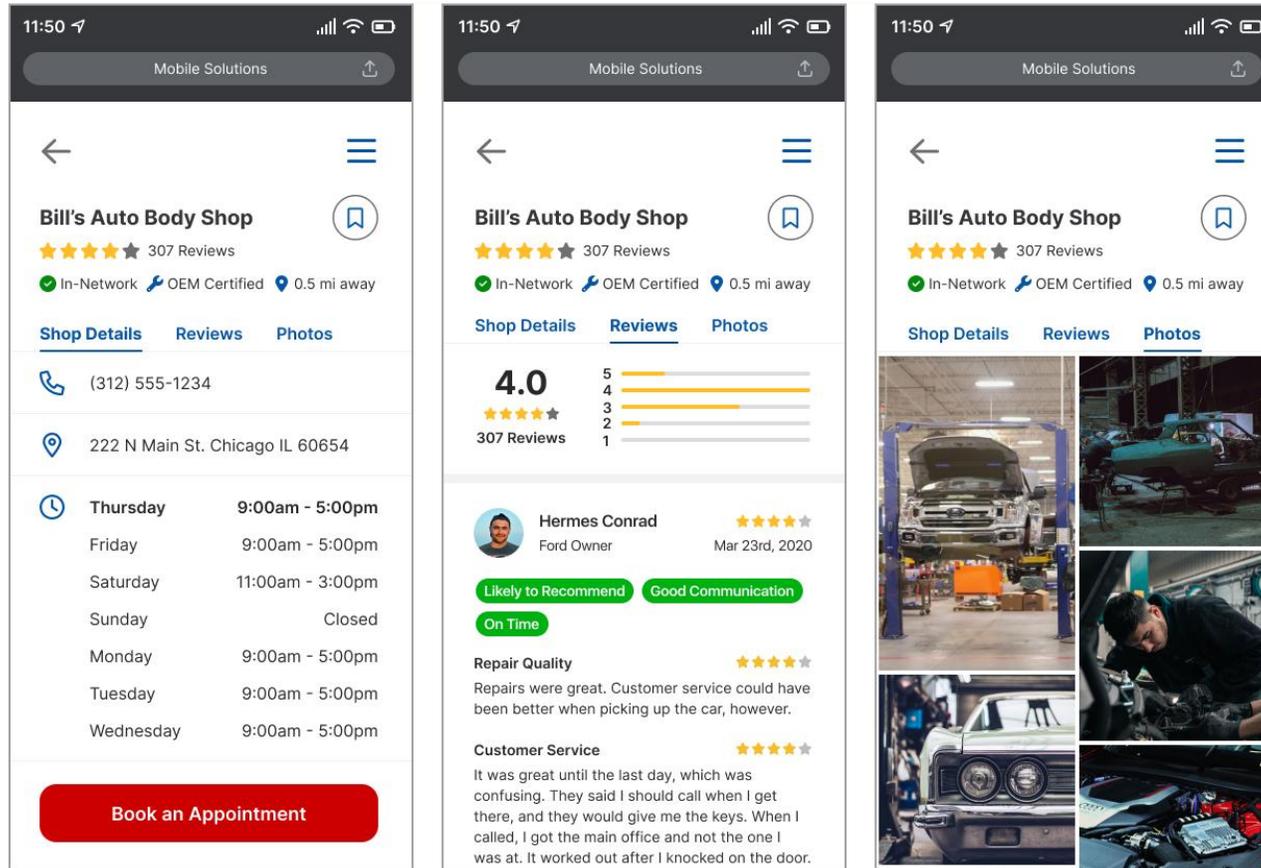
Users can find nearby shops by entering their **zip code** and start the booking process easily.

Filter Options

Search results can be **filtered** by distance, rating, and certification to refine options effectively.



