

# Photo Estimate

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## Introduction

Photo Estimate allows auto body shops to provide a fast, online photo-based estimate to the end user. Using this feature, the shop collects end user information, vehicle damage information and how the end user would like to receive the estimate. The fully mobile experience does not require a visit to the auto body shop.

The app's guided UI provides an intuitive experience for the end user, quickly gathering key information the repair facility needs. The UI works on all mobile browsers and mobile devices; it does not require any download or app configuration. The feature is easily accessible from Carwise.com (on the Shop Details Page), on a shop's website or it can be sent as a direct link from the shop.

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## Requirements

Any smartphone or tablet with an internet browser can access Photo Estimate. When Photo Estimate is accessed from a laptop or desktop computer, a help page is displayed instructing the end user to use a mobile device that has a camera; the end user can use their mobile device to scan the QR code that appears on the help page to launch Photo Estimate on that mobile device.

### Recommended Browsers:

Safari on iOS	Chrome on Android
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### Recommended Devices:

iPhone 8+, iPhone X/R/S and higher	Samsung Galaxy S10 and higher
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**CCC ONE®:** Shops must have CCC ONE® Engage. Photo Estimate is included in this package.

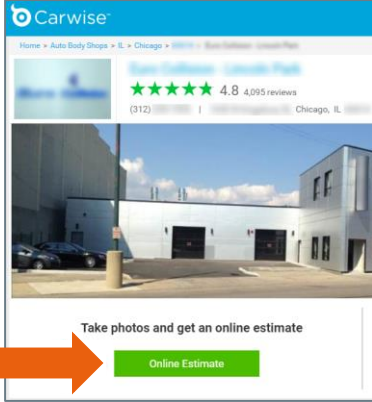
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## Photo Estimate, Continued

### Initiating Estimate Request

End users seeking an estimate have the ability to initiate the request three different ways:

Initiation Type	Initiation Mode	Outcome
Self-discovery	 <p>Plugin on the shop's Carwise profile</p>	Automatically launched into Photo Estimate
Self-discovery	Plugin on the shop's website	Automatically launched into Photo Estimate
Shop-initiated when the consumer calls in	Manual via CCC ONE <sup>®</sup>	A direct link sent to the end user via e-mail/text

**Note:** End users can find shops on Carwise that offer Photo Estimate by clicking the **FIND A SHOP** button under the section pictured below on the Carwise.com homepage; participating shops can be identified by the Online Estimate button on the subsequent screen.


Want to know how much a repair will cost?  
Get an online estimate.

SEND THE AUTO BODY SHOP PHOTOS OF YOUR VEHICLE AND REQUEST AN ONLINE ESTIMATE

Use your phone or tablet device to take photos of the damage to your vehicle. Answer a few questions and send your photos to the auto body shop to get your online estimate.

\* Online appointment available only at participating locations

[FIND A SHOP](#) ←



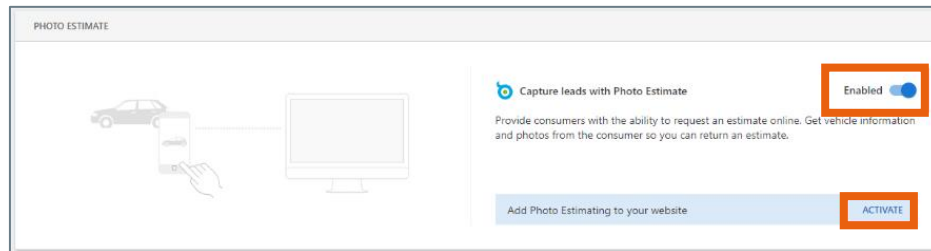
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## Photo Estimate, Continued

### CARWISE® Profile and Plug-in

The shop can enable this in their CARWISE® profile (1) and plugin (2) by following this path on ccone.com:

