CCC ONE® UpdatePlus Enhancements

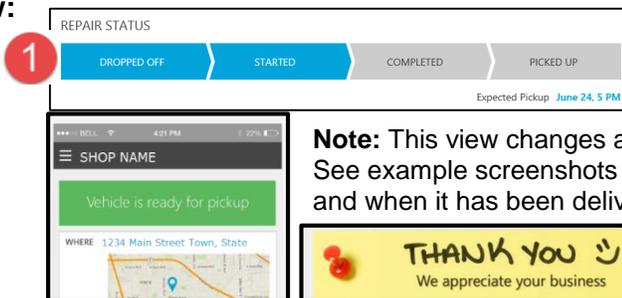|	
Overview	This document outlines enhancements to CCC ONE® UpdatePlus.

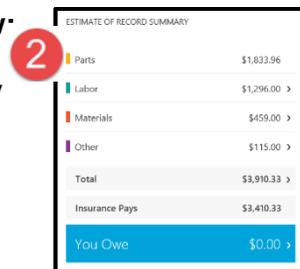|		
UpdatePlus Automated Messaging URL Link		A carwise.com link is now included in UpdatePlus automated text and email messages. This link shows customers a web view of shop and repair information such as Repair Status, Estimate Summary, Vehicle Damage Photos, and Contacts. The web view is accessible from all Internet-capable devices.
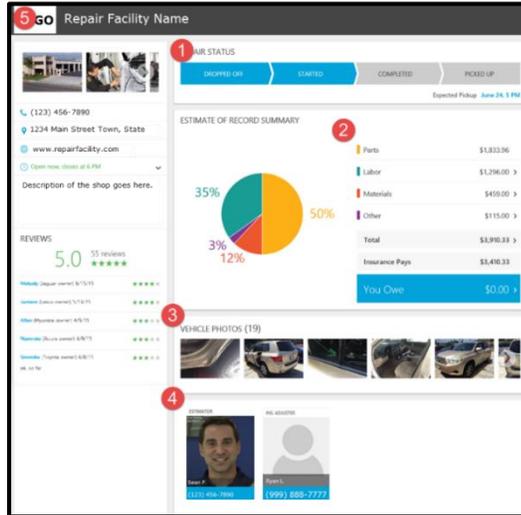
Web View: Repair Status		This section reflects the status of the repair plan milestones in workfile. The vehicle owner will not see this section until the **Vehicle In** milestone is complete.
		Note: This view changes as the vehicle repair process progresses. See example screenshots of when the vehicle is ready for pickup (left) and when it has been delivered (below).

Web View: Estimate Summary		This section displays a summary of the estimate totals, including the amount due from the vehicle owner. Click into a category to view a breakdown of areas such as labor and materials.

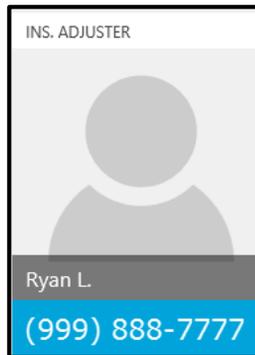|		
Web View: Vehicle Photos		The Vehicle Photos section displays vehicle damage photos that are marked as **Show to Customer** in the workfile.

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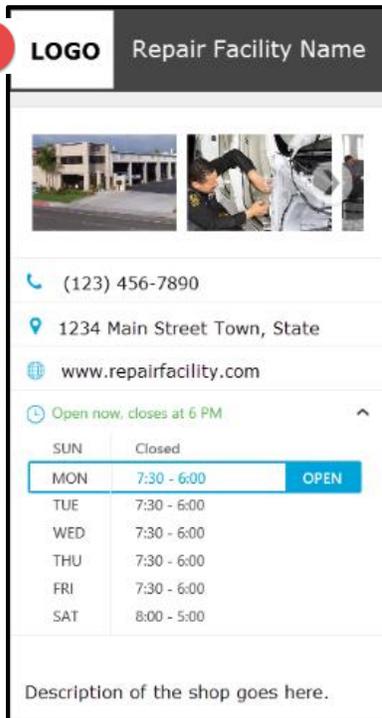# CCC ONE® UpdatePlus Enhancements, Continued

**Web
View:
Contacts**

The Contacts section displays Estimator name, shop phone, and Adjuster name and phone from the workfile.

Note: Estimator photo must be added in CCC ONE® Touch to appear in this section.
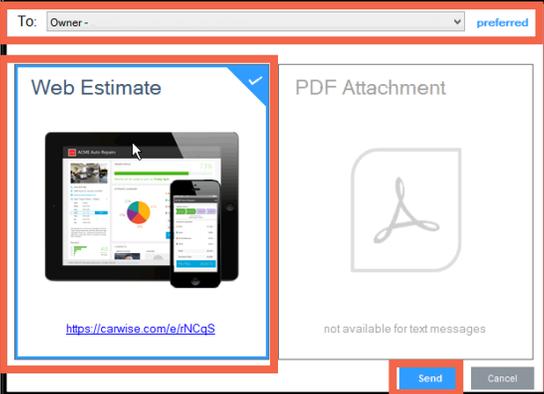
**Web View:
Shop
Information**

The Shop Information section allows for quick access of the shop's phone number, address, website, and hours of operation.

Note: This shop information is configured through the Repair Facility's CARWISE® profile settings.
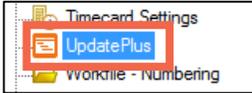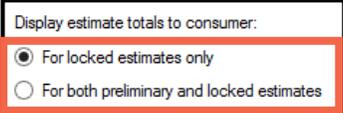
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CCC ONE® UpdatePlus Enhancements, Continued

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Send Web View Link from CCC ONE®

Step	Action
1	To manually send a text or email that includes the web view link, open the workfile in CCC ONE®.
2	Click the "Send" Button.
3	Select the desired contact from the "TO" drop down menu, click "Web Estimate", and then click "Send". **Note:** The contact must have an email address or cell phone number listed in CCC ONE® before link can be sent.
4	A link to the web estimate is sent to the contact via text or email.

UpdatePlus Web View Configuration Procedure

Step	Action
1	To configure a Repair Facility's UpdatePlus settings to enable web view, open the Repair Facility's Profile within CCC ONE®.
2	Select "UpdatePlus" from the list of tabs on the sidebar.
3	Select the check box to "Share web view of repair with customer in text/email messages" to enable the web view feature. **Note:** When the feature is enabled, additional settings will appear.
4	The "Display estimate totals to consumer" setting specifies the workfile types that will appear on the web view. Select either "For locked estimates only" or "For both preliminary and locked estimates".
5	The "Print web view URL on estimate print-outs" setting will print the web view URL on the estimate/supplement report when checked.