Shop Details



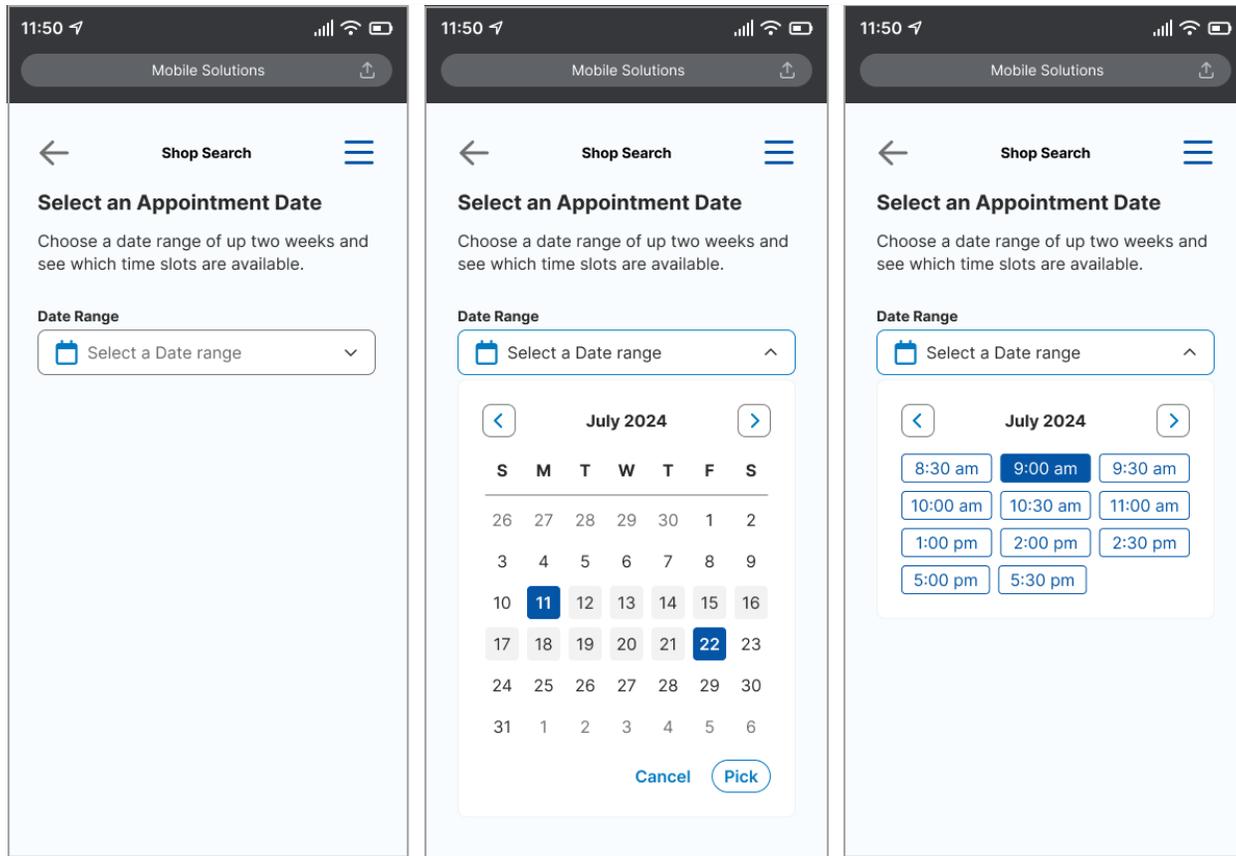
Viewing Shop Details

Shop **details** include reviews, photos, and essential information to help users make informed decisions.