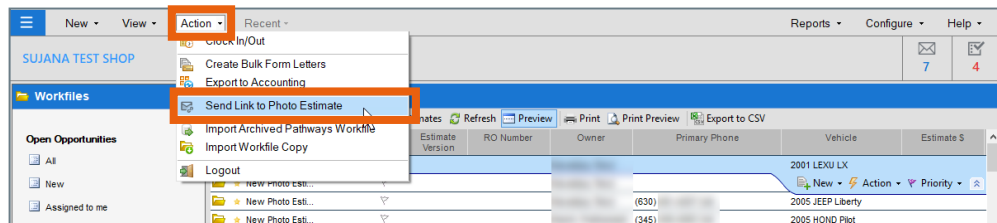
Settings → Carwise Profile → Scroll down and look for Photo Estimate setting → Enable → Activate → Select/Download Carwise Plug-in



The shop needs to provide both their CCC ONE® SSN (software serial number) and zip code for each particular location in order to generate the plugin code specific to that location. For example, if a repair facility has 3 shops, then they have 3 different licenses.

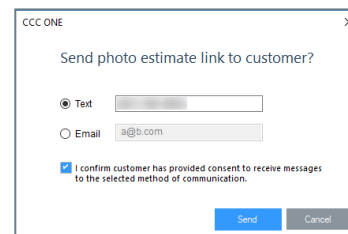
### Sending an Invite to the End User Manually

Shops use CCC ONE® to send the consumer the HTML5 web application manually: under Action, click **Send Link to Photo Estimate**. A pop-up displays two contact options to send the Photo Estimate Link:



Text or E-mail. Populate the fields, confirm customer consent, and click **Send**.

**Note:** An invite can only be sent once per 24-hour period per contact.

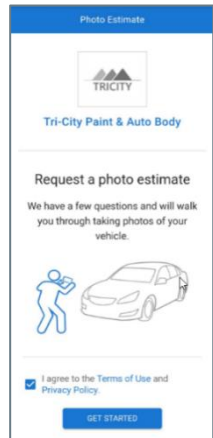


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# Photo Estimate, Continued

## End User HTML5 Web Application

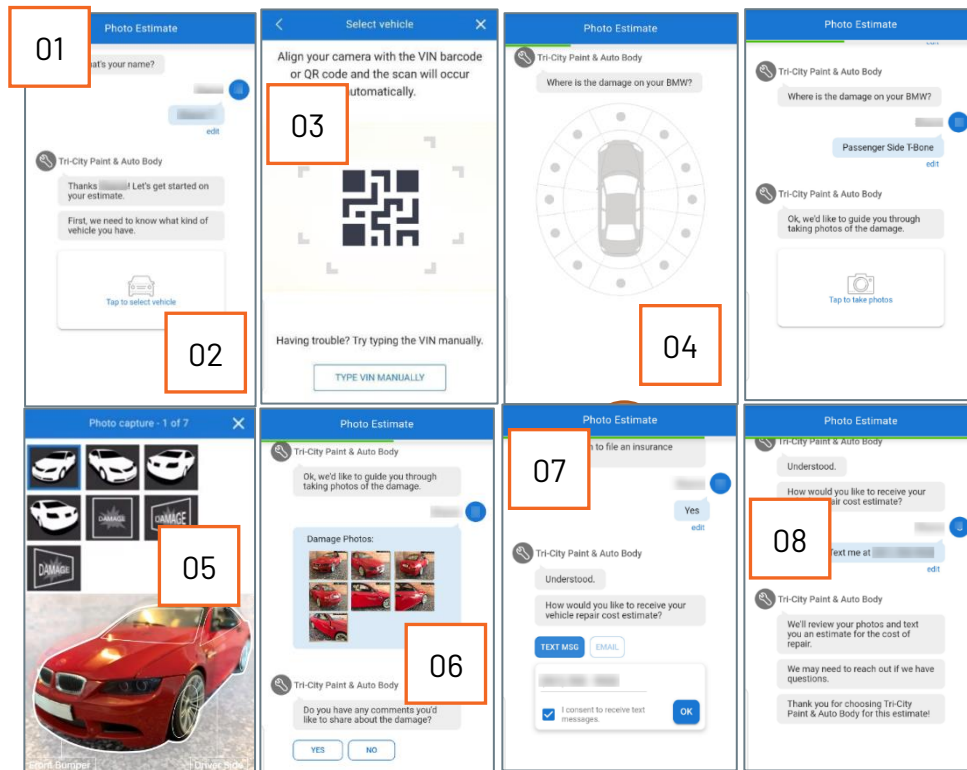
Once the end user initiates Photo Estimate, a series of prompts guides them to complete the necessary fields to send back to the repair facility.



