CCC® UpdatePlus - Mid-repair Survey

This job aid discusses how to **Enable**, **Configure Notifications**, **View**, and Introduction **Respond** to the Mid-repair Surveys. Additionally, this job aid gives insight into your customer's Mid-repair Survey experience.

5	Step	Action		
t	1	Select the menu icon.		
	2	Then Settings , the Setting screen opens.		R
	3	 Then finally select: The UpdatePlus tile to access UpdatePlus settings. The My Account tile to access My Account settings 	UpdatePlus Manage settings for UpdatePlus consumer messaging features.	My Account Manage account information, use settings and password.

Enable Mid-Follow the steps below to enable Mid-repair Survey: repair Survey

Step	Action
1	Select the Messaging tab from the UpdatePlus settings.
2	Move the Mid-repair Survey slider to the Enabled position.
	Mid-repair surveys are sent automatically to customers during the day whose Vehicle-in and Promise date is at the half-way point of the repair, for repairs greater than 5 days.
	Note: Repair Status Messaging and CSI Messaging must also be enabled.
3	Select Save.

	Settings > UpdatePlus UpdatePlus			
1	MESSAGING WEB VIEW			
	Appointment Messaging Send appointment messages to consumer. Enabled	Repair Status Messaging Send repair status messages to consumer. Enabled	Mid-repair Survey Include satisfaction survey in mid-repair status message. Enabled	CSI Messaging Send CSI survey messages to consumer. Enabled
				3 SAVE CANCEL



Configure Follow the steps below to configure the UpdatePlus Negative survey response notification options to receive notifications each time you receive negative **Nofifications** survey feedback:

Step	Action
1	Navigate to the UpdatePlus Alerts section, from the My Account settings.
2	Select an option from the Negative survey response dropdown.
	 Alert for my workfiles only: Selecting this option will send you a notification for only Workfiles that are assigned to you. Alert for all workfiles: Selecting this option will send you a notification for all Workfiles at your Repair Facility.
3	Select Save.

UPDATEPLUS ALERTS		
Promise date missing	No alerts	~
Promise date about to expire	No alerts	~
Negative survey response	No alerts	
Hotsheet received	Alerts for my workfiles only	
Request for service recovery	Alerts for all workfiles No alerts	-



View/Respond Once you have enabled Mid-repair Survey and elected to receive to receive negative survey response notifications, you can view the feedback received to to Feedback make any necessary resolutions.

Follow the steps below to view and respond to the survey feedback:

Step	Action			
1	Select the My Inbox icon from the CCC ONE [®] desktop application.			
2	Select the Customers option under My Inbox.			
3	The messages receive negative Mid-repair su	ed from your customers irvey responses, indica	s will appear in this Inbox, ited by the message's sub	including the ject line.
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	> MyTasks	+ New Message 🛍 Delete All 🛛 🖶 Print 👻 From	Export Message	1 Received
	V My Inbox 173	Sharon Turpin, sturpin@email.com	Subject: Mid-repair Survey Unsatisfied	2/14/2024
	Carwise.com 2	John Smith, (555) 555-5555	Very unsatisfied. I have not received any updates from	🗁 View 🛍 Delete 🔿
	CCC 116	John Smith, (555) 555-5555 🏾 🗸	When can I pickup my car?	2/14/2024
	Customers 4 Co-workers 0 Insurance Companie 10 Open Shop Assignm 2 DRP Assignments (30 days) 1 Vendors 2 My Sent Messages My Estimates My Work Orders 4 Time In: Session Start: 4:23 PM 3/6/19 Clock-Out Timecard	John Smith, (555) 555-5555	Very unsatisfied. I have not received any updates from	2/14/2024
			Jeffrey Treller 🏾 🇞 Co	nnected License #: <u>105945</u> ;



View/Respond

to Feedback,

Continued

 On the opened Workfile, select the Notes tab from the CCC ONE® desktop application. Select Contact Customer button, the Customer Communication window opens. Image: Select Contact Customer button, the Customer Communication window opens. Image: Select Contact Customer Communication window opens. The Customer Communication window shows the communication between you and the customer, including the Mid-repair survey feedback. Select and the customer is used to be acall made to follow up with the customer. Note: If configured, this same survey information wild be sent to your shops email address. 	Step	Action	
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Note: If configured, this same survey information will be sent to your shops email address.		customer. Reply 550° to cancel. Send a text message	
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Note: If configured, this same survey information will be sent to your shops email address.		Mid-repair Survey Enter note Surve	
Note: If configured, this same survey information will be sent to your shops email address.		Z/18.332 PM host	
address.		Note: If configured this same survey information will be sent to your shops amail	
		address.	



Once the Mid-repair survey is sent to the customer via text message or email, Customer they will see the following message and survey experience. Experience

Note: Exact wording may vary between app versions.

Email	shop logo Hi Sharon Turpin,
	Your repair is on track for 02/26. How's your experience going so far? Please answer one question about your satisfaction. Click here.
	Chicago Cccis - Loc 1 (312)555-5555 167 Green Street, Chicago, IL 60607 unsubscribe
Text Message	9:09 Image: Comparison of the system of



Customer After the customer has selected the Mid-repair survey link they will see the Experience, following experience depending on how they respond. Continued



Continued on next page

