Workflow – Receiving Insurance Messages

Introduction Insurance Messages are sent to repair facilities. These messages are received automatically when logged into CCC ONE® Estimating. This job aid describes the three ways that the Repair Facility can view these messages.

Message By default, Insurance Message notifications are delivered to Admin Notification users who have the proper permission enabled. A Notification Group (or Popup groups) can be configured for non-admin users to receive insurance message notifications. Verify that the user has the **Correspondence** and **Tasks** permissions enabled for the user's Security Role.

Messages can be directed to specific users for specified insurance companies as described in the Job Aid - Setup Notification Groups.



A popup alert message appears just above the notification area in the lower right corner of your screen. Clicking on the **Insurance Message Received** popup alert opens the message for you to view.

h	Insuran	ce Message Received	×
1-mil	From:		
		INSURANCE	
	Claim #:	121	
	Subject:	Re: Status Update	

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Workflow – Receiving Insurance Messages, Continued

My Work > Insurance Companies Insurance Messages appear in the **My Work** dashboard > **Insurance Companies** bucket. The envelop icon displays the number of messages. Click on the envelope icon to open the **Insurance Companies** bucket. From there, click the **View** action in the mini toolbar of the selected message. When you perform this action, the message opens for you to view.



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Workflow – Receiving Insurance Messages, Continued

Workfile Notes In the Workfile, select the **Notes** tab and then click **All** to view insurance Tab View messages.

wa:	All		
All	🔜 New Note 🦔 Contac	t Customer 🛛 🚗 Print 🔔 Print Preview	
General	Туре	Note	Critical Date/Time 🔻 Autho
Contacts Construct Communication Damage Extended Condition Insurance Insurance Insurance Towing Worksheet	🥃 Insurance Message	Re: Status Update: Author: ADUISTER 1, INSURANCE Posted: 07 20 02020 07:45 PM GMT Delivered To: ESTMATHIG REPAIR WORKFLOW 1:ADUISTER 1, INSURANCE: Last, First Claim Reference ID: Subject: Re: Status Update Message: Has estimate been completed?	7/26/2820 12:45 PM
	🛀 haurance Message	Re: Status Update: Author: ADJUSTER 1, INSURANCE Posted: 07.20.02020 06:09 PM GHT Delivered To ESTIMATING REPAIR WORKFLOW 1;ADJUSTER 1, INSURANCE; Lask, First, Claim Reference D: Subject: Re: Status Update Wessage: > Please advise as to promise date. 08/01/2020	7/28/2820 11:09 AM
	🚽 Insurance Message	Status Update: Author: ADJUSTER 1, INSURANCE Posted: 07.20.02020.06:05 PM GHT Delivered To: ESTMATING REPAIR WORKFLOW 1; Claim Reference D: Subject: Status Update Messace Please advise as to nomise date.	7/20/2020 11:05 AM

Predefined Event Messages

To reply to these messages, select the **Events** tab and select New **Event**. The New Event window opens. From there, select **Autoverse Message** from the **Event** drop-list. Enter comments, then select **Save** and Close or Save and New.





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