The conversational UI of the HTML5 Web Application contains the following pieces of information:

- 1) Name
- 2) Make/Model/Year
- 3) Vehicle VIN/QR Code
- 4) Impact Area
- 5) Photos of the Damage (camera access permission must be granted)
- 6) Additional Comments
- 7) Intention of Filing a Claim
- 8) Preferred Method of Contact

The end user taps each prompt to satisfy that requirement.

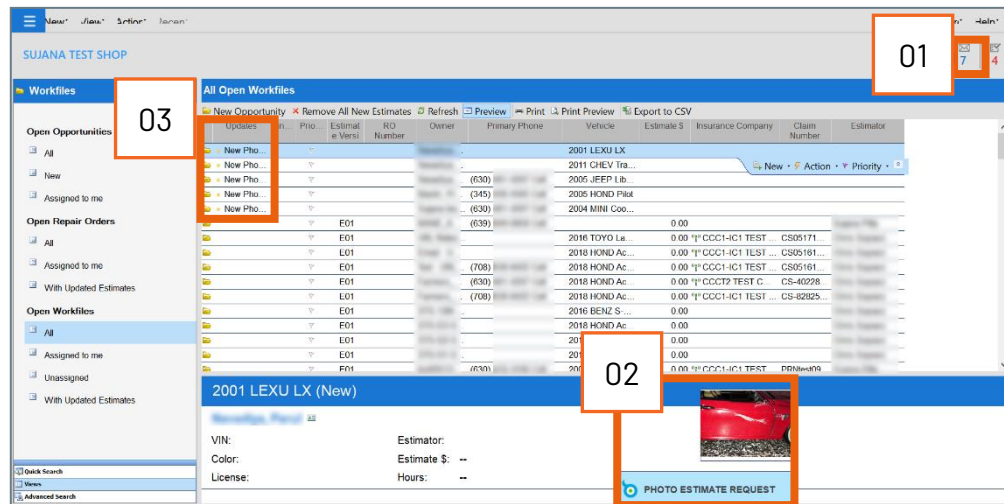


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# Photo Estimate, Continued

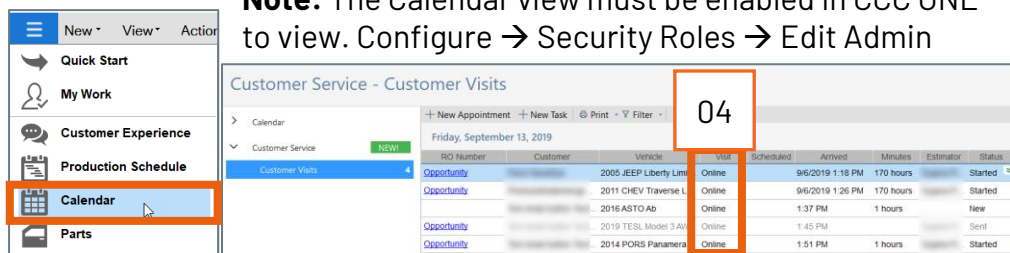
## CCC ONE® - End User Information Received

The repair shop has two options for reviewing a notification of a new Photo Estimate opportunity. (1) The CCC ONE® Inbox and (2) a pop-up on the bottom right of the screen.

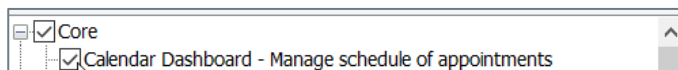


Additionally, there are two ways to identify Photo Estimate opportunities within CCC ONE®. In the (3) Update column, when viewing all workfiles, the opportunity lists New Photo Estimate. Secondly, within the Calendar view, under Customer Service > Customer Visits, an opportunity is listed as Online in the (4) Visit column.

