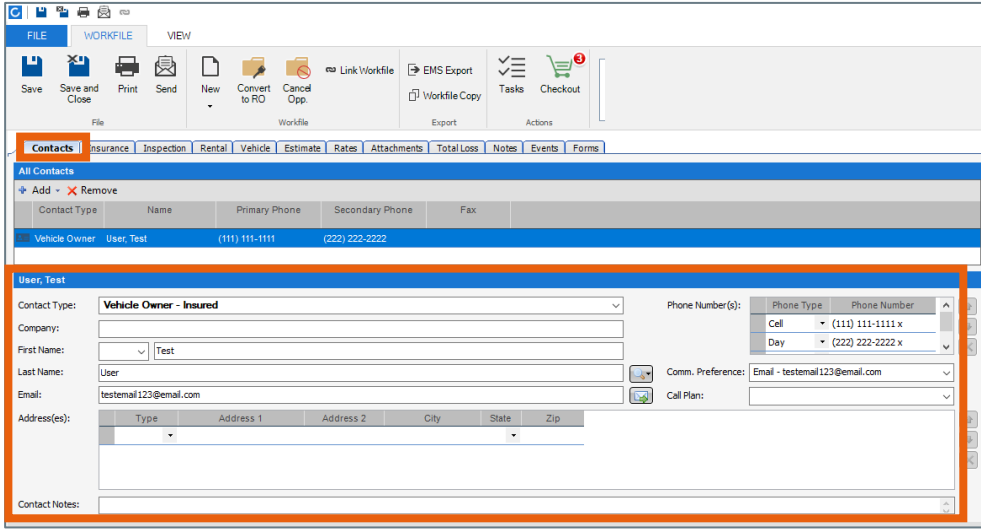
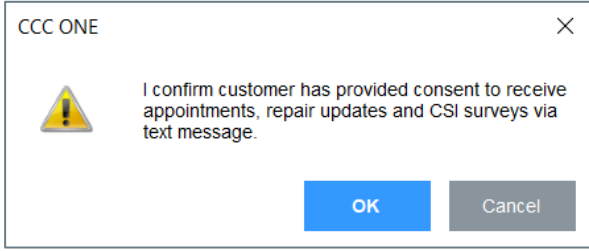
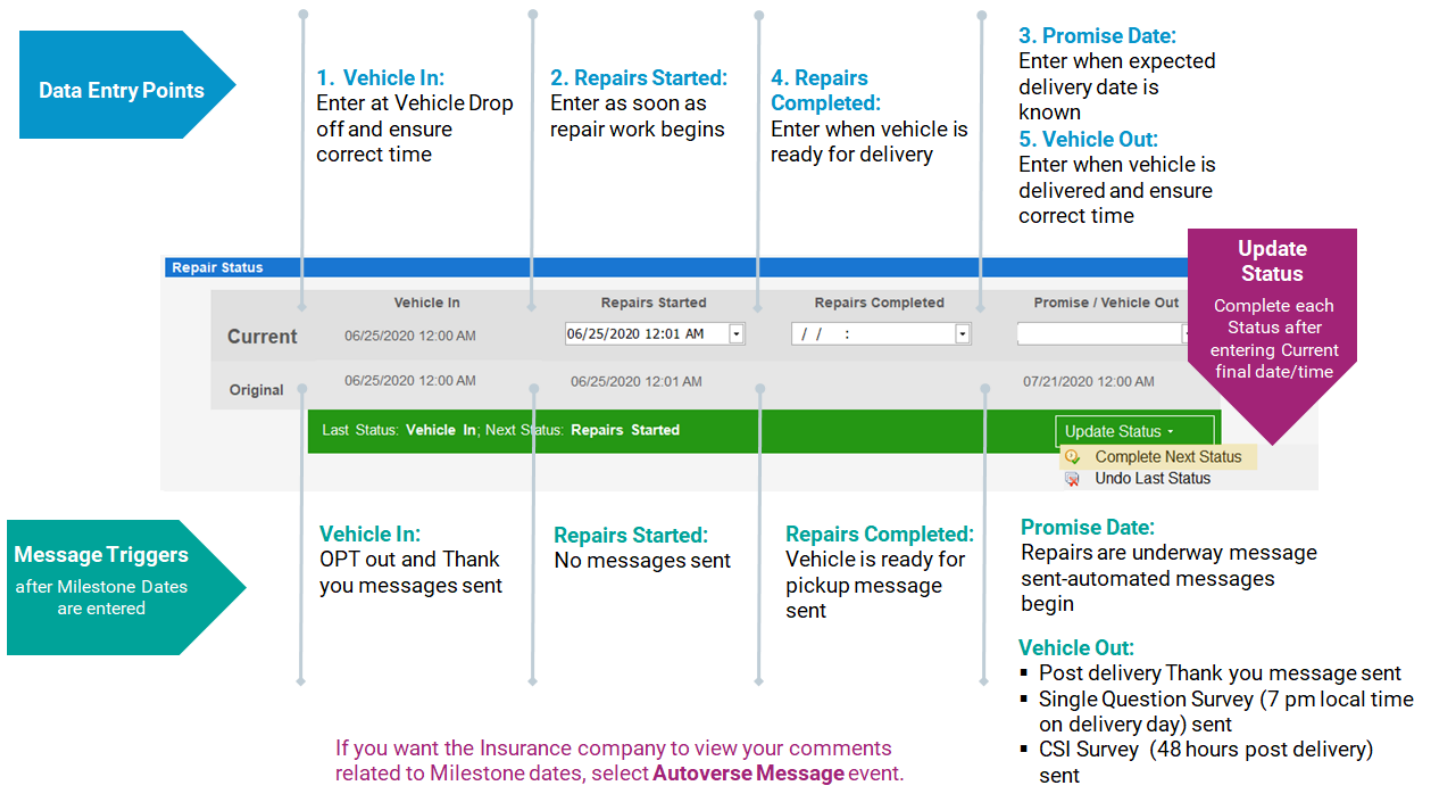


Adding Customer Contact Information for Repair Status Updates

Follow the steps below to setup Customer Contact Information:

Step	Action
1	<p>Let the customer know that your shop will be sending periodic repair status updates.</p> 
2	<p>In the Contacts tab,</p> <ul style="list-style-type: none"> • Make sure to enter customer name • Find out how this customer prefers to receive repair status updates
3	<p>If text is preferred:</p> <ul style="list-style-type: none"> • Enter Cell Phone number • Select Text option in the Comm. Preference field <p>Note: If you have selected Text as Comm. Preference, you will see this message.</p>  <p>Select OK to indicate that your shop has received the customer's consent to send repair status updates and the CSI survey using text.</p>
4	<p>If Email is preferred:</p> <ul style="list-style-type: none"> • Enter Email address • Select Email option in the Comm. Preference field
5	<p>If phone call is preferred:</p> <ul style="list-style-type: none"> • Enter preferred phone number • Select Call option in the Comm. Preference field • Select Call Plan

Entering Milestone Dates for Repair Status Updates



Customer Responses

Customer responses to text or email will be delivered to estimator on workfile via email. Be sure to respond promptly to customer questions or acknowledge receipt of question and provide timeframe for response.

Configure Alerts

In CCC ONE, expand the **Configure** tab to select **My Account**.

Alerts

Alerts are delivered to the estimator via email when:

- No promise date has been entered 48 hours after Vehicle In date
- When approaching Promise Date/Time with no completion date entered
- Negative response on one question CSI

Take action on all alerts to keep your customer properly informed during the repair.