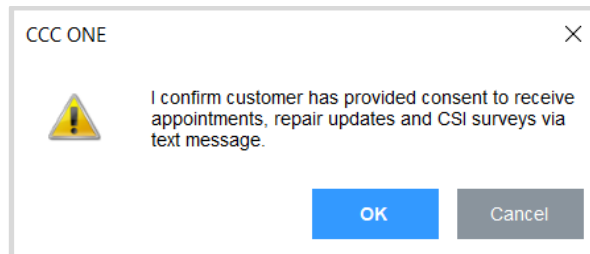


Adding Customer Contact Information for Repair Status Updates

- 1 Let the customer know that your shop will be sending periodic repair status updates
- 2 In the **Contacts** tab,
 - Make sure to enter customer name
 - Find out how this customer prefers to receive repair status updates
- 3 **If text is preferred:**
 - Enter Cell Phone number
 - Select Text option in the Comm. Preference field
- 4 **If Email is preferred:**
 - Enter Email address
 - Select Email option in the Comm. Preference field
- 5 **If phone call is preferred:**
 - Enter preferred phone number
 - Select Call option in the Comm. Preference field
 - Select Call Plan

The screenshot shows the 'Contacts' tab in the CCC ONE software. At the top, there are tabs for 'Contacts', 'Insurance', 'Inspection', 'Rental', 'Vehicle', 'Estimate', 'Rates', 'Attachments', 'Performance', 'Labor', 'Parts', and 'Receipts'. Below the tabs is a table titled 'All Contacts' with columns for Contact Type, Name, Primary Phone, Secondary Phone, Fax, and Company. A single contact is listed: 'Vehicle Owner' with name 'Contact, Training', primary phone '(111) 111-1111', and secondary phone '(222) 222-2222'. Below the table is a form for 'Contact, Training'. The form has several sections: 'Contact Type' (set to 'Vehicle Owner - Insured'), 'Company' (empty), 'First Name' (set to 'Training'), 'Last Name' (set to 'Contact'), 'Email' (set to 'Training@ccdis.com'), 'Phone Number(s)' (with a table for Phone Type and Phone Number), 'Comm. Preference' (set to 'Call - (222) 222-2222'), and 'Call Plan' (set to 'Tuesday/Thursday'). There is also an 'Address(es)' section with columns for Type, Address 1, Address 2, City, State, and Zip, and a 'Contact Notes' field.

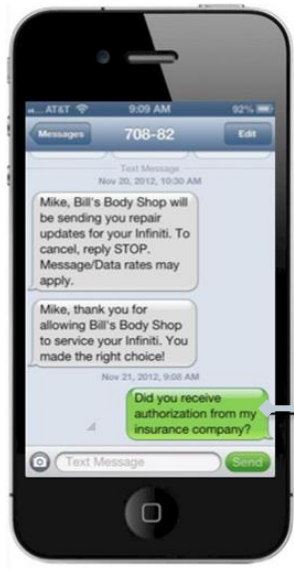
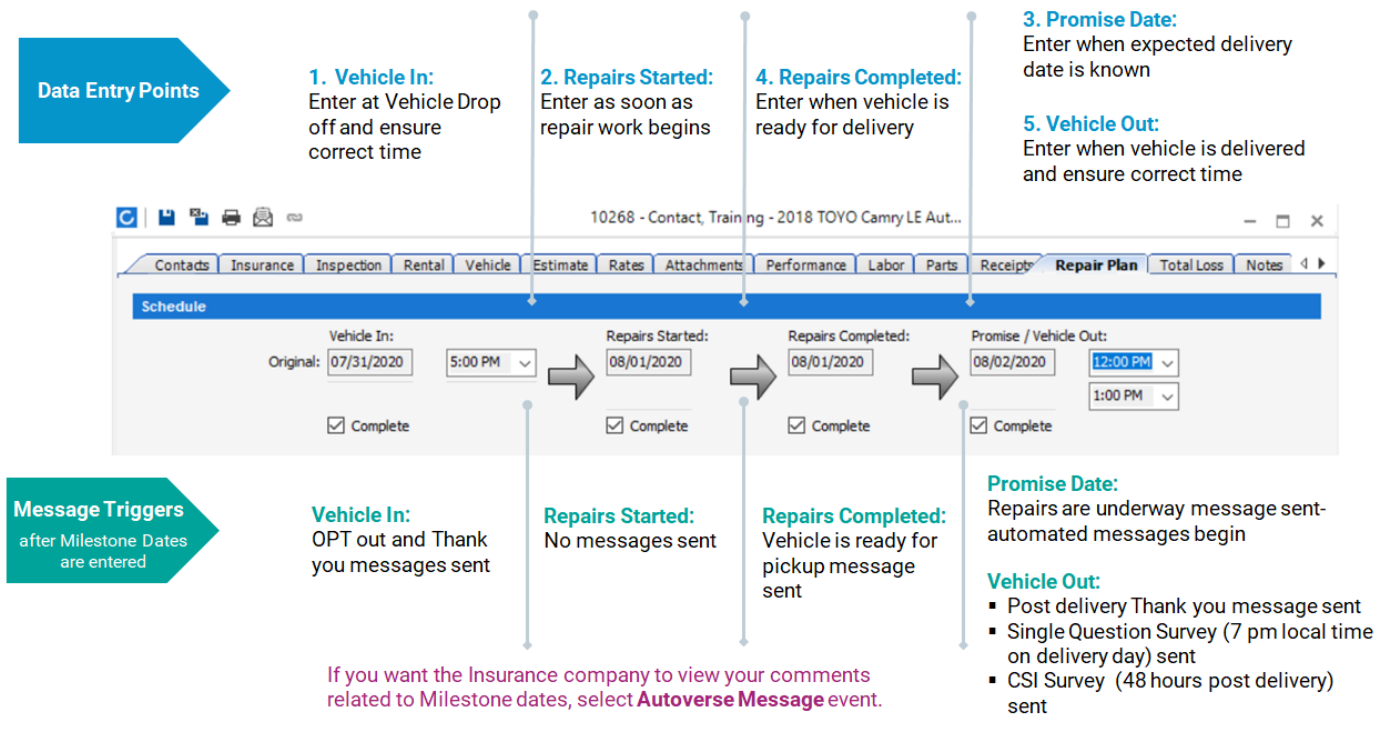


If you have selected Text as Comm. Preference, you will see this message. Select **OK** to indicate that your shop has received the customer's consent to send repair status updates and the CSI survey using text.



Self-study tutorials are available through CCC ONE Online Training (Select Help > Training > UpdatePlus)

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.

You can 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.

Self-study tutorials are available through CCC ONE Online Training (Select Help > Training > UpdatePlus)