

# CCC® Amplify – Digital Profile

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# CCC® Amplify – Digital Profile

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## Introduction

CCC® Amplify Digital Profile functionality allows the Repair Facility to create and publish a professional website directly from the CCC ONE platform in a few easy steps:

1. **Verify** the information in your Network Profile, Repair Facility Profile, and your Carwise appointment settings if applicable.
2. **Choose** a template.
3. **Customize** the template.
4. **Publish** website.
5. **Move** website from Amplify to own domain.

CCC® Amplify uses network elements from the CCC ONE platform to fill in information for your website. Shops should review and update the following details in the **Network Profile** and **Repair Facility Profile**:

- Shop **Name**
- Shop **Address**
- Shop **Phone Number**
- Shop **Email** address (*from Repair Facility Profile*)
- Manager **Email** address (*from Network Profile*)
- Shop **Hours**
- Shop **Description**
- Shop **Services**
- Shop **Logo** (*from Repair Facility Profile*)
- Shop **Marketing Slogan** (*from Repair Facility Profile*)

The following elements are automatically pushed to website if the shop has these services:

- **Carwise Photo Estimates** URL (*If enabled as part of CCC Engage*)
- **Carwise Appointments** URL (*If enabled as part of CCC Engage*)
- **Last 20 Positive Carwise Reviews** (*if enabled as part of CCC UpdatePlus*)
- **OEM Certifications** supported by shop (*if Certifications are provided by OEM to CCC for the shop*)

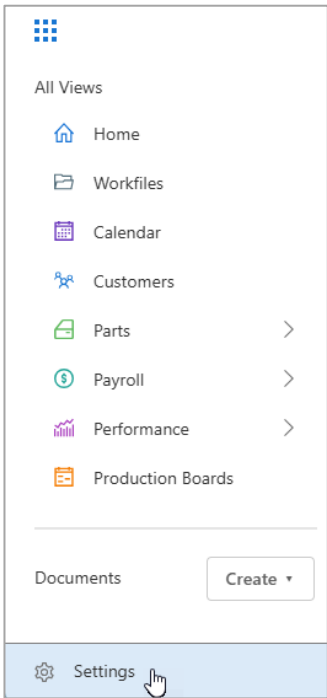
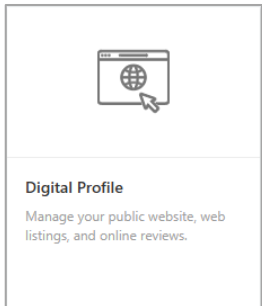
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## CCC® Amplify – Digital Profile, Continued

### Access Digital Profile Settings

Follow the steps below to access the Digital Profile settings using **CCC® Amplify**:

Step	Action
1	Login to <b>ccccone.com</b> .
2	Select <b>Menu</b> , then <b>Settings</b> . 
3	Select <b>Digital Profile</b> , the digital profile page opens. 

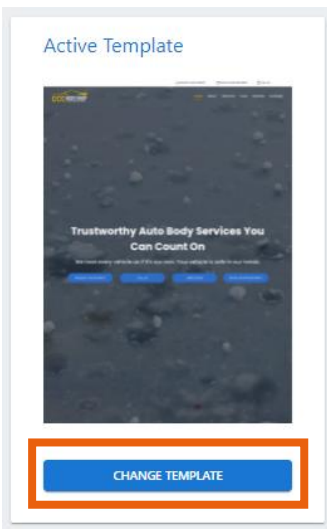
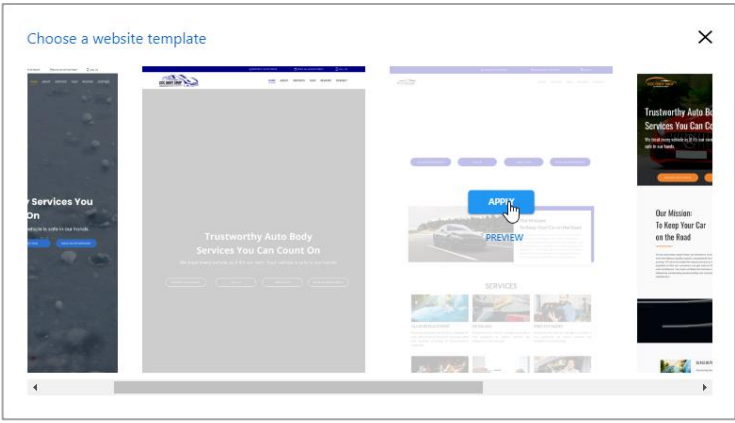
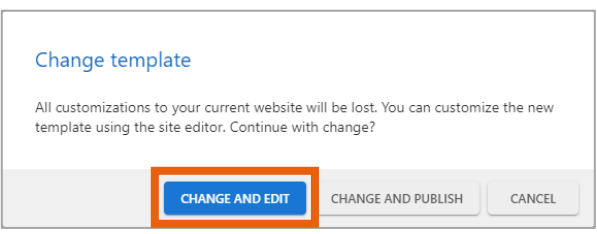
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## CCC® Amplify – Digital Profile, Continued

### Choose Template

Starting from the Digital Profile settings, follow the steps below to choose your website template:

**Note:** If you want to keep the default template continue to the **Customize Template** section.

Step	Action
1	<p>Select <b>Change Template</b>. The Choose a website template window opens.</p> 
2	<p>Hover over a desired <b>Template</b> as a jumping off point for your website's appearance, then select <b>Apply</b>.</p> <p><b>Note:</b> Select <b>Preview</b> to view the template in a Desktop, Tablet, and Mobile view.</p> 
3	<p>Select <b>Change and Edit</b> to open the Editor to customize your template to continue the process.</p> 

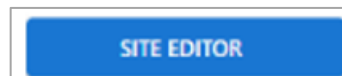
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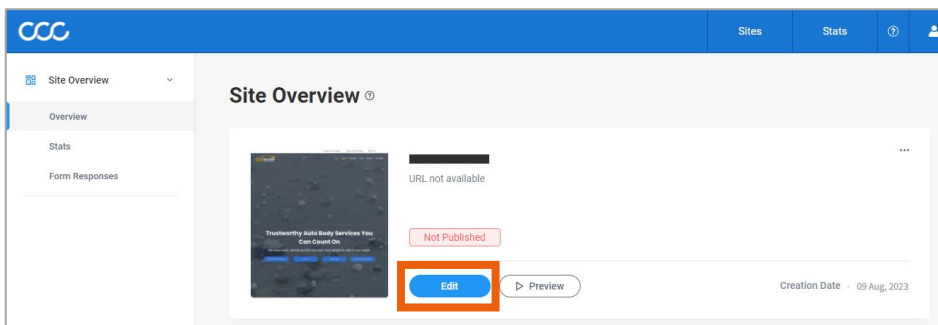
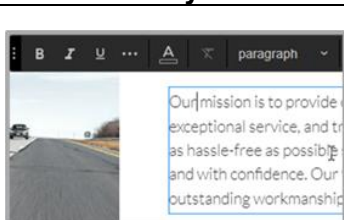

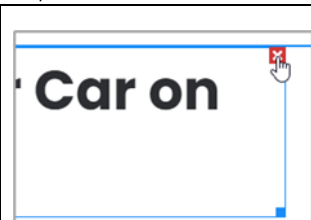
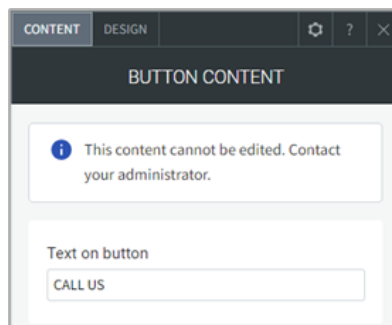
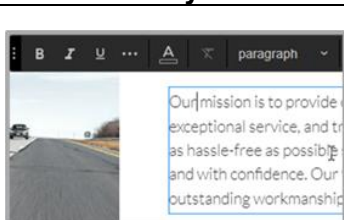

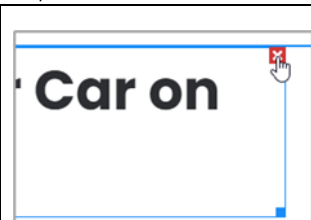
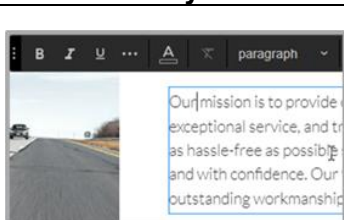

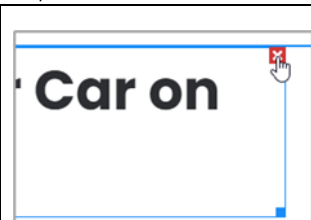
## CCC® Amplify – Digital Profile, Continued

### Customize Template

On the Site Overview page, follow the steps below to edit elements of your website's template:

**Note:** If starting from this section select **Site Editor** from the **Your Website** section to access the Site Overview page.

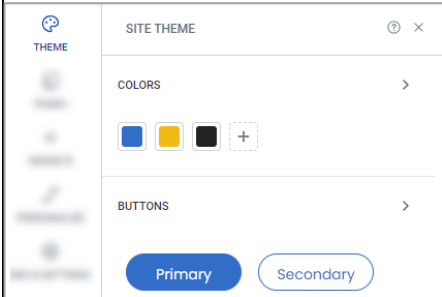
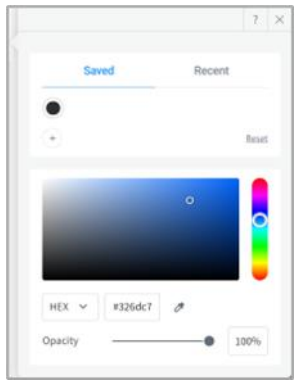
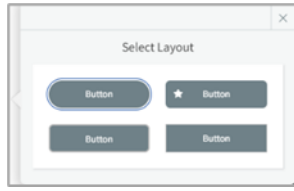


Step	Action						
1	<p>Select <b>Edit</b> under the Site Overview title, the Site Editor opens the editable version of your website. Review the template to ensure that the content from your network profile within CCC ONE migrated correctly.</p> 						
2	<p>Review your website's <b>Overall Text Layout, Colors, Buttons, etc.:</b></p> <p><b>Overall Text Layout:</b> Select your text/images to <b>Change, Move, or Remove.</b></p> <table><tr><td></td><td></td><td></td></tr><tr><td>Select the text to <b>Change it</b></td><td>Select and drag to <b>Move it</b></td><td>Select the X to <b>Remove it</b></td></tr></table> <p>Some text cannot be changed in the editor and must be changed in your CCC ONE Platform such as your <b>Services</b> or <b>Phone Number</b>.</p> <p>Some text is connected through your CCC ONE Platform and should be edited there such as your <b>About</b> section.</p> 				Select the text to <b>Change it</b>	Select and drag to <b>Move it</b>	Select the X to <b>Remove it</b>
							
Select the text to <b>Change it</b>	Select and drag to <b>Move it</b>	Select the X to <b>Remove it</b>					

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## CCC® Amplify – Digital Profile, Continued

