

Workflow Job Aid: Assignment Retrieval

Purpose

Assignments are now received automatically in CCC ONE®. A user must be logged into CCC ONE® to be notified of a new assignment. This Job Aid describes the three ways to identify new assignments.

Assignment Notification Popup

By default, assignment notifications will only be delivered to admin users that have the **Edit User** permission. A Notification Group (or groups) must be configured in order for non-admin users to receive Insurance assignment notifications.

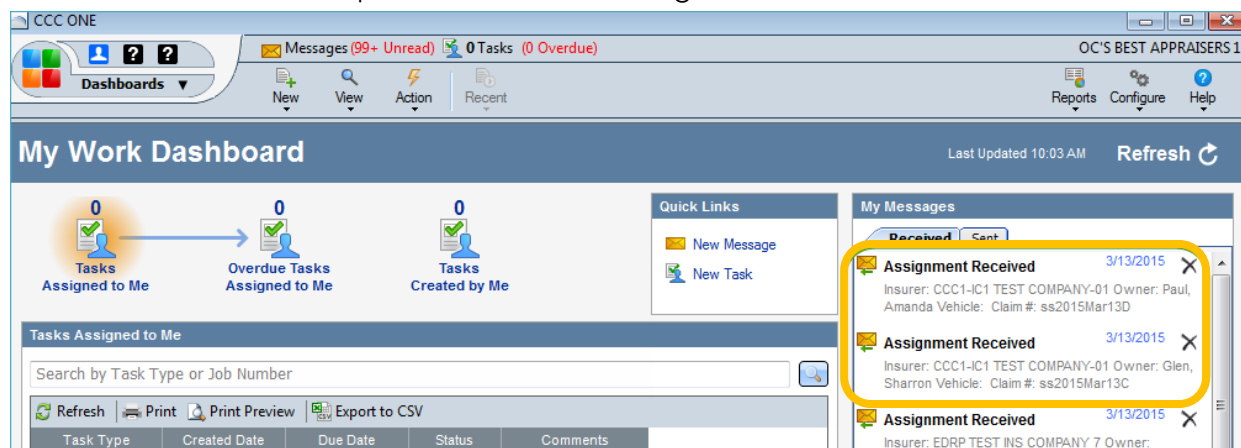
A popup in the bottom right corner of the application appears for each user designated within the Notification Group as well as all Admin users.



You can click on the assignment notification popup to view the assignment details. Assignment notifications can also be directed to specific users for specific insurance companies as described in the **Setup Notification Groups** section.

Assignment Message

Each assignment notification appears as a message in the **My Work Dashboard**. You can select the message as well as open the assignment from within the message. New messages appear as an envelope opening at the top of the main screen regardless of the view selected.

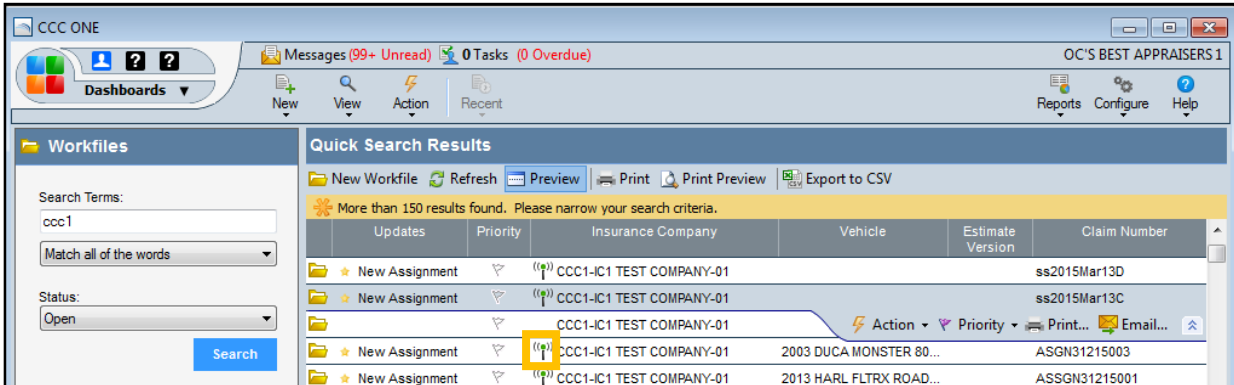



By default new assignment messages are delivered to all users. Assignment messages can be directed to specific users for specific insurance companies as described previously.

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Workflow Job Aid: Assignment Retrieval, Continued

New Workfile New assignments will appear in the Workfiles view from within the Workfile List (select **View > Workfiles**).



Assignments in the workfile list are easily identified by a green radio icon  next to the Insurance Company name. The Insurance Company name field is a default column in the workfile list.

If this column is not visible, the user may select it from the column picker by right clicking on the column headers and selecting the Insurance Company.