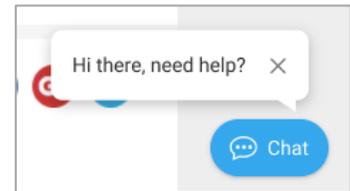


Carwise® Chatbot

Introduction

This job aid discusses the users experience with the **Carwise® Chatbot**, and the steps to enable it.

The Carwise® Chatbot responds to your customers most frequently asked questions on your carwise.com page.

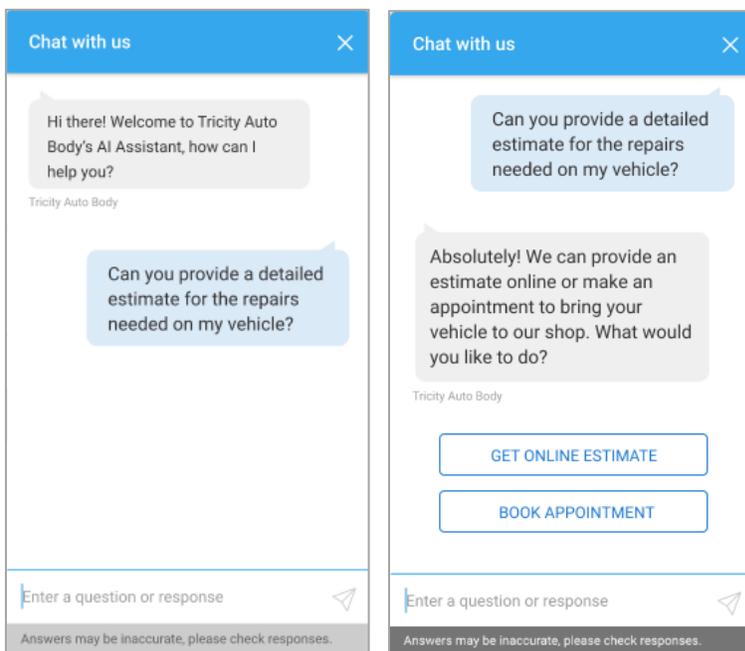


Note: The Chatbot is disabled by default.

Users Chatbot Experience

The Carwise® Chatbot is an Artificial Intelligence (AI) tool that interacts with your customers on your carwise.com page. With CCC's advanced Repair Facility optimized AI, your customers will receive instant responses to their frequently asked questions.

Sample conversation:

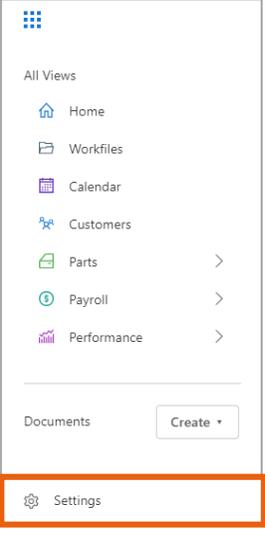


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Carwise® Chatbot, Continued

Enable Chatbot

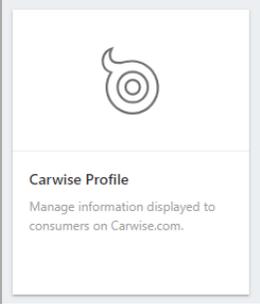
Follow the steps below to enable the Chatbot:

Step	Action
1	Log on to cccone.com .
2	Select the menu icon, then Settings . The setting page opens. 

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Carwise® Chatbot, Continued

Enable Chatbot, Continued

Step	Action
3	<p>Select the Carwise Profile tile.</p> 
4	<p>Locate Support chatbot and select the toggle to Enable the chatbot. The Chatbot is now Enabled.</p> 