### Customize Template, continued


Step	Action		
2	Review your <b>Overall Text Layout, Colors, Buttons, etc.:</b>		
	<p>Select <b>THEME</b> from the left side panel:</p> 		
		<p><b>Colors:</b> Select the color to change it, you can change your Primary, Secondary, Color #3, etc. This will automatically update various sections of the website.</p>	<p><b>Buttons:</b> Select the Primary and Secondary button to change the style of the buttons on your site.</p>

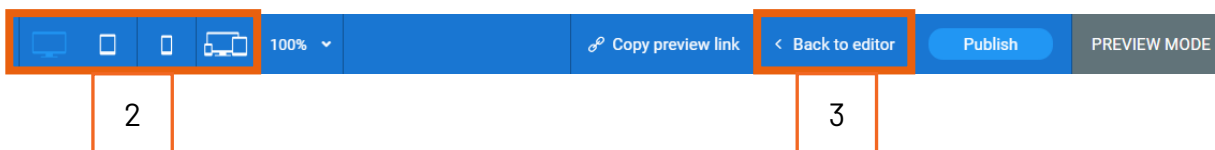
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## CCC® Amplify – Digital Profile, Continued


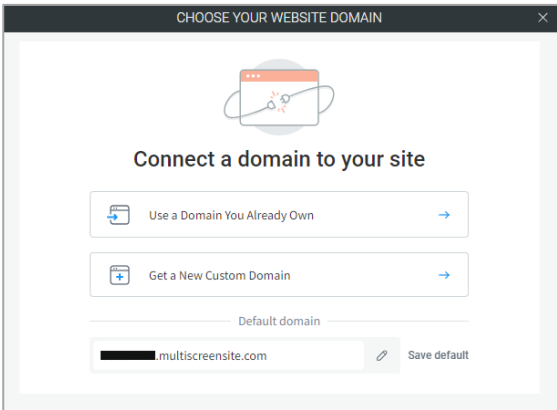
### Publishing Website

Follow the steps in the table below to **Preview** your website before publishing, starting from the site editor:

Step	Action
1	Select <b>Preview</b> , the preview screen opens. 
2	Select the icons to view your website in a <b>Desktop</b> , <b>Tablet</b> , or <b>Mobile</b> layout. <b>Note:</b> If desired select the <b>Copy preview link</b> to share your preview link for others to review.
3	Select <b>Back to editor</b> to return to the site editor.



Follow the steps in the table below to **Publish** your website:

Step	Action
1	From the Site Editor select <b>Publish</b> . <b>Note:</b> If your site is already published select <b>Republish</b> , to publish any changes made. 
2	Your site is now published. By default, your website is published to <b>&lt;shopname&gt;.multiscreensite.com</b> Continue to the <b>Publishing Domain</b> section for the steps to transfer your website to your own domain. 

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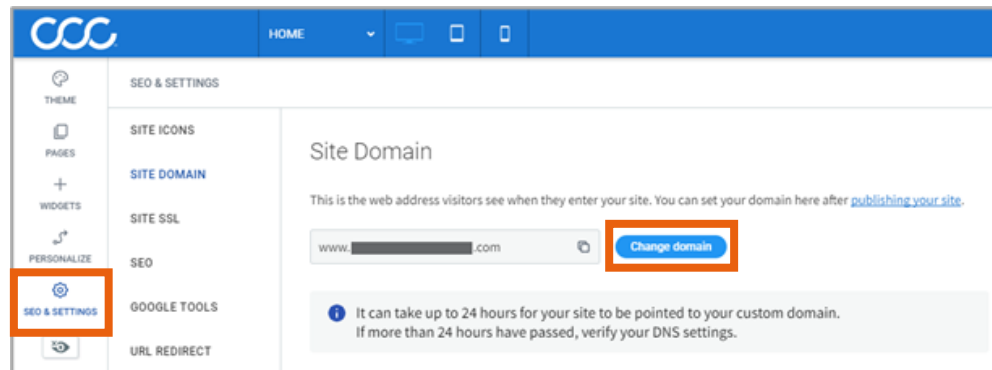
## CCC® Amplify – Digital Profile, Continued

### Publishing Domain

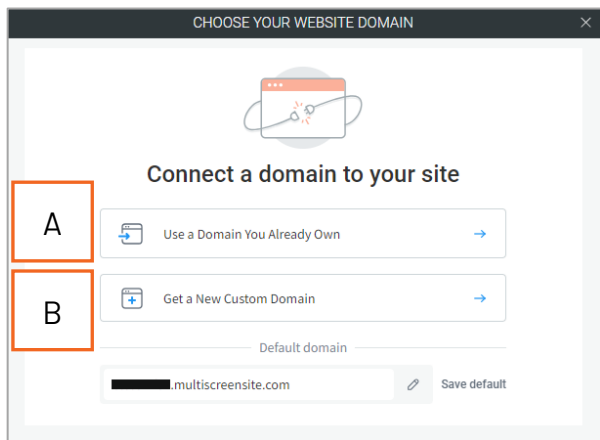
Follow the steps below to publish your site:

Using the **Site Editor**, you can elect to publish your website to a domain.

- Within Site Editor select **SEO & Settings**.
- Select **Site Domain** and then select **Change Domain**.



Follow the steps below to publish your existing domain (*Option A*) or new domain (*Option B*) to your CCC® Amplify website.



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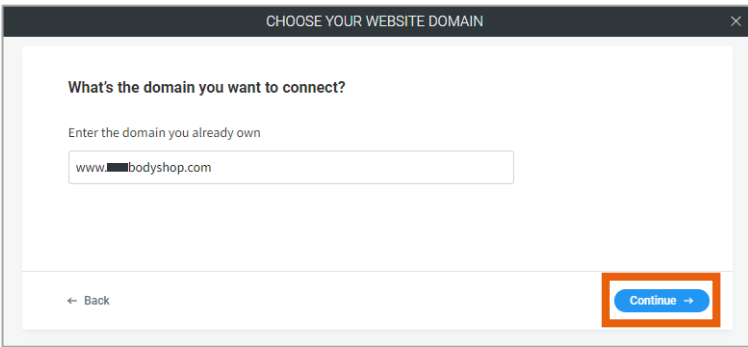
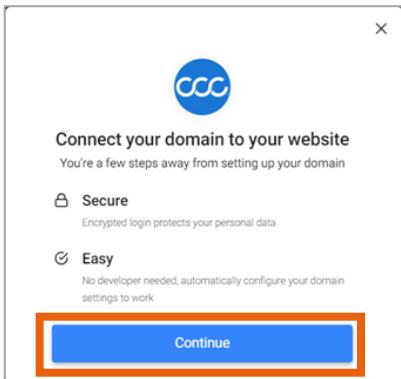


## CCC® Amplify – Digital Profile, Continued

### Publishing Existing Domain

#### Option A: Publishing to an existing domain:

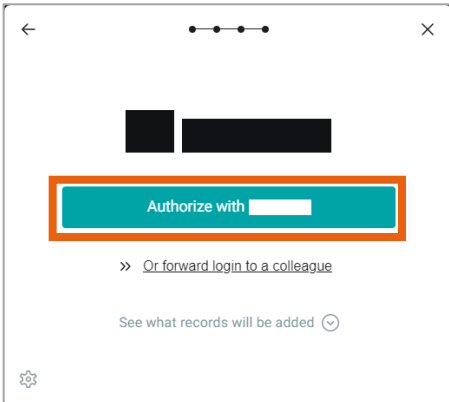

This option applies if you already own a website domain and would like to publish this website to that domain. Follow the steps in the table below to transfer your existing website to your new CCC® Amplify website:

Step	Action
1	Select <b>Use a domain you already own</b> , from the Choose your website domain window.
2	Enter the <b>domain</b> you own that you want to connect. Then select <b>Continue</b> . 
3	Select <b>Continue</b> again to begin the process of connecting your domain. 

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## CCC® Amplify – Digital Profile, Continued

### Publishing Existing Domain, continued

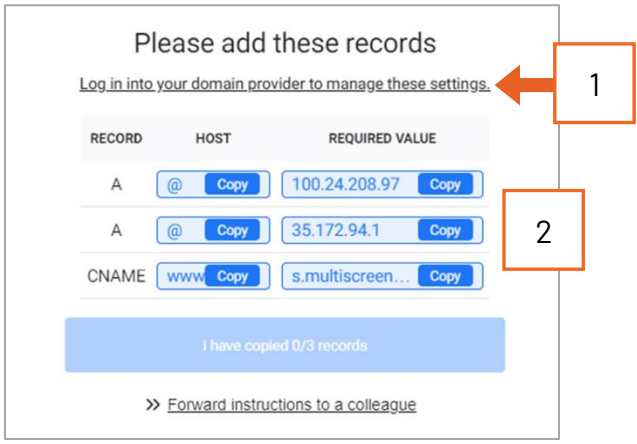
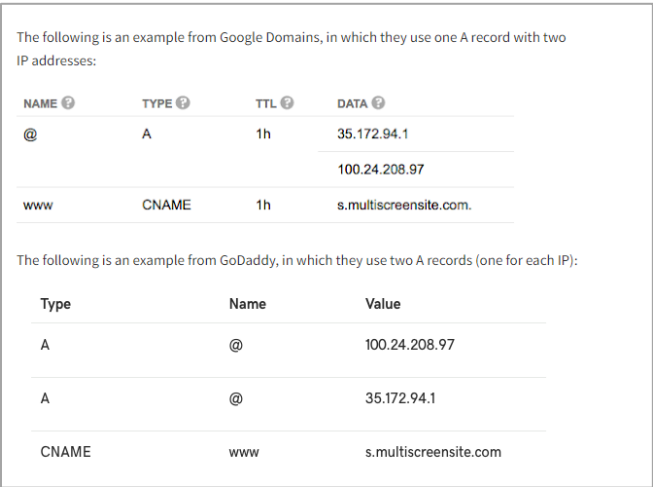
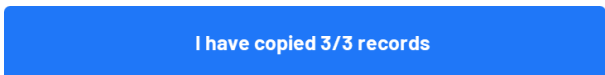
Step	Action
4	<p>Select to <b>Authorize</b> the connection from you domain provider.</p> <p><b>Note:</b> If prompted you may need to manually select your domain provider.</p> 
5	Follow the on screen prompts to connect your domain to a <b>Third Party Website Builder</b> .
6	<p>Select <b>Done</b>, your website is now configured.</p> 

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## CCC® Amplify – Digital Profile, Continued

### Publishing Existing Domain, continued

Certain domain providers do not support an automatic update to the DNS (Domain Name System) record for domain transfer. If you own a website domain and are prompted to enter your DNS records manually, follow the steps in the table below:

Step	Action
1	Login to your current <b>Domain Provider</b> using the link provided in the domain transfer section and locate the DNS records section.
2	<p>On the Amplify screen select the <b>Copy</b> button for all 6 of these fields and copy the data over into DNS records. Once all six (6) fields have been copied, the blue box <b>I have copied 0/3 records</b> will be available.</p> 
3	<p>When finished the Domain Provided DNS should have the following records added (<i>the figure to the right shows a couple examples</i>).</p> 
4	Remove any existing <b>A</b> records aside from the two (2) that were just added. <b>Note:</b> Ensure the domain forwarding records are empty.
6	<p>On the Amplify screen, select <b>I have copied 3/3 records</b> to finish the manual transfer.</p> 

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## CCC® Amplify – Digital Profile, Continued

### Publishing Existing Domain, continued

#### Option B: Publishing to a new domain:

This section applies if you would like to obtain a new domain. The new domain is available to your shop at no additional cost while subscribed with CCC® Amplify. Follow the steps in the table below to publish your site to a new domain of your choosing:

Step	Action
1	Select <b>Get a new custom domain</b> , from the Choose your website domain window.
2	Enter your desired domain for your site in the field, then select <b>Enter</b> (A). If it's available, select <b>Get it</b> (B) to continue.
3	Enter your contact information to register your domain.
4	Then select <b>Done</b> , the Congratulations screen will appear and your site is now live and connected.

