

# CCC ONE® UpdatePlus 2.0 Configuration

## Overview

UpdatePlus 2.0 introduces the ability to create and manage estimate and repair appointments.

All customers with UpdatePlus Repair Status will have:

- An updated Customer Experience Dashboard
- The ability to schedule estimate and repair appointments

Customers with UpdatePlus CSI will have a new Hotsheets worklist within the Customer Experience Dashboard.

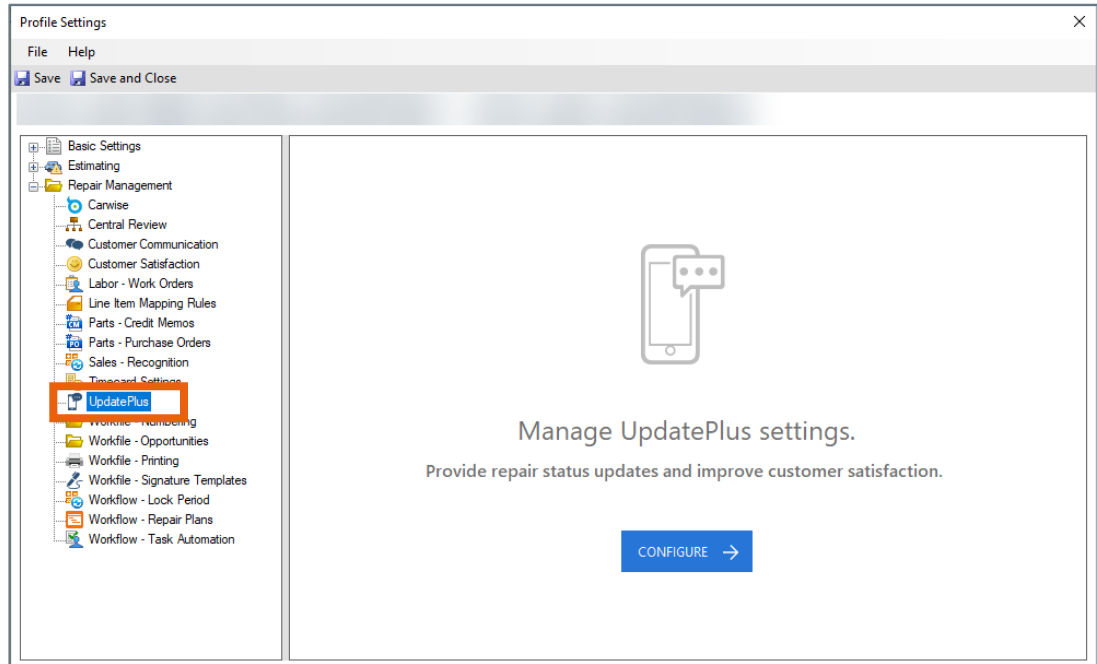
Customers with UpdatePlus Appointments will have:

- The ability to send appointment reminders to consumers via text or email
  - A new Customer Replies view within the Customer Experience Dashboard
  - An updated Calendar Dashboard
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# CCC ONE® UpdatePlus 2.0 Configuration, Continued

## Configuring Appointments Settings

To access UpdatePlus Appointments settings, click **Configure > Profiles**. Select the repair facility profile for edit. Scroll to **Repair Management** on the left pane and click **Update Plus**.

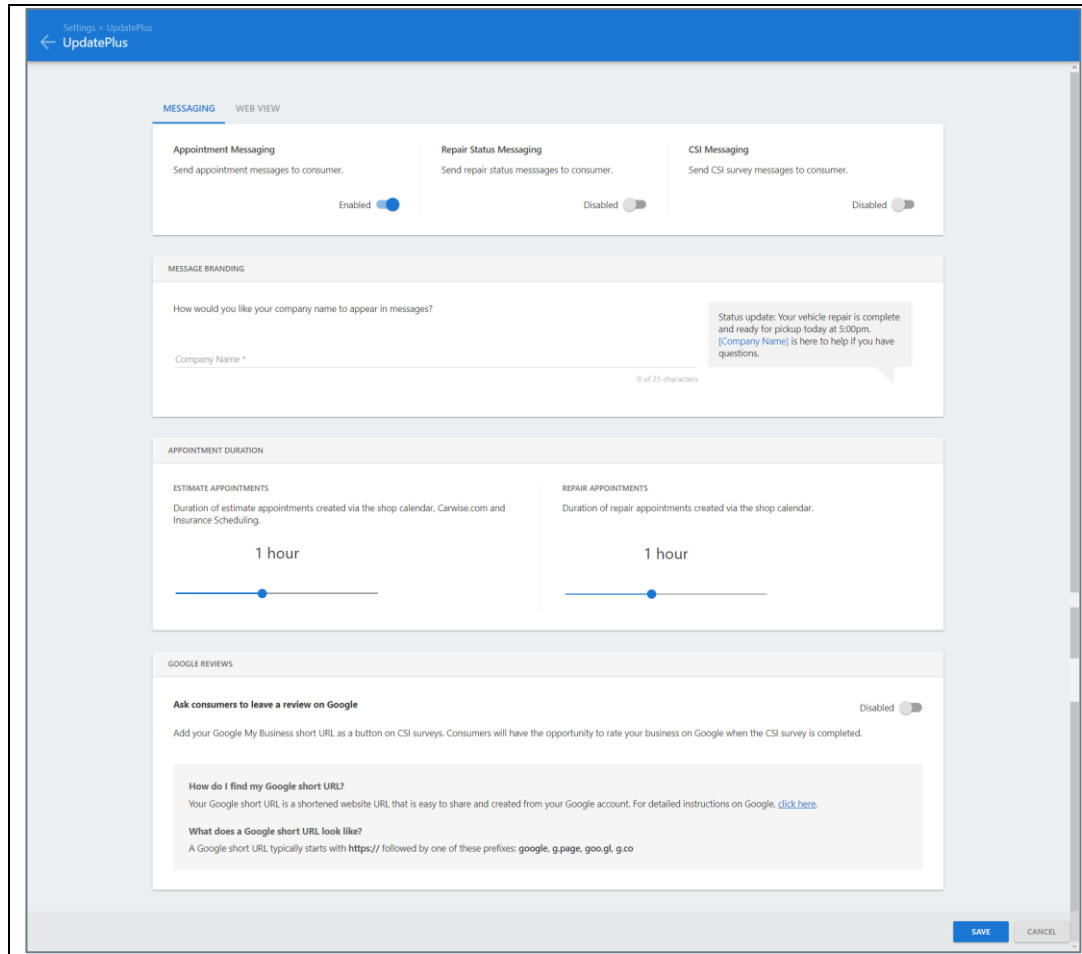


### Appointments Configuration

Click Configure below Appointments to define settings. Update default selections for Estimate Appointment and Drop-off Appointment duration settings. This will determine how much time is blocked off in the Calendar for each appointment type.

**Note:** If UpdatePlus Appointments is enabled, you will also have the option to specify whether or not appointment confirmations will be sent via text or email. By default, "Never send messages" is selected. If you want to utilize appointment confirmation messages, then you will need to select one of the other available options.

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## Configuring Customer Communication

If Customer Communication features are enabled and you have UpdatePlus Appointments, you may send text/email confirmations for appointments scheduled using Customer Communication. To turn on this feature, update Customer Communication settings in the repairer profile.

1. Click **Configure > Profiles**. Select the repairer profile for edit. Scroll to **Repair Management** on the left pane and click **Customer Communication**.
2. Select or create **Reminders**, **Call Plans**, and **Message Templates**.