**Note:** The Calendar view must be enabled in CCC ONE® to view. Configure → Security Roles → Edit Admin



User → Core → Select: **Calendar Dashboard**



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## Photo Estimate, Continued

**CCC ONE®- End User Information Received,** continued

Within the **Estimate** tab in the workfile, complete the estimate. Submitted photos can be located under the (5) **Attachments** tab. Once completed, click **Save** (6). The workfile must be saved before the send option is available. After saving, click **Send** (7).

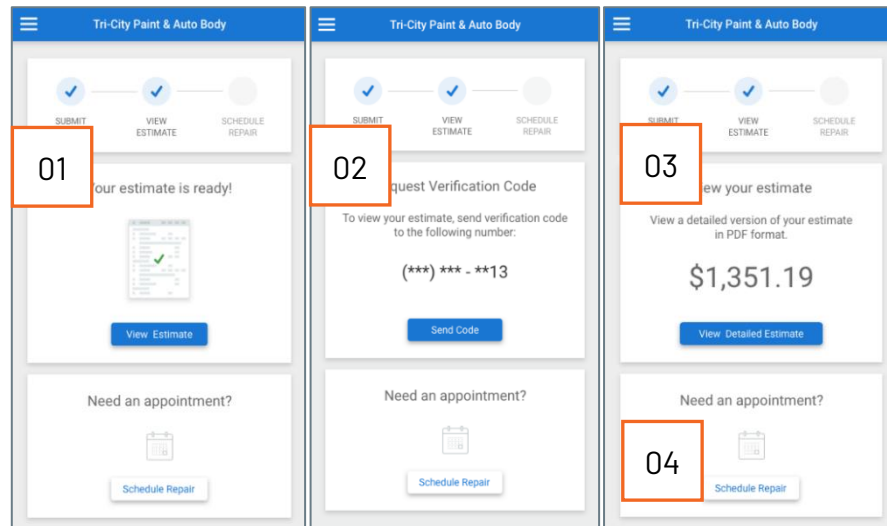
The screenshot displays the CCC ONE software interface. At the top, there is a toolbar with icons for Save (06), Save and Close, Print, and Send (07). Below the toolbar is a navigation menu with tabs for Contacts, Insurance, Inspection, Rental, Vehicle, Estimate, Rates, Attachments (05), Notes, and Events. The main content area is divided into several sections: VIN (with a 'Good VIN' status), Vehicle Information (including fields for Year/Make, Model, Body Style, Engine, Mileage, and Fuel), and Damage (with a car diagram showing impact points 1-13, a 'Primary Point of Impact' dropdown set to 'H Right Qtr Post (Right Side)', and radio buttons for 'Drivable', 'Not Drivable', and 'Unknown').

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## Photo Estimate, Continued

### End User Estimate

After the shop has sent the estimate, the end user receives a notification to (1) view their estimate. In order to view their estimate, (2) a verification code is sent to their preferred method of contact (e-mail or text). From here the end user can (3) view a PDF version of the estimate and (4) schedule a repair.



### CCC ONE® Reporting

The reporting feature of CCC ONE® remains the same except for the addition of the Photo Estimate value shown below. This can be found viewing the **Captured Jobs Report**. Shops can use the Captured Jobs report to understand their Photo Estimate leads and conversion rate.

Opportunity Source	Opportunities	Opportunity Estimate \$	Converted to RO	RO Estimate \$	Captured % (by Count)	Captured % (by Amount)
Carwise.com	16	5,209.00	0	0.00	0.0	0.0
Other	2	0.00	0	0.00	0.0	0.0
Photo Estimate	3	666.58	0	0.00	0.0	0.0

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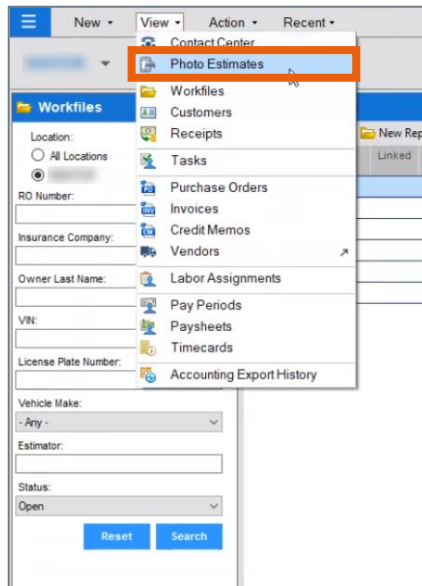
## Photo Estimate, Continued

### Online Photo Estimate Queue

The online photo estimate queue compiles workfiles received through Photo Estimate in a quick and concise place.