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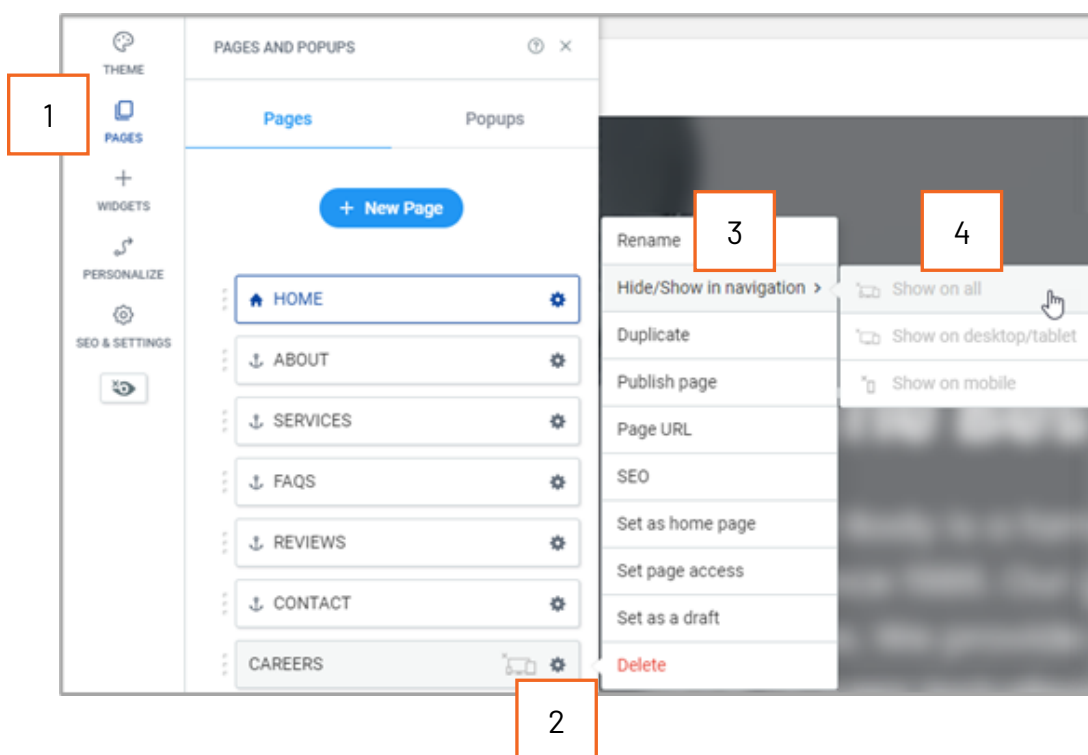
## CCC® Amplify – Digital Profile, Continued

### Add Career Page

Shops can add a Careers Page if they would like to display available job postings.

Follow the steps below to Add the Careers Page to your website:

Step	Action
1	Select <b>Pages</b> from the left side panel.
2	Select the <b>Gear</b> setting icon on the CAREERS page
3	Select <b>Hide /Show in navigation</b> .
4	Select <b>Show on All</b> .



Follow the steps below to Edit your Careers page:

Step	Action
1	Select <b>Pages</b> from the left side panel.
2	Select the <b>CAREERS</b> page.
3	Add, remove, or edit position details as necessary just as you would from the <b>Customize Template</b> section.

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## CCC® Amplify – Digital Profile, Continued

### Social Widget

Scroll to bottom of the webpage in Site Editor and locate the widget for social networks.

Step	Action
1	Select the widget to <b>Edit</b> .
2	Select the <b>Social Media Platforms</b> associated with your Repair Facility.
3	Scroll down and add <b>Links</b> per Social Media Platform.

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## CCC® Amplify – Digital Profile, Continued

**Site Icons** If you would like your shop logo icons to appear when consumers browse your site, follow the steps below:

### Adding a Favicon:

To update the **Favicon** icon on the browser tab:

- Select the icon to the right in Favicon section and select the desired icon.

**Note:** Your shop logo should appear an option as part of the Site Images available.

To update the **link image** as displayed on social networks:

- Select the icon to the right in Social Networks section and select the desired icon.


**Note:** Your shop logo should appear an option as part of the Site Images available

To Update the **Icon** for mobile devices when site is bookmarked to home screen:


- Select the icon to the right in Home Screen section and select the desired icon.

**Note:** Your shop logo should appear an option as part of the Site Images available


<b>SITE ICONS</b>	<h3>Site Icons</h3>
SITE DOMAIN	
SITE SSL	
SEO	
GOOGLE TOOLS	
URL REDIRECT	
HEAD HTML	
SITE LANGUAGE	
PRIVACY SETTINGS	
MANAGE FORM RESPONSES	
404 PAGE	
PROGRESSIVE WEB APP (PWA)	

 **Favicon**

The icon that appears next to the page title in the browser tab and on Google's mobile search results.

 **Social networks image (open graph)**

This image will be displayed on Facebook, LinkedIn, and other social networks when people share your site on those platforms. Recommended size: 1200 x 630px

 **Home screen icon (mobile & tablet)**

This icon appears on iPhone and iPad when your site is bookmarked to the home screen. (Icon must be 57x57 pixels and in .png format.)

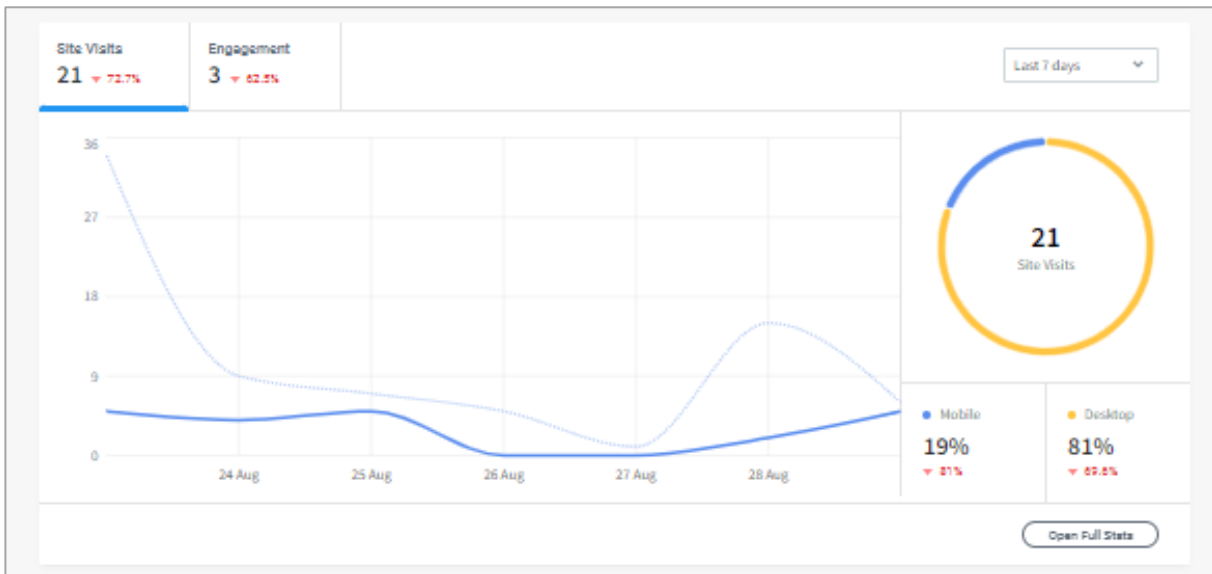
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## CCC® Amplify – Digital Profile, Continued

### Site Analytics

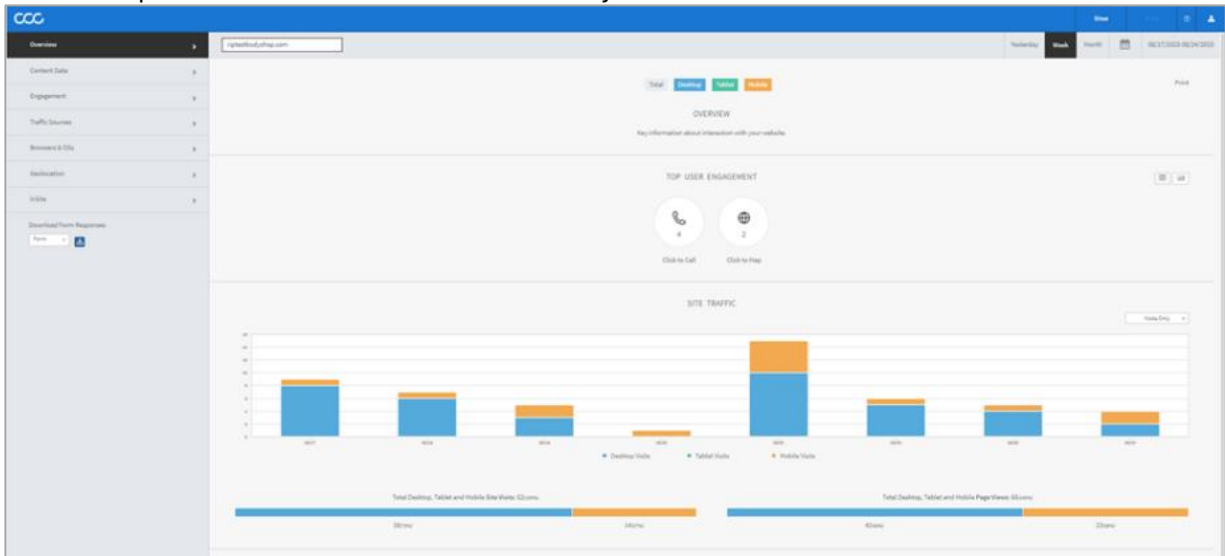
Select **Site Editor** to access the **Site Overview** page.

- Site Analytics will be shown on this page. Select **Open Full Stats** to drill into the details to see how people are engaging with your site.



### Open Full Stats

- Select options for a further breakdown of your data.



