

# Adding Customer Contact Information for Repair Status Updates

Follow the steps below to setup Customer Contact Information:

**1** Let the customer know that your shop will be sending periodic repair status updates.

**2** In the **Contacts** tab,

a) Enter **customer name**.

b) Find out how this **customer prefers to receive** repair status updates.

Contact Type	Name	Primary Phone	Secondary Phone	Fax
Vehicle Owner	Smith, John	(123) 456-7890		
Adjuster	TEST, USER1	(312) 229-0406		

**3** How to customer prefers to receive repair updated status

**If Phone Call is preferred:**

- **Enter** preferred phone number.
- **Select** Call option in the Comm. Preference field.
- **Select** Call Plan.

**If Email is preferred:**

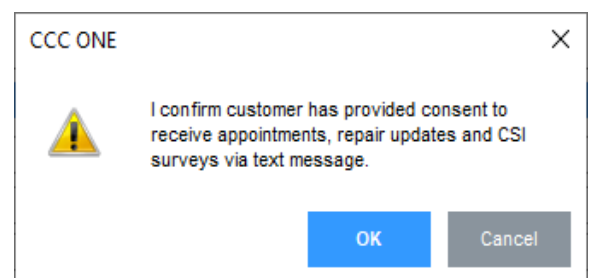
- **Enter** Email address.
- **Select** Email option in the Comm. Preference field.

**If Text is preferred:**

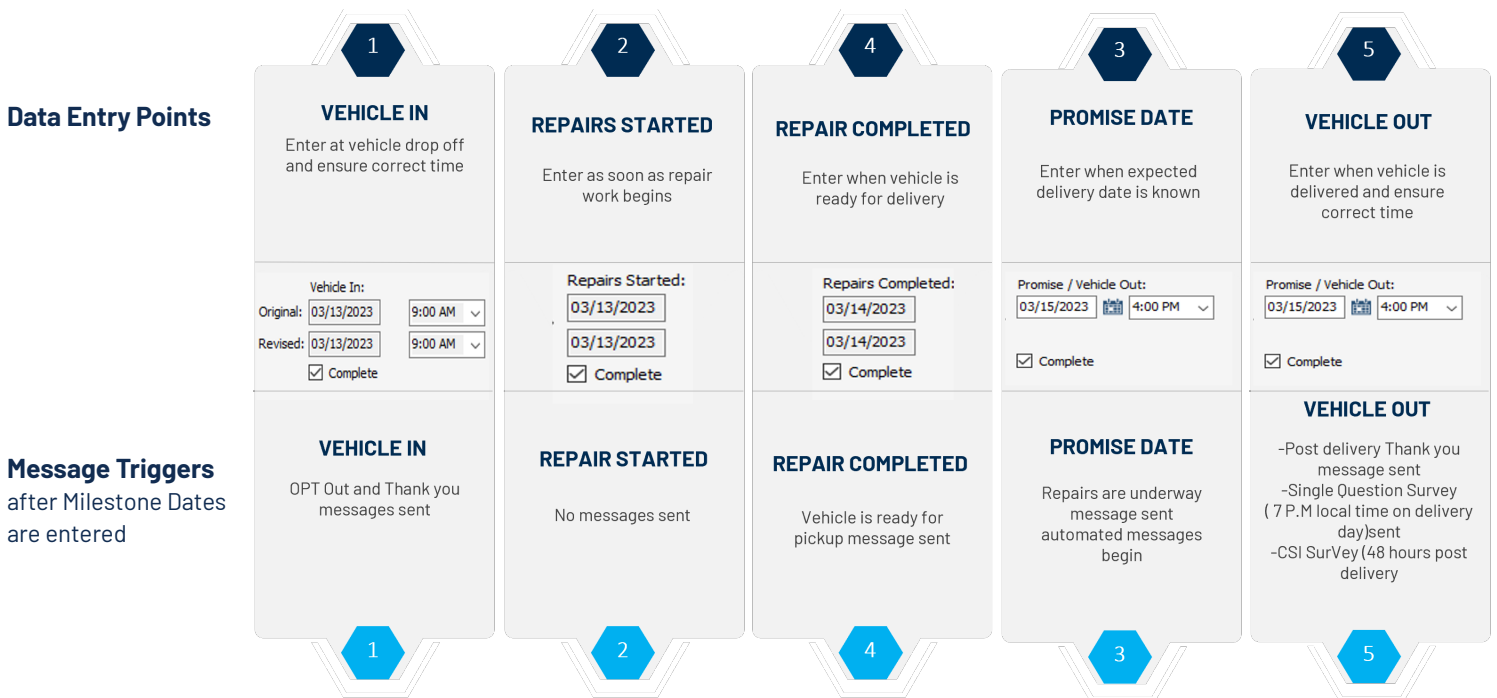
- **Enter** Cell Phone number.
- **Select** Text option in the Comm. Preference field.

**NOTE:** If you have selected Text as Comm. Preference you will see this message.

**Select OK** to indicate that your shop has received the customer's consent to send repair status updates and the CSI survey using text.



# Entering Milestone Dates for Repair Status Updates

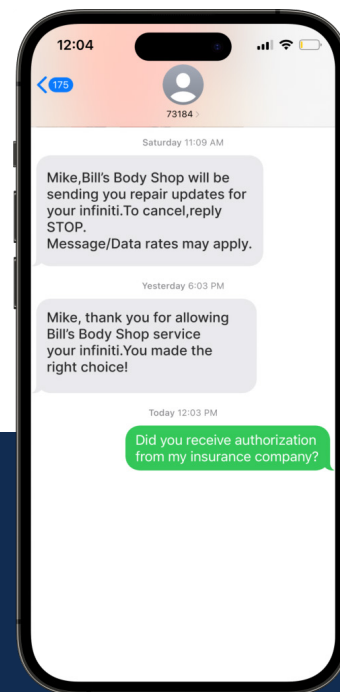


If you want the Insurance company to view your comments related to Milestone dates, select **Autoverse Message** event.

## Customer Response

Customer responses to text or email will be delivered to estimator on workfile via email.

Be sure to respond promptly to customer questions or acknowledge receipt of question and provide timeframe for response.



## Alerts

**Configure Alerts:** In CCC ONE, expand the **Configure** tab to select **My Account**.

Alerts are delivered to the estimator via email when:

- No promise date has been entered 48 hours after Vehicle in date.
- When approaching Promise Date/Time with no completion date entered.
- Negative response on one or more CSI question(s).
- Take action on all alerts to keep your customer properly informed during the repair.