Feature Code	CCOPE on their license
Client Feature Deployment	Enable Photo Estimate Centralized Queue
Security Role	Photo Estimate – View, write, and send photo estimate from Photo Estimate view

To navigate to the Online Photo Estimate Queue, select **View** and click on **Photo Estimate**.

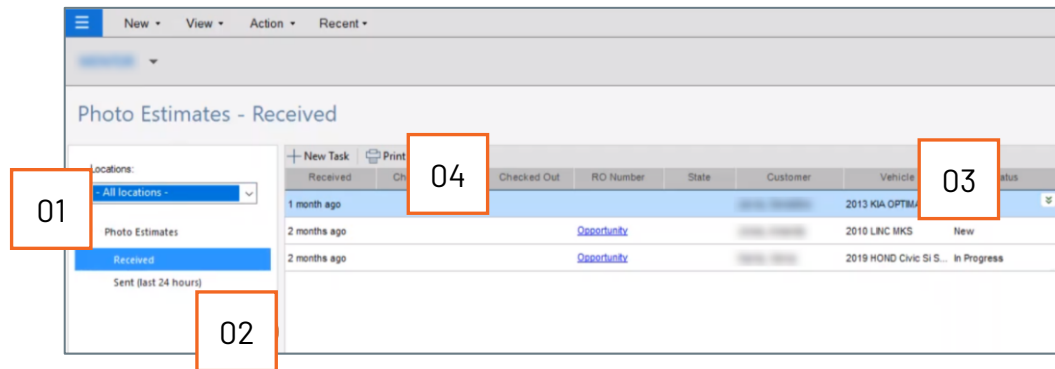


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## Photo Estimate, Continued

### Online Photo Estimate Queue, continued



1.	Allows users to see all locations which they have been granted access as well as photo estimates that have come in for that location.								
2.	Allows users to open the drop list and select any reporting groups assigned to them. If the user in this view does not have any reporting groups assigned to them, the drop-down list will have an option to narrow down to the signed in location.								
3.	<p>Allows users to add new tasks to any workfiles. Statuses vary depending on the workfile:</p> <table border="1" data-bbox="516 1115 1396 1503"> <thead> <tr> <th data-bbox="524 1125 703 1157">Status</th> <th data-bbox="711 1125 1388 1157">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="524 1167 703 1272">New (never opened)</td> <td data-bbox="711 1167 1388 1272">Workfile has been received but has not been saved. User can open, view, set priority, or delete.</td> </tr> <tr> <td data-bbox="524 1283 703 1388">New (opened)</td> <td data-bbox="711 1283 1388 1388">Workfile has been received, opened, and saved. This can no longer be deleted. You can view and set priority.</td> </tr> <tr> <td data-bbox="524 1398 703 1503">In Progress</td> <td data-bbox="711 1398 1388 1503">One or more estimate lines have been added. User has the ability to cancel or send the estimate to the customer.</td> </tr> </tbody> </table>	Status	Description	New (never opened)	Workfile has been received but has not been saved. User can open, view, set priority, or delete.	New (opened)	Workfile has been received, opened, and saved. This can no longer be deleted. You can view and set priority.	In Progress	One or more estimate lines have been added. User has the ability to cancel or send the estimate to the customer.
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New (opened)	Workfile has been received, opened, and saved. This can no longer be deleted. You can view and set priority.								
In Progress	One or more estimate lines have been added. User has the ability to cancel or send the estimate to the customer.								
4.	Allows users to print photo estimates.								