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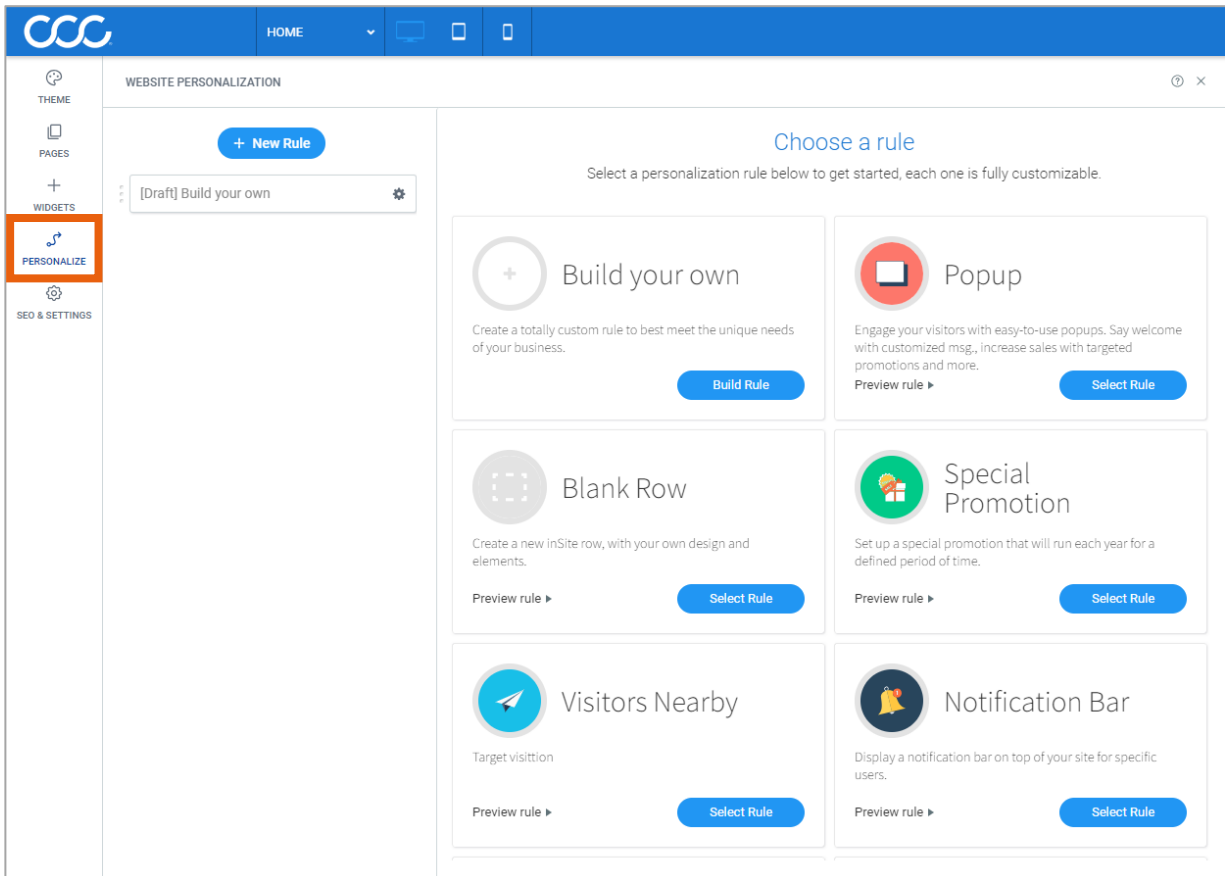


## CCC® Amplify – Digital Profile, Continued

### Personalization

To Personalize your site:

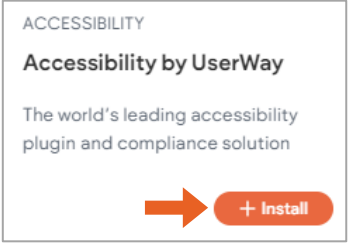
Select **Personalize** from the Site Editor, here shops can add pop ups, coupons, and banners to their sites. These can also be used to target certain customer groups like first time site visitors, returning site visitors, and site visitors close by.

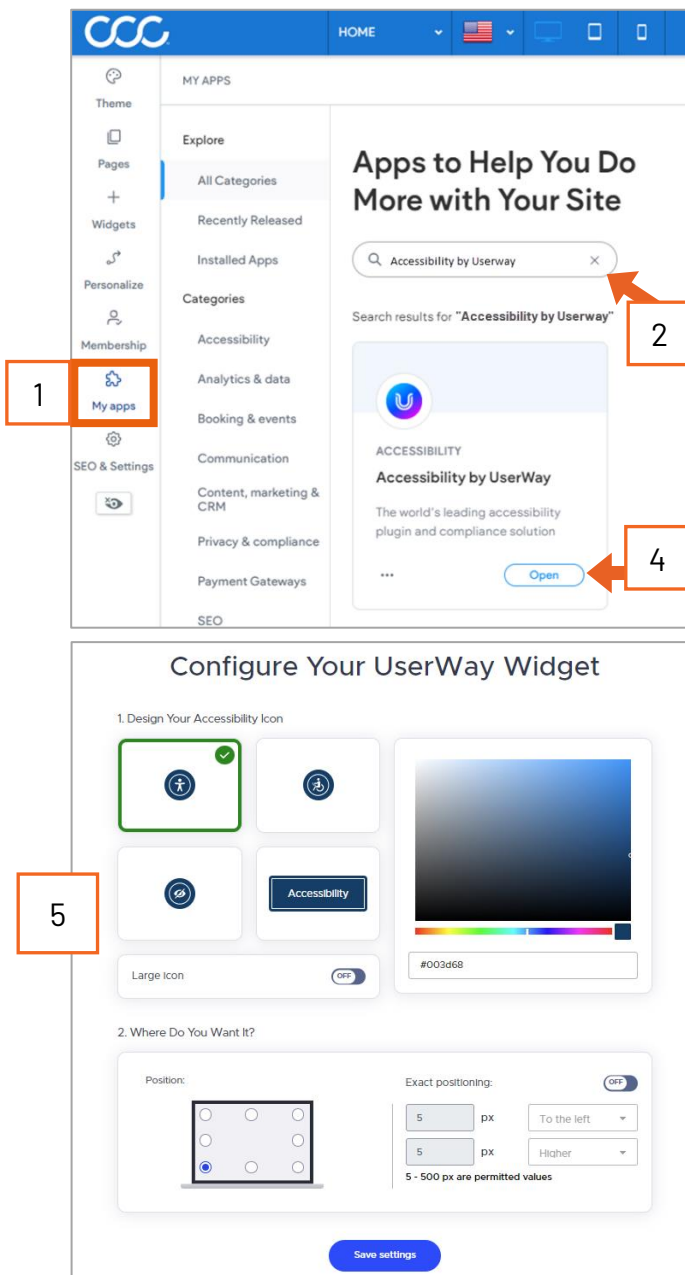


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## CCC® Amplify – Digital Profile, Continued

**Accessibility** If you would like to add an Accessibility widget to your website allowing the user to optimize how the website displays, follow the steps below:

Step	Action
1	Select <b>My Apps</b> from the site editor on the left side panel.
2	In the search box type <b>Accessibility by Userway</b> .
3	Then select <b>Install</b> .  
4	Once Installed select <b>Open</b> , to open the App.
5	Choose the <b>Design, Color</b> , and <b>Location</b> of the Accessibility button.
6	Last, select <b>Save Settings</b> .




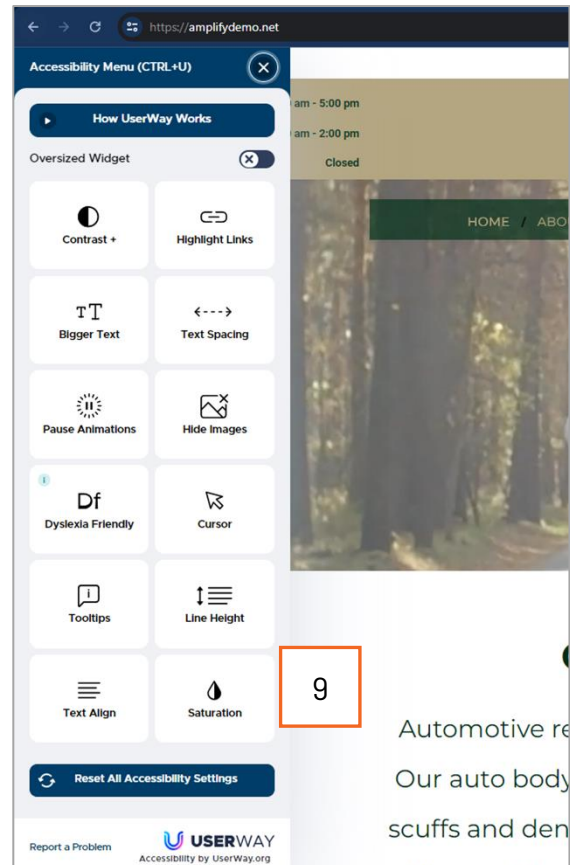
The screenshots illustrate the process of adding an Accessibility widget to a website using CCC Amplify. The first screenshot shows the 'MY APPS' section with a search bar and a list of categories. The 'My apps' button is highlighted with a red box and labeled '1'. The search results for 'Accessibility by Userway' are shown, with the 'Open' button highlighted by a red box and labeled '4'. The second screenshot shows the 'Configure Your UserWay Widget' screen. The 'Design Your Accessibility Icon' section has a red box labeled '5' around the icon selection area. The 'Where Do You Want It?' section shows options for positioning the widget on the page.

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## CCC® Amplify – Digital Profile, Continued

### Accessibility, Continued

Step	Action
7	The <b>Accessibility</b> widget is added to your website in the Editor view. 
8	Select <b>Republish</b> to publish your changes making the widget now available on your website.
9	On the website, the user can now see the Accessibility icon and select the desired accessibility settings.

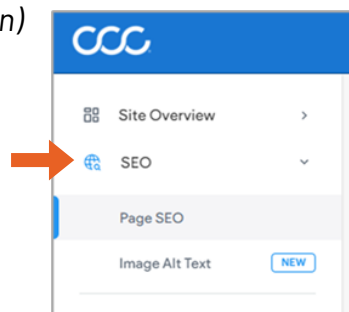


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## CCC® Amplify – Digital Profile, Continued

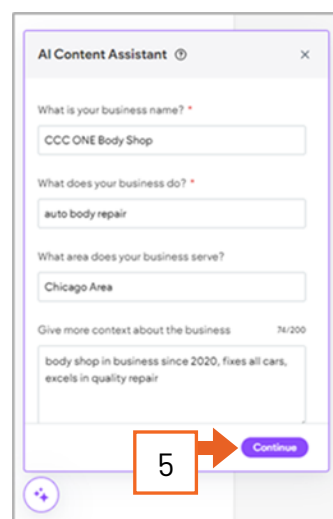
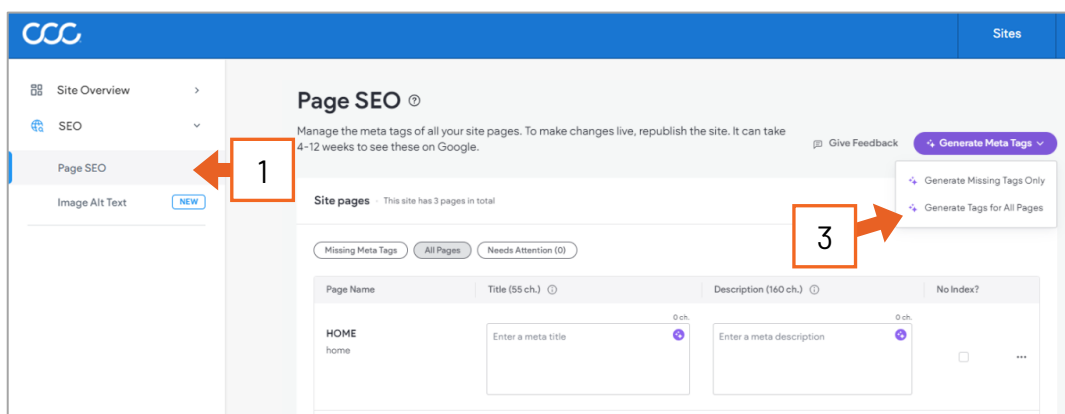
### SEO

CCC Amplify's **SEO** (Search Engine Optimization) features allow you to manage your site's **Page SEO** and **Image Alt Text**. You can use AI (Artificial Intelligence) generated Page tags and Alt text on your site's images. Start by expanding the SEO settings.



