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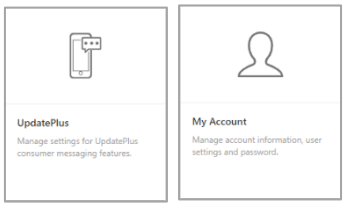
Introduction	This job aid discusses how to **Enable**, **Configure Notifications**, **View**, and **Respond** to the Mid-repair Surveys. Additionally, this job aid gives insight into your customer's Mid-repair Survey experience.

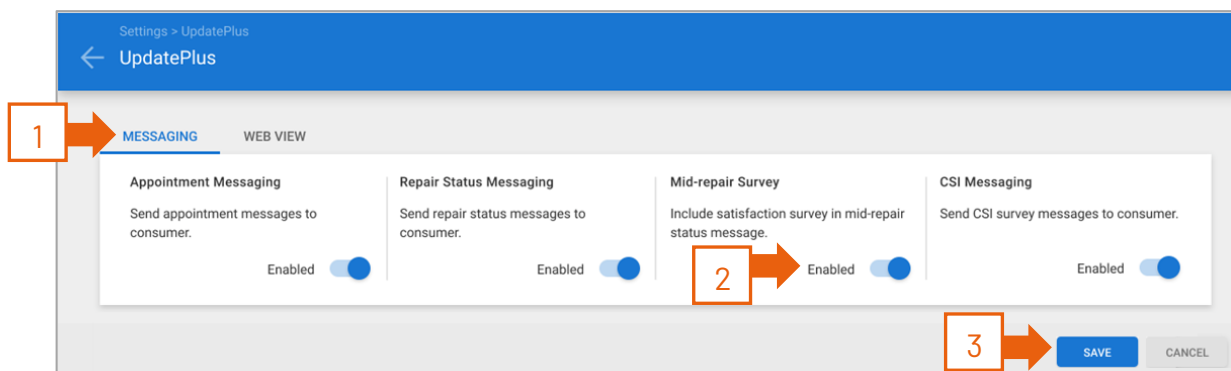**Access UpdatePlus and My Account**

Starting from **cccone.com**:

Step	Action	
1	Select the **menu** icon.	
2	Then **Settings**, the Setting screen opens.	
3	Then finally select: • The **UpdatePlus** tile to access UpdatePlus settings. • The **My Account** tile to access My Account settings.	

Enable Mid-repair Survey

Follow the steps below to enable Mid-repair Survey:

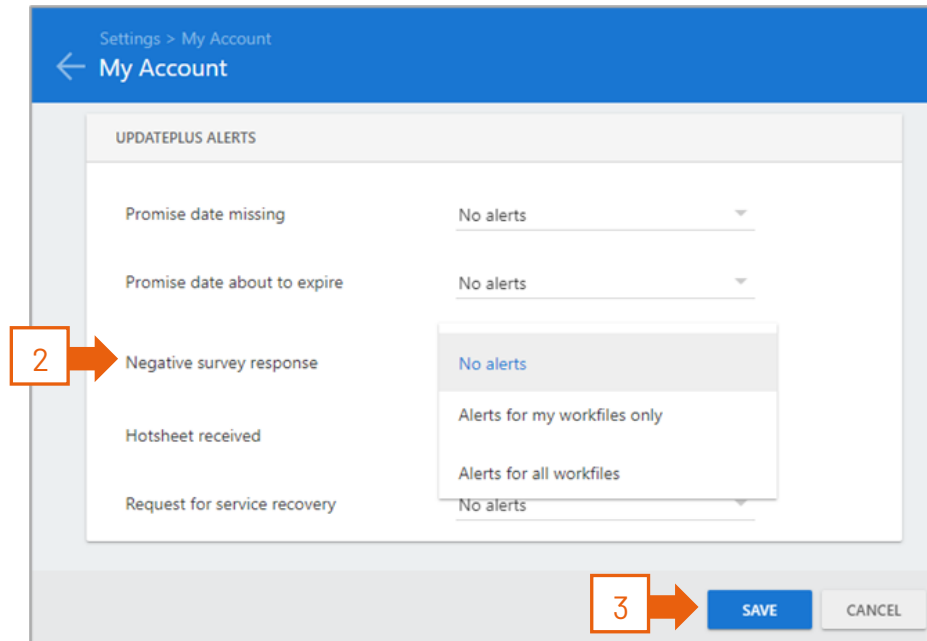| Step	Action
1	Select the **Messaging** tab from the UpdatePlus settings.
2	Move the **Mid-repair Survey** slider to the Enabled position. Mid-repair surveys are sent automatically to customers during the day whose **Vehicle-in** and **Promise** date is at the half-way point of the repair, for repairs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

CCC® UpdatePlus – Mid-repair Survey, Continued

Configure Nofifications

Follow the steps below to configure the UpdatePlus Negative survey response notification options to receive notifications each time you receive negative 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**.

