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



CCC ONE® UpdatePlus 2.0 Configuration, Continued

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

Profile Settings	×
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Basic Settings Estimating Carwise Carwise Carwise Customer Communication Customer Communication Customer Constitucation Customer Customer Customer Constitucation Customer Constitucation Customer Custo	ates m
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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MESSAGING WEB VIEW				
Appointment Messaging	Repair Status Messaging	CSI Messaging		
Send appointment messages to consumer.	Send repair status messsages to consumer.	Send CSI survey messages to	consumer.	
Enabled	Disabled		Disabled	
MESSAGE DRANUING				
How would you like your company name to appear in messages? Status update: Your vehicle repair is complete and ready for pickup today at 5:00pm. [Company Name] is here to help if you have questions.			hicle repair is complete oday at 5:00pm. ere to help if you have	
company many	0 of 25 o	characters		
APPOINTMENT DURATION				
ESTIMATE APPOINTMENTS Duration of estimate appointments created via the shop calend loss rance. Schedwing	REPAIR APPOINTMENTS dar, Carwise.com and Duration of repair appoint	tments created via the shop calenda	ır.	
1 hour	1 h	our		
	•			
GOOGLE REVIEWS				
Ask consumers to leave a review on Google			Number of Con-	
Add your Google My Business short URL as a button on CSI sur	veys. Consumers will have the opportunity to rate your busin	ness on Google when the CSI survey	bisabled bis completed.	
How do I find my Google short URL? Your Google short URL is a shortened website URL that is e	asy to share and created from your Google account. For deta	iled instructions on Google, <u>click he</u>	<u>re</u> .	
What does a Google short URL look like? A Google short URL typically starts with https:// followed by one of these prefixes: google, g page, googl, g.co				

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**.

Basic Settings	Perminders			
😥 🦔 Estimating	Keimingers			
😑 🧁 Repair Management	Following with a scheme on an effect of the scheme of the			
o Carwise	Pollow up with customers on opportunities older than 2 days			
	Contact customer when repairs complete is due in 4 hours ~			
Customer Communication				
	Call Plans			
Labor - Work Orders	- Work Orders			
- Generation Line Item Mapping Rules				
Parts - Credit Memos	Is Default Name			
Parts - Purchase Orders	Tuesday/Thursday			
Sales - Recognition	Wednesday/Friday			
[P UpdatePlus				
	Manager			
	wessage templates			
Workflow - Lock Period	+ Add X Delete 🖉 Edit 🙆 Copy Template(s)			
- Workflow - Repair Plans	Template Name Type Message			
Workflow - Task Automation				
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