Follow the steps below to configure your **Page SEO** meta tag settings:

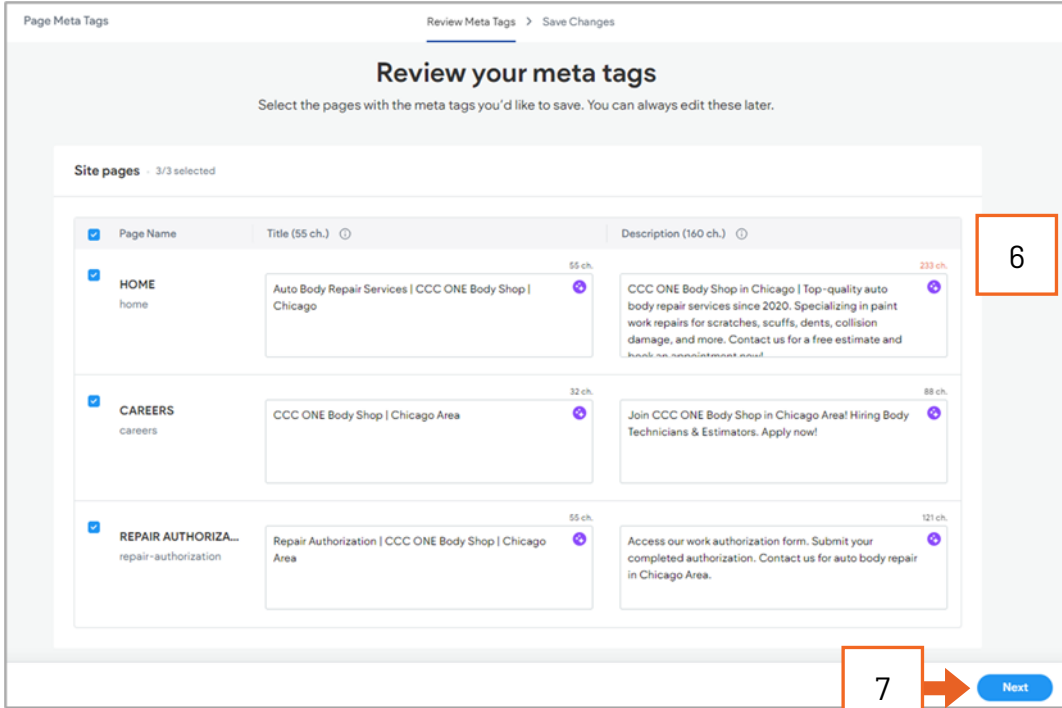
Step	Action
1	Select <b>Page SEO</b> .
2	Select <b>Generate Meta Tags</b> .
3	Then select <b>Generate Tags for All Pages</b> .
4	Fill out the details of your business in the <b>AI Content Assistant</b> popup.
5	Select <b>Continue</b> .



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## CCC® Amplify – Digital Profile, Continued

### SEO, Continued

Step	Action
6	<b>Review</b> the SEO generated text for each page to make any needed changes.
7	<p>Select <b>Next</b> and then <b>Save</b>.</p> 
8	<p>Once saved, go to site editor to <b>Republish</b> site for the SEO changes to go live.</p> <p><b>Note:</b> It can take 4-12 weeks to see these on Google.</p>

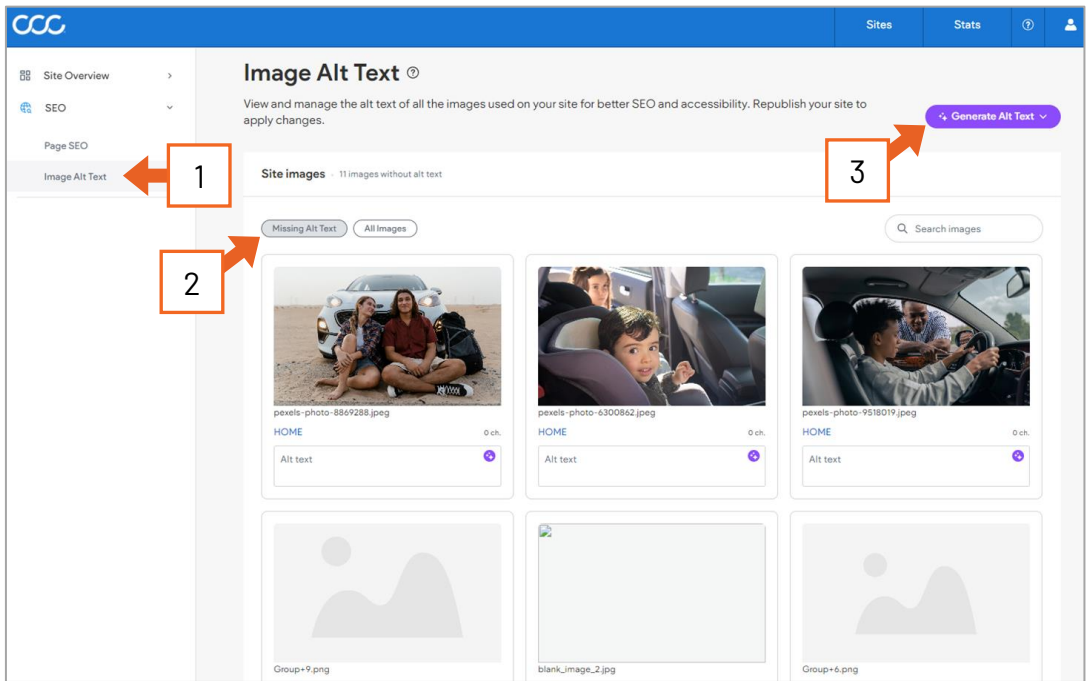
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## CCC® Amplify – Digital Profile, Continued

**SEO, Continued** Amplify leverages AI to add Alt Text to images missing a description, additionally this description allows an improved SEO. Alt text makes your website more accessible to those with a vision impairment using a screen reader giving them a description of each image.

**Note:** Adding AI generated text is optional, and Alt Text can continue to be added manually to each image.

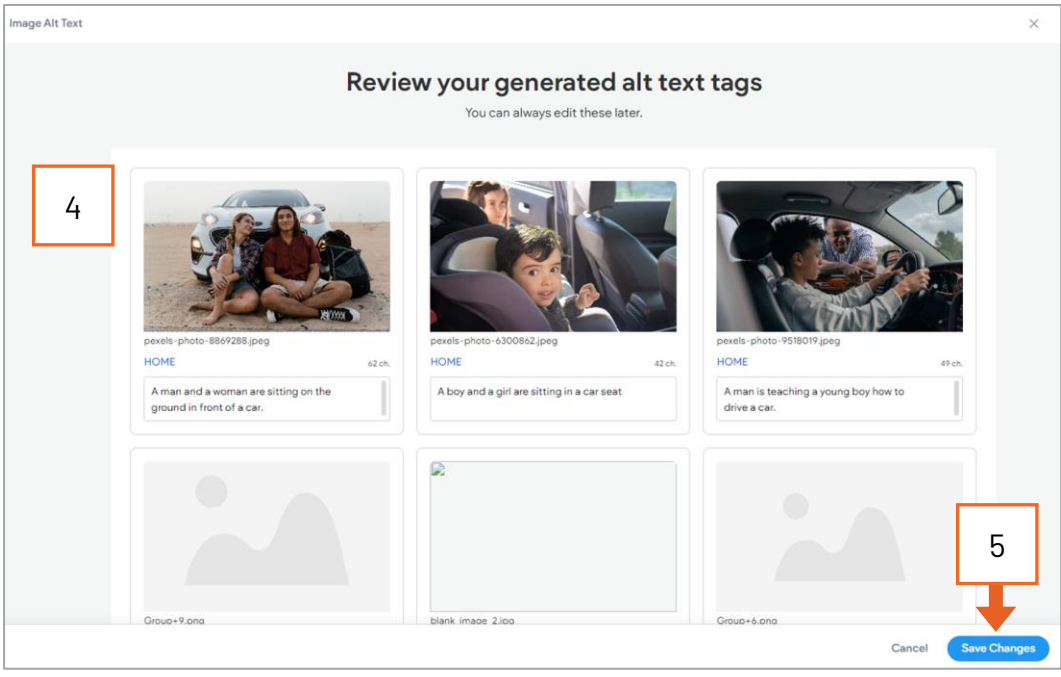
Follow the steps below to configure your **Image Alt Text** settings, this will improve your SEO and make your site's images accessible:

Step	Action
1	Select <b>Image Alt Text</b> .
2	Select the <b>Missing Alt Text</b> filter. This will generate Alt Text for only the fields that are missing.  <b>Note:</b> Selecting <b>All Images</b> will add AI generated Alt Text for all images, this may overwrite any existing Alt Text.
3	Select <b>Generate Alt Text</b> .  

*Continued on next page*

## CCC® Amplify – Digital Profile, Continued

### SEO, Continued

Step	Action
4	<b>Review</b> the generated text and alter it as necessary.
5	<p>Select <b>Save Changes</b>.</p> 
6	<b>Republish</b> site for the changes to go live.