CCC® UpdatePlus – Mid-repair Survey, Continued

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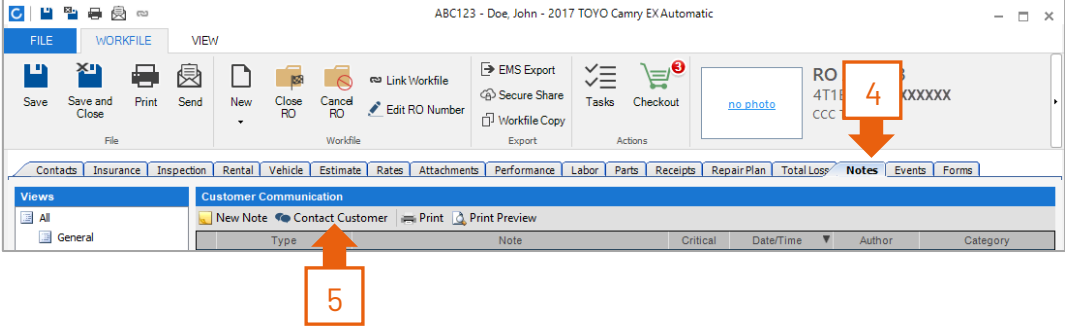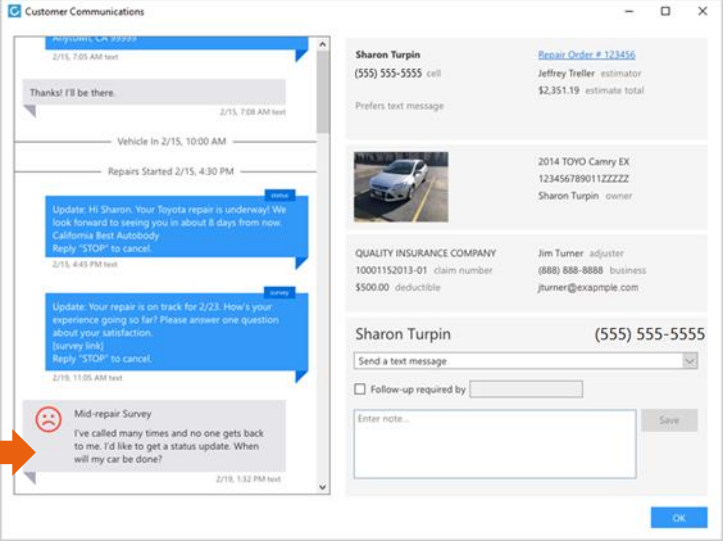
Follow the steps below to view and respond to the survey feedback:

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 received from your customers will appear in this Inbox, including the negative Mid-repair survey responses, indicated by the message's subject line.

**View/Respond
to Feedback**,
Continued

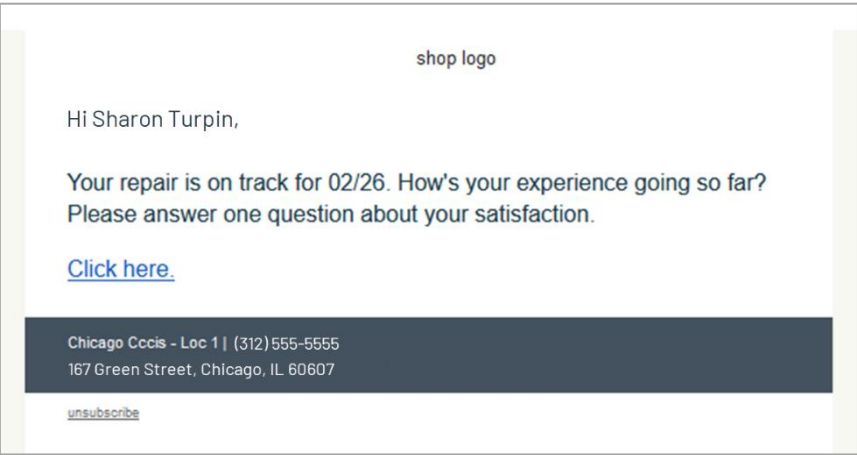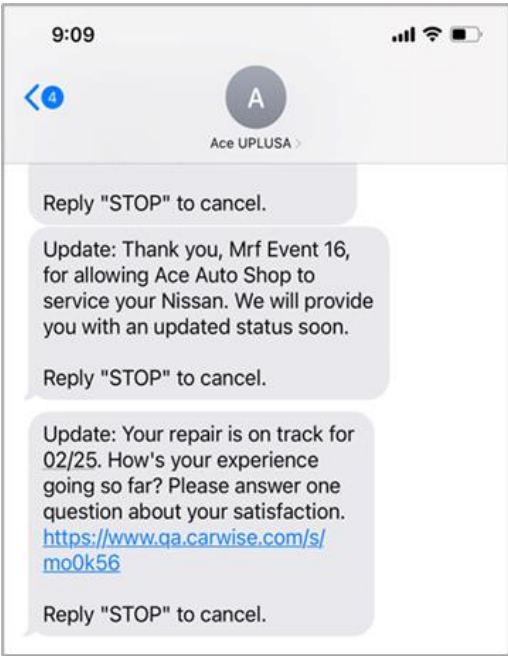| Step	Action
4	On the opened Workfile, select the **Notes** tab from the CCC ONE® desktop application.
5	Select **Contact Customer** button, the Customer Communication window opens.
6	The **Customer Communication** window shows the communication between you and the customer, including the Mid-repair survey feedback. Send a reply message or enter a note to log a call made to follow up with the customer. **Note:** If configured, this same survey information will be sent to your shops email address.