Booking Appointments

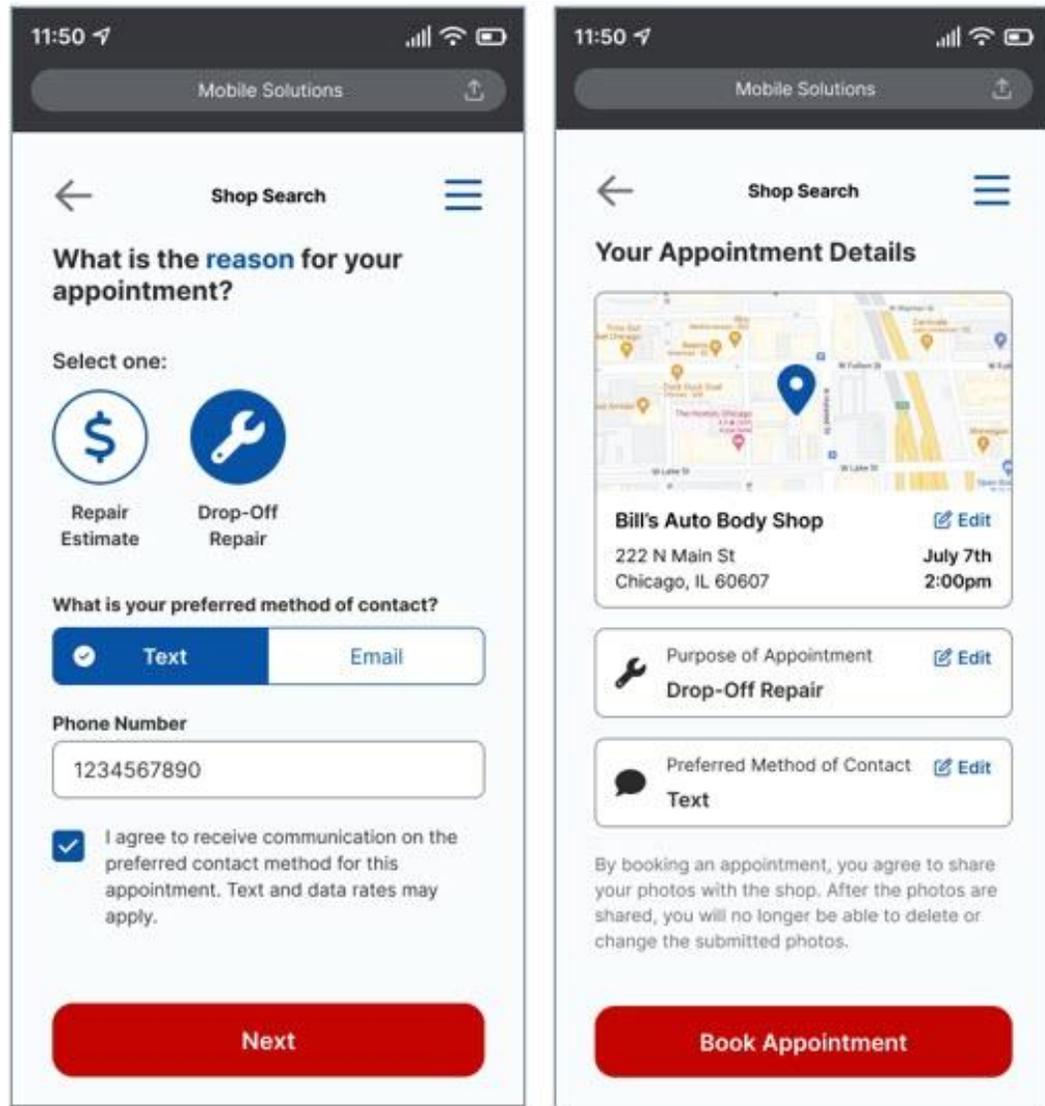
Users can **book an appointment** directly from the shop details once they have reviewed all information.

Appointment Booking (Date and Time)



Date and Time Selection

Users can choose a **date and time** from available options within a specified range.



Appointment Booking (Reason and Details)

Reason and Contact Method

Users select the **repair reason** and their preferred contact method for appointment communication.

Booking Confirmation

After booking, a confirmation screen displays all **appointment details** for user verification.

Conclusion

Powerful Estimation Tool

The application simplifies vehicle damage estimation, making the process faster and more accurate for users.

Streamlined Claims Process

It enhances the claims process by integrating workflow features to improve efficiency and reduce errors.

Maximized User Efficiency

Understanding the app's features helps users maximize accuracy and speed in their daily tasks.