

# Workflow: Assignment Retrieval

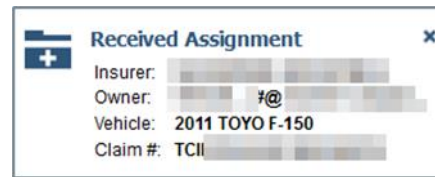
## Overview

Assignments are automatically received by CCC® ONE Estimating. Users must be logged in to the system to be notified of a new assignment. This document describes the three ways to identify new assignments: **Assignment Notification Popup**, **Assignment Message**, and **New Workfile**.

## Assignment Notification Popup

Assignment notifications will only be delivered to admin users that have the **Edit User** permission. A **Notification Group** (or groups) must be configured for non-admin users to receive **Insurance Assignment Notifications**.

A popup in the bottom-right corner of the application appears for each user designated with the **Notification Group**, as well as all admin users.

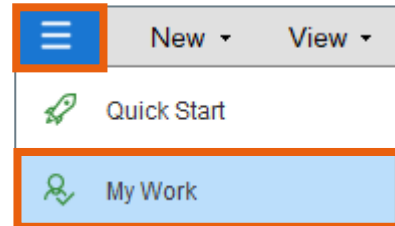


You can click on the **Assignment Notification Popup** to view the assignment details. **Assignment Notifications** can also be directed to specific users for specific insurance companies as described in the **Setup Notification Groups** section.

## Assignment Message

Each assignment notification appears as a new message under **My Inbox** in the **My Work** dashboard. There are two **Assignment** buckets: **Open Shop Assignments** or **DRP Assignments**. Check both regularly.

You can select the message and open the assignment from within the message.



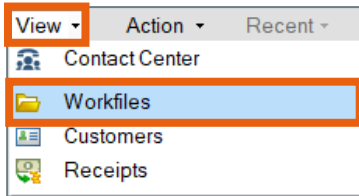
New assignment messages are delivered to all users and display in those buckets. Assignment messages can be directed to specific users for specific insurance companies as described previously.

From	Subject	Message	Received
CCC TRAINING	Received Assignment	Owner: Binish, Hannah Vehicle: Claim #: 07152022-KG	7/14/2022
CCC TRAINING	Received Assignment	Owner: Doe, John Vehicle: 2019 KIA Sorento L FWD Cl...	<a href="#">View</a> <a href="#">Delete</a>
CCC TRAINING	Received Assignment	Owner: Smith, Bob Vehicle: 2019 KIA Sorento L FWD Claim #...	6/28/2022
CCC TRAINING	Received Assignment	Owner: Smith, John Vehicle: 2019 KIA Sorento L FWD Claim ...	6/28/2022

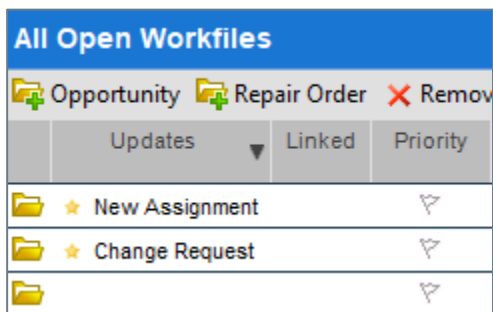
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## New Workfile View

New assignments will appear in the **New Workfiles** view from within the **Workfile List** (View > Workfiles).




The **Updates** column displays **New Assignment** on the workfile row.

A screenshot of a table titled 'All Open Workfiles'. The table has columns for 'Updates', 'Linked', and 'Priority'. The 'Updates' column contains a dropdown arrow. The 'Linked' column contains a dropdown arrow. The 'Priority' column contains a flag icon. The table has three rows: 'Opportunity' (with a plus icon), 'Repair Order' (with a plus icon), and 'Remove' (with a minus icon). The first row is highlighted. The second row is 'New Assignment' with a star icon. The third row is 'Change Request' with a star icon. The fourth row is empty with a folder icon.

Assignments in the **Workfile List** are also easily identified by a **green radio icon** next to the **Insurance Company** name.

The **Insurance Company** name field is a default column in the workfile list. You may have to scroll to see it.

Insurance Company	Claim Number
 CCC TRAINING	LSG06232022-1
 CCC TRAINING	04132022-MM-1