CCC® UpdatePlus – Mid-repair Survey, Continued

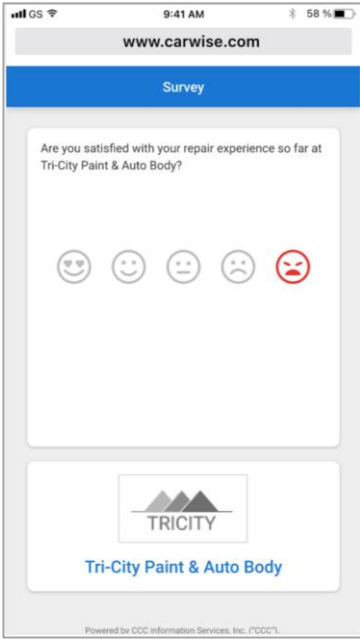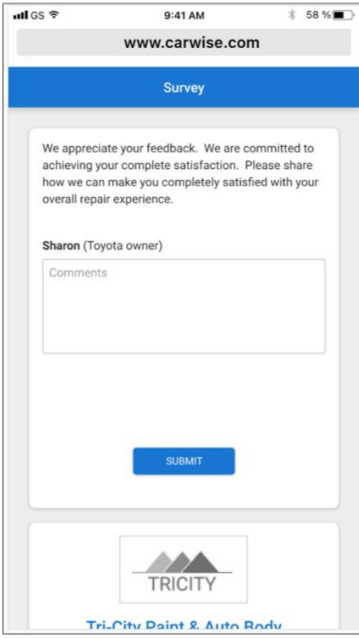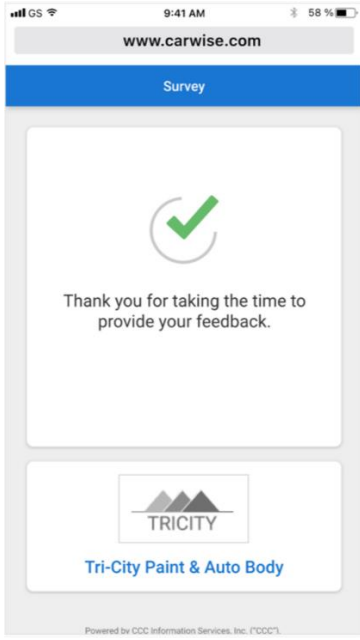|	
Customer Experience	Once the Mid-repair survey is sent to the customer via text message or email, they will see the following message and survey experience. **Note:** Exact wording may vary between app versions.

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 Ace UPLUSA Reply "STOP" to cancel. Update: Thank you, Mrf Event 16, for allowing Ace Auto Shop to service your Nissan. We will provide you with an updated status soon. Reply "STOP" to cancel. Update: Your repair is on track for 02/25. How's your experience going so far? Please answer one question about your satisfaction. https://www.qa.carwise.com/s/mo0k56 Reply "STOP" to cancel.

Customer Experience, Continued

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

Customer's Mid-repair feedback survey:		
The customer has the option to select their experience on a 5-point scale.	If the customer responded with **Neutral** to **Very Unsatisfied** *(Negative feedback)*, it will give them an option to enter feedback to help improve their overall repair experience. Otherwise, a **Very Satisfied** to **Satisfied** (Positive) response will not prompt this feedback field.	Next, the customer will receive a prompt thanking them for the feedback.