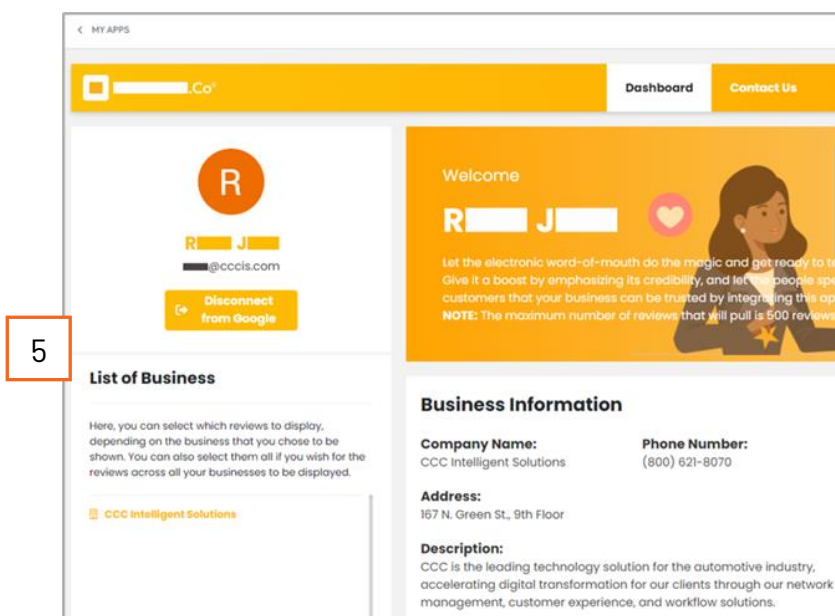
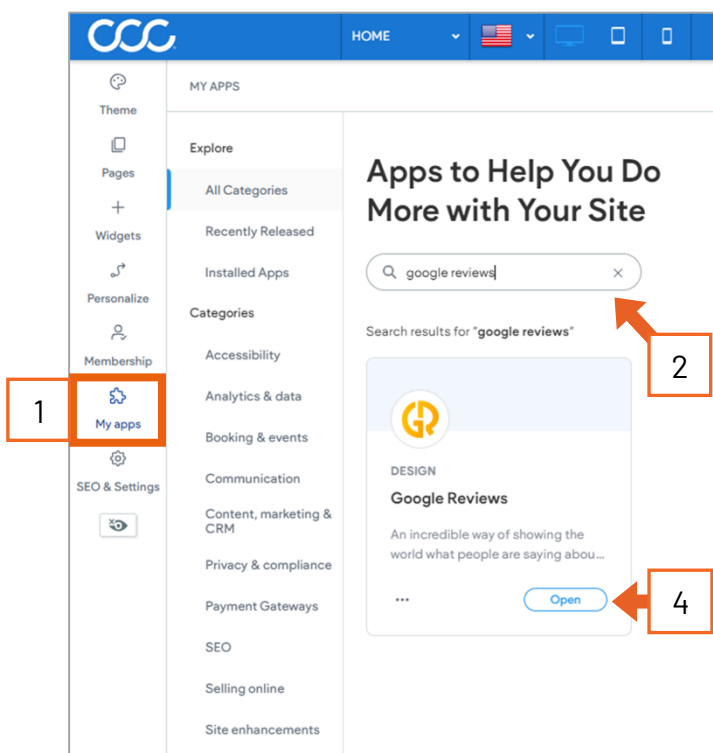
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## CCC® Amplify – Digital Profile, Continued

### Google Reviews Widget

To add the Google Reviews widget to your website, follow the steps below:

Step	Action
1	Select <b>My Apps</b> from the site editor on the left side panel.
2	In the search box type <b>Google Reviews</b> .
3	Then select <b>Install</b> .
4	Once Installed select <b>Open</b> , to open the App.
5	Then add in your business Google account information. When done, the dashboard will look like the example below.



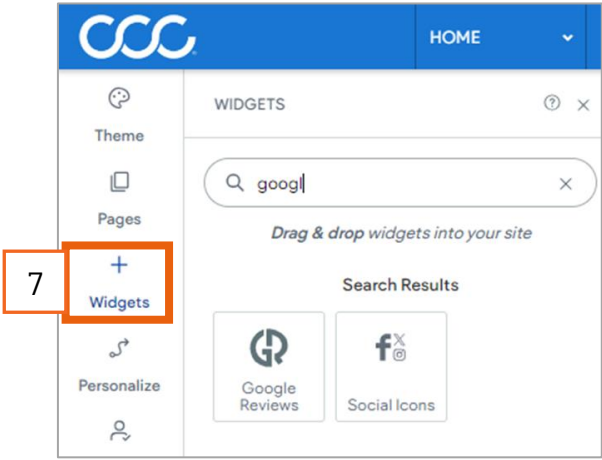
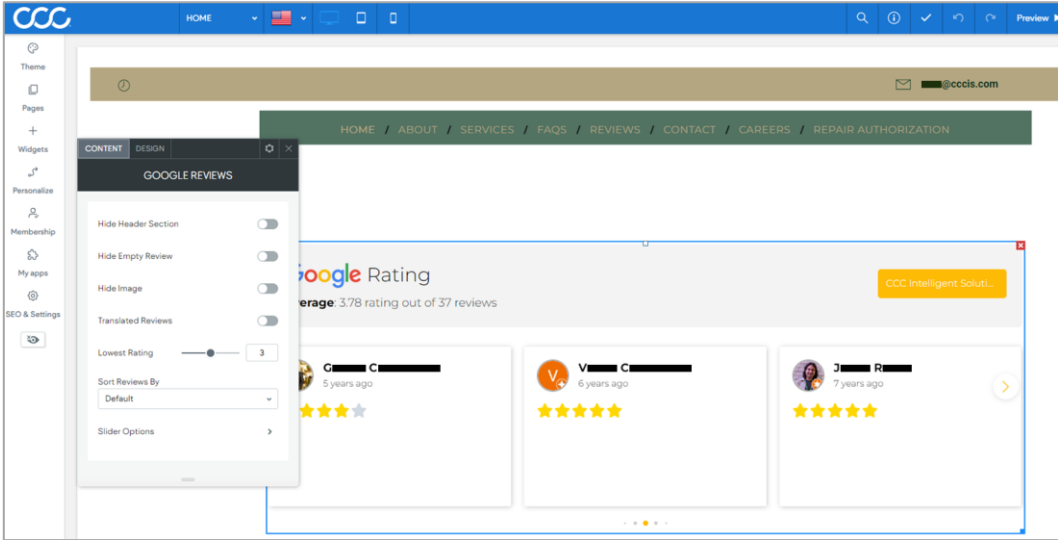
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## CCC® Amplify – Digital Profile, Continued

### Google Reviews Widget, Continued

Now that the Google Reviews account is setup continue by following the steps below to add the widget to your website:

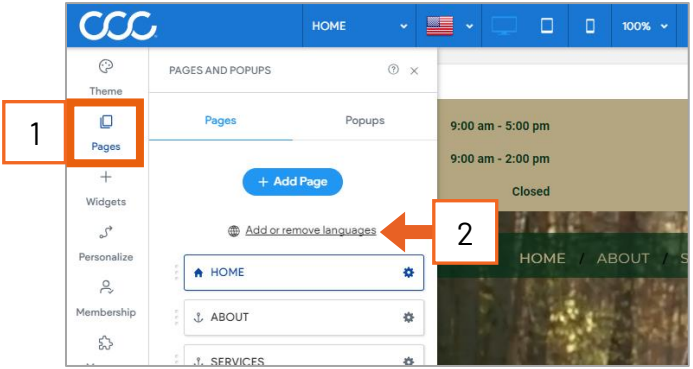
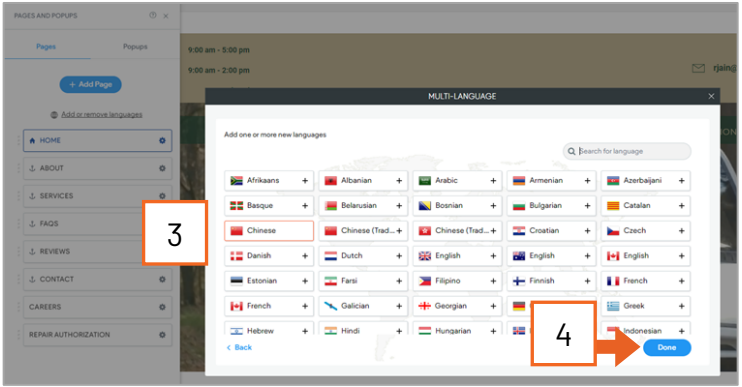
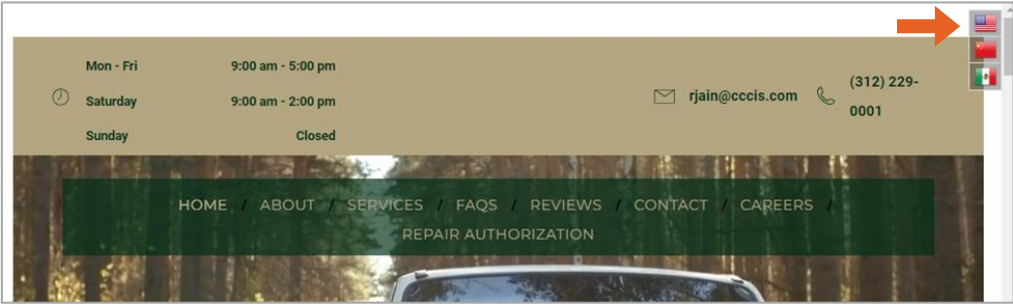
Step	Action
6	Right-click on the section of the website where you want the Google Reviews to appear and select <b>Add Row</b> .
7	Select the <b>Widgets</b> from the site editor on the left side panel. 
8	Select and drag the <b>Google Reviews</b> widget to website row that was added.
9	Select the widget, then adjust the Configuration options. 
10	<b>Republish</b> site for the changes to go live.

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## CCC® Amplify – Digital Profile, Continued

### Multi Language Support

**Note:** Adding languages should be the last step in the website creation process.

Step	Action
1	Select <b>Pages</b> from the site editor on the left side panel.
2	Select <b>Add or Remove Languages</b> . 
3	Select <b>Add Languages</b> and then select the languages need for the site.
4	Select <b>Done</b> when your selections have been made. 
6	<b>Republish</b> your website for the changes to go live. On the website, select the Flag icon to select the desired language, the flag represents the current language. 

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## CCC® Amplify – Digital Profile, Continued

### Reputation Management

Increase your repair facility's visibility and attract more customers with CCC Amplify's Reputation Management tool. Manage reviews across platforms (Google®, Yelp®, etc.), respond quickly to feedback, and showcase your service quality. With automated responses and analytics, improve customer experience, build trust, and grow your business.

To set up Reputation Management you need to:

#### Sync Your Profile


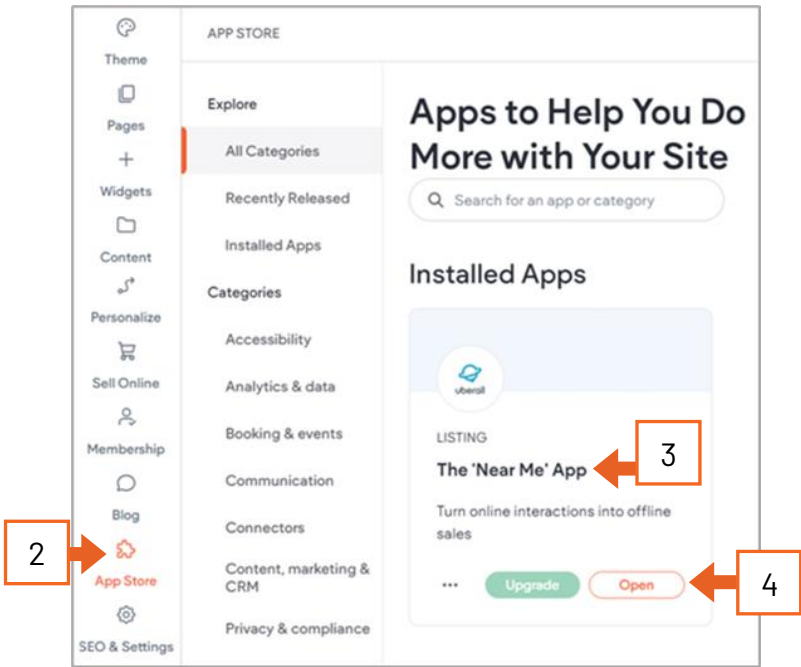
- Set up and sync your profile across every major directory (Google, Yelp, Facebook, Bing etc.).

