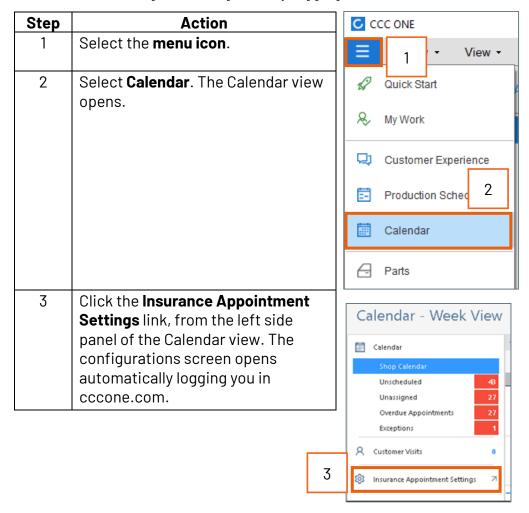
# **Shop Scheduling - Configuration**

#### Introduction

Shop Scheduling allows insurance companies that are enabled for scheduling, to add estimating appointments to your calendar, if your shop has been configured to accept them. Follow this guide to configure CCC ONE° to properly receive Insurance Appointments.

### Accessing Configure **Settings**

To access the configure setting start by logging in to CCC ONE° then:

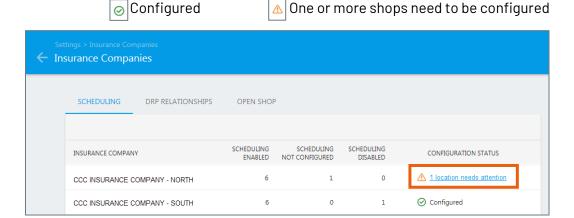


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## **Shop Scheduling - Configuration, Continued**

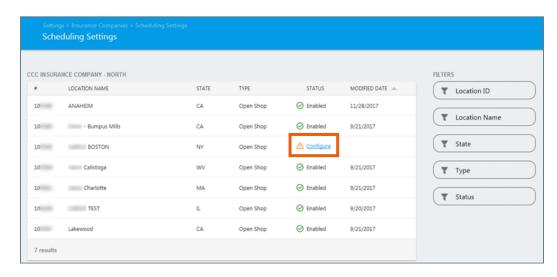
#### Insurance Company **Configurations**

In the **Insurance Companies** configuration screen, the **Scheduling** section shows all insurance companies that have been enabled for Insurance Scheduling. The columns indicate the number of shops with Scheduling Enabled, Not Configured, and Scheduling Disabled. Select an Insurance Company that needs to be configured. A repair facility location must be configured to receive Insurance Appointments.



#### **Schedule Settings**

The Scheduling Settings section shows all locations in your organization. If there is no DRP agreement, the location is automatically set to Open Shop. Select **Configure** to edit the Schedule Rules for the desired location. Filters can be used to narrow the visible locations.



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# **Shop Scheduling - Configuration, Continued**

#### **Edit Schedule** Rules

In the Edit Schedule Rules section, make a selection based on the repair facility's specifications for accepting appointments from the insurance company.

Part	Description
1	Repair facilities with Contact Center will see a warning message.
	Insurance assignments with a booked appointment will auto-dispatch
	directly to the repair facility and cannot be manually dispatched
	through Contact Center.
2	Insurance and Non-Drivable Vehicle Appointments can be <b>Enabled</b> or
	Disabled.
3	Max Appointments per Day/ Week from the insurance company can be
	set using the sliders, the default is set to <b>No Limit</b> .
4	Select a <b>Primary Estimator</b> from the drop-down list. A <b>Secondary</b>
	<b>Estimator</b> may also be set if desired. If nether Estimators are available,
	the appointment will be labeled as unassigned.
5	Click <b>Save</b> , when finished editing to Configure the location.