#### Connect Your Accounts

- Link your Facebook and Google accounts to import and manage reviews from these platforms.

Once your setup is complete, your profile will be synced across the web, allowing you to view and respond to reviews from multiple platforms

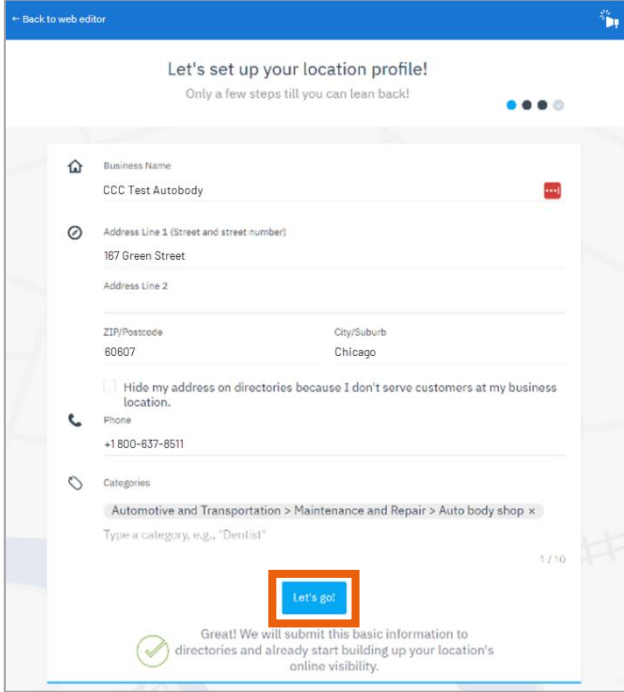
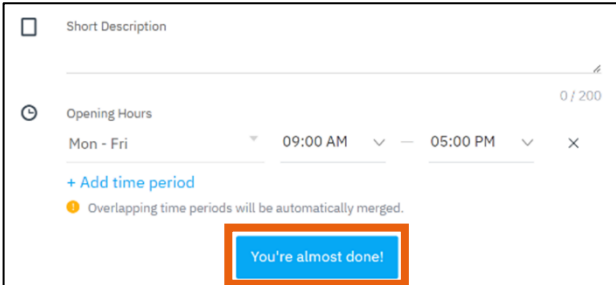
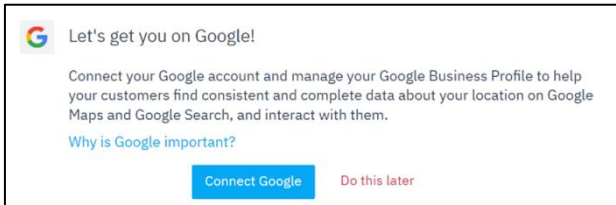
Follow the steps below to configure your **Reputation Management**:

Step	Action
1	Open the <b>Site Editor</b> . 
2	Select the <b>App Store</b> . 
3	Locate The <b>'Near Me' App</b> .
4	Select <b>Open</b> .

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## CCC® Amplify – Digital Profile, Continued

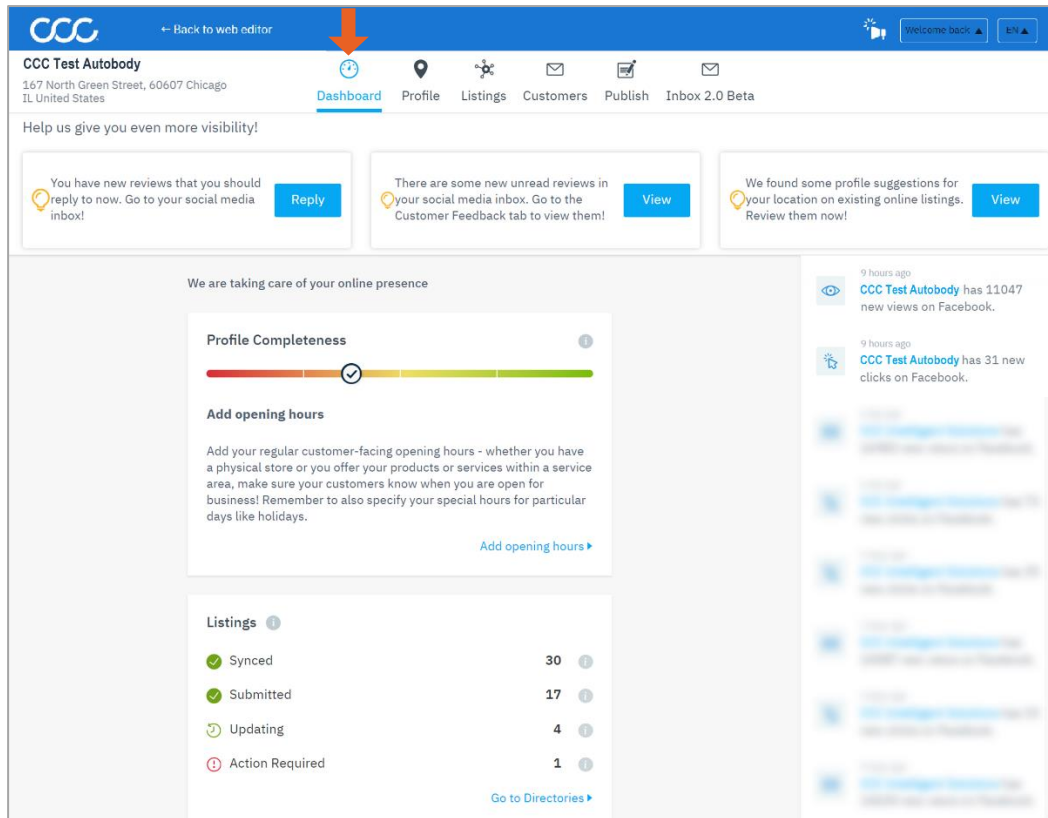
### Reputation Management, Continued

Step	Action
3	Step through the profile wizard to add in details for your business details.
4	<p>Add your Business Name, Address, Phone, Category Information. Then select <b>Let's Go</b>.</p> 
4	<p>Add your business <b>Description</b> and <b>Hours</b>. Then select <b>You're almost done</b>.</p> 
5	<p>Select <b>Connect Google</b> to add your business's Google account to your Reputation Management. If you're not ready, select <b>Do this later</b>.</p> 

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## CCC® Amplify – Digital Profile, Continued

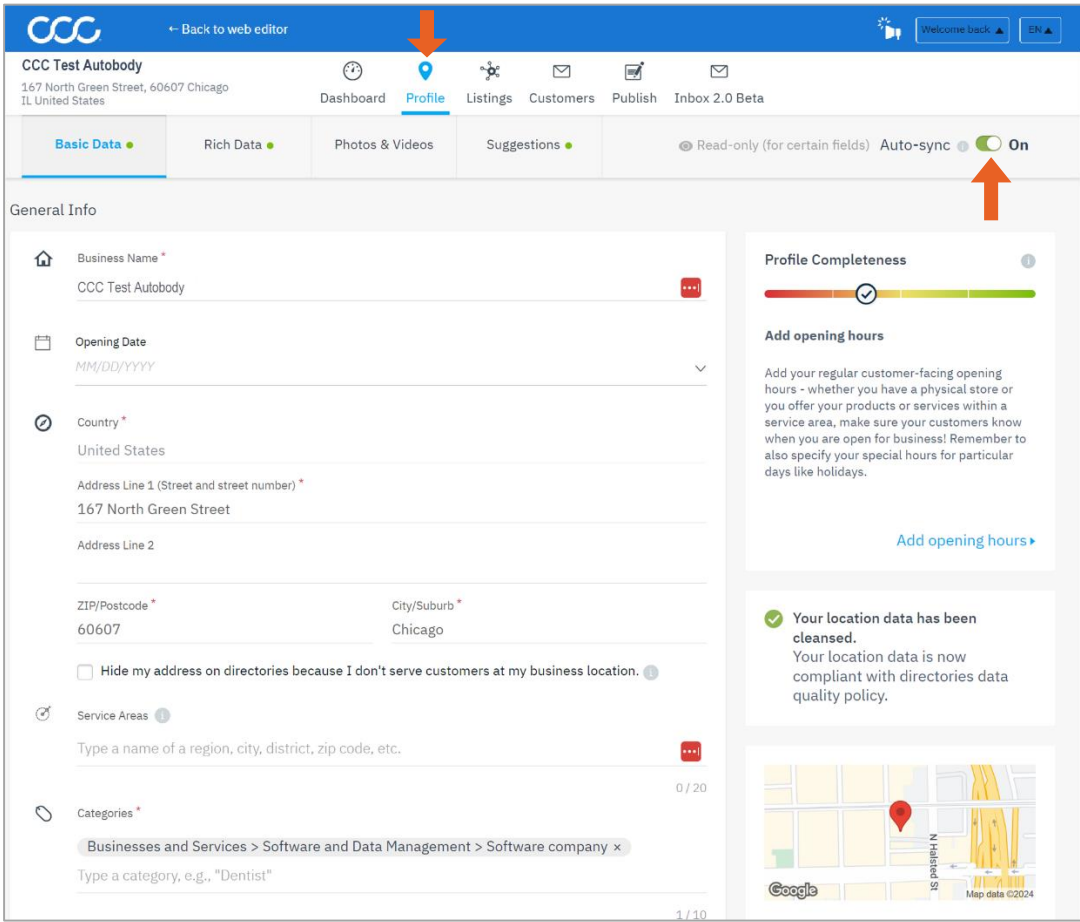
### Reputation Management, Continued

Step	Action															
6	<p>Once complete the full Reputation Management functionality is available. The <b>Dashboard</b> section provides an Overview of Shop Profile as well as Online Visibility.</p>  <p>The screenshot displays the CCC Test Autobody dashboard. At the top, there's a navigation bar with tabs: Dashboard (highlighted with a red arrow), Profile, Listings, Customers, Publish, and Inbox 2.0 Beta. Below the navigation bar, there are three notification cards: 'You have new reviews that you should reply to now. Go to your social media inbox!' with a 'Reply' button; 'There are some new unread reviews in your social media inbox. Go to the Customer Feedback tab to view them!' with a 'View' button; and 'We found some profile suggestions for your location on existing online listings. Review them now!' with a 'View' button. The main content area is titled 'We are taking care of your online presence' and contains three sections: 'Profile Completeness' with a progress bar and a '1' icon; 'Add opening hours' with a description and an 'Add opening hours' button; and 'Listings' with a table showing the status of various listings.</p> <table><tr><th>Listing Status</th><th>Count</th><th>Icon</th></tr><tr><td>Synced</td><td>30</td><td>Green checkmark</td></tr><tr><td>Submitted</td><td>17</td><td>Green checkmark</td></tr><tr><td>Updating</td><td>4</td><td>Yellow clock</td></tr><tr><td>Action Required</td><td>1</td><td>Red exclamation mark</td></tr></table> <p>At the bottom right of the dashboard, there's a 'Go to Directories' button. On the far right, there's a sidebar with social media updates, including '9 hours ago CCC Test Autobody has 11047 new views on Facebook' and '9 hours ago CCC Test Autobody has 31 new clicks on Facebook'.</p>	Listing Status	Count	Icon	Synced	30	Green checkmark	Submitted	17	Green checkmark	Updating	4	Yellow clock	Action Required	1	Red exclamation mark
Listing Status	Count	Icon														
Synced	30	Green checkmark														
Submitted	17	Green checkmark														
Updating	4	Yellow clock														
Action Required	1	Red exclamation mark														

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## CCC® Amplify – Digital Profile, Continued

### Reputation Management, Continued

Step	Action
7	<p>The <b>Profile</b> section allow the user to update and sync its data across multiple online directories (Google, Apple Maps, Bing, Facebook, etc.)</p> <p>Shop Profile Data can be entered/updated in the Profile Section, ensure the <b>Auto-sync</b> functionality is enabled so that any changes made to the profile can be automatically synced up to the Online Directories.</p> 

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## CCC® Amplify – Digital Profile, Continued

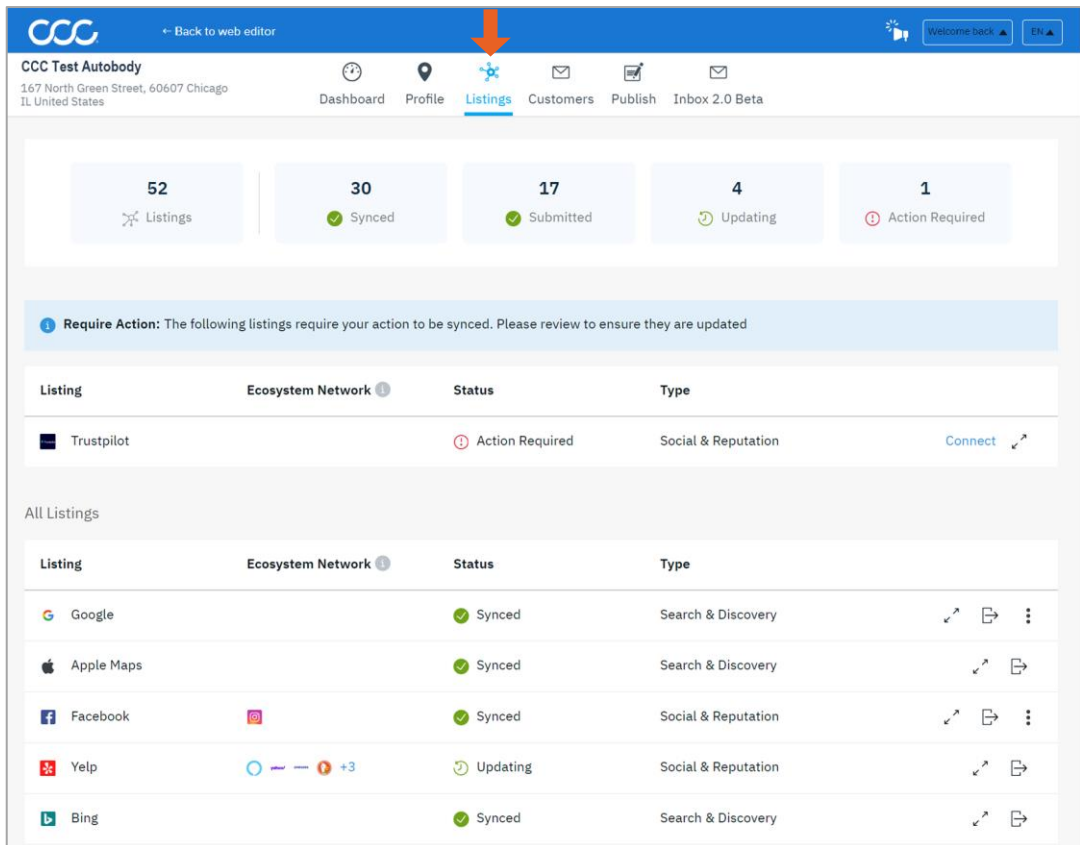
### Reputation Management, Continued

Step

8

Action

The **Listing** section allows the user to check the status of the sync for the online directories. A synced status means a two-way communication with the directory and the 3<sup>rd</sup> party platform has confirmed the data is synced up. Submitted status indicated a one-way sync and CCC has pushed out the request to that directory to make the profile update.



The screenshot shows the CCC Amplify web interface. At the top, there's a blue header with the CCC logo and a "Back to web editor" link. Below the header, the user's profile information is displayed: "CCC Test Autobody", "167 North Green Street, 60607 Chicago", "IL United States". The main navigation bar includes "Dashboard", "Profile", "Listings" (highlighted with a red arrow), "Customers", "Publish", and "Inbox 2.0 Beta".

The "Listings" section shows a summary of listing statuses:

- 52 Listings
- 30 Synced
- 17 Submitted
- 4 Updating
- 1 Action Required

A blue banner indicates "Require Action: The following listings require your action to be synced. Please review to ensure they are updated". Below this, a table lists the listings with columns for Listing, Ecosystem Network, Status, and Type.

Listing	Ecosystem Network	Status	Type
Trustpilot		Action Required	Social & Reputation

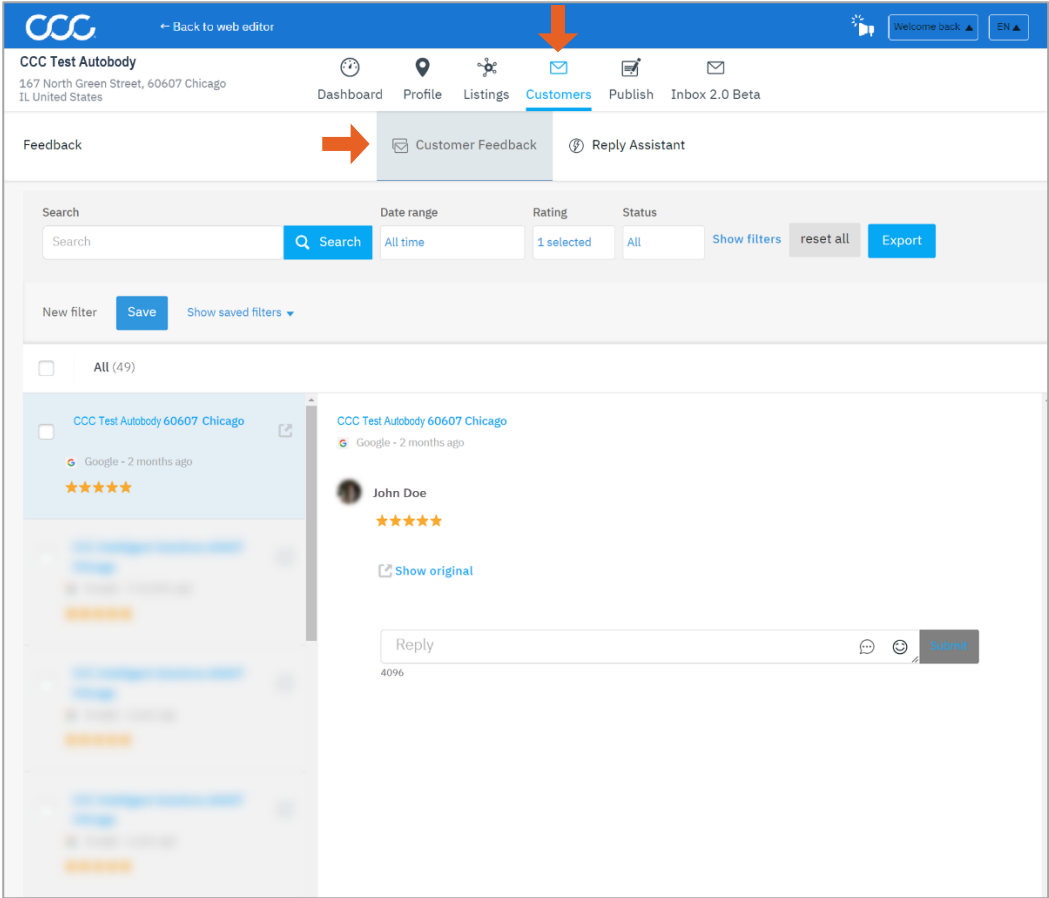
Below this, a section titled "All Listings" shows a table of other listings including Google, Apple Maps, Facebook, Yelp, and Bing, with their respective sync statuses.

Listing	Ecosystem Network	Status	Type
Google		Synced	Search & Discovery
Apple Maps		Synced	Search & Discovery
Facebook		Synced	Social & Reputation
Yelp		Updating	Social & Reputation
Bing		Synced	Search & Discovery

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## CCC® Amplify – Digital Profile, Continued

### Reputation Management, Continued

Step	Action
9	<p>The <b>Customers</b> section allows the user to check reviews across various online directories. The user can also reply to the review directly from the customer section.</p>  <p>The screenshot displays the CCC Amplify interface. At the top, the header includes the CCC logo, a 'Back to web editor' link, and a 'Welcome back' message. Below the header, the main navigation bar shows 'Dashboard', 'Profile', 'Listings', 'Customers' (highlighted with a blue bar and an orange arrow), 'Publish', and 'Inbox 2.0 Beta'. The 'Customers' section is titled 'Feedback' and contains a 'Customer Feedback' tab (highlighted with an orange arrow) and a 'Reply Assistant' icon. Below the navigation, there is a search bar with a 'Search' button, a 'Date range' dropdown set to 'All time', a 'Rating' dropdown set to '1 selected', and a 'Status' dropdown set to 'All'. There are also 'Show filters', 'reset all', and 'Export' buttons. A 'New filter' section with a 'Save' button and 'Show saved filters' link is also present. The main content area shows a list of reviews for 'CCC Test Autobody 60607 Chicago'. One review is highlighted, showing a 5-star rating from 'John Doe' posted '2 months ago'. Below the review, there is a 'Show original' link and a 'Reply' button. The review text is partially visible, showing '4096'.</p>

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# CCC® Amplify – Digital Profile, Continued

## Reputation Management, Continued

Step	Action
10	<div><p>The <b>Reply Assistant</b> under the <b>Customer</b> section allow users to generate templates so that they can select a template to reply to the customer rather than type out a review response each time. Automated Replies can also be setup up based on the number of stars a customer provides in the review</p><div><div><div>CCC</div><div>← Back to web editor</div><div>Welcome back ▲ EN ▲</div></div><div><div>CCC Test Autobody</div><div>167 North Green Street, 60607 Chicago</div><div>IL United States</div></div><div><div>Dashboard</div><div>Profile</div><div>Listings</div><div>Customers</div><div>Publish</div><div>Inbox 2.0 Beta</div></div></div><div><div>← New Response Template</div><div><div>Response Template</div><div><div>Template Title</div><div>Thanks for your review</div></div><div><div>Response*</div><div>We appreciate your business! </div><div>+ 😊</div><div>29 / 4096</div></div><div><div>Tags</div><div>Add tags to organize your templates</div><div>▼</div></div></div><div><div>Discard changes</div><div>Save template</div></div></div></div>

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## CCC® Amplify – Digital Profile, Continued

### Reputation Management, Continued

Step	Action
11	<p>The <b>Publish</b> section allows user to post to multiple social channels from one location. Select the <b>site(s)</b> to post on, enter the <b>content</b>, then select <b>Submit</b>.</p> 