Workflow Job Aid: Receive Autoverse Messages

Purpose	Autoverse messages are sent by Insurers to IA companies. These messages are now received automatically within CCC ONE®. This Job Aid describes the three ways to view these messages.

Message Notification Popup

By default, Autoverse message 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 Autoverse message notifications.
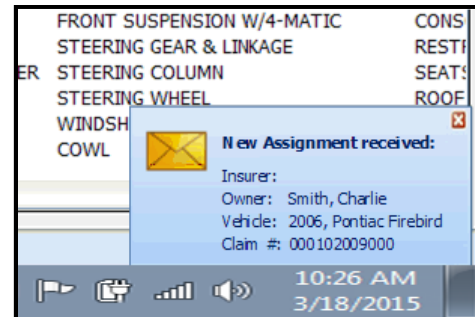
A popup in the bottom right corner of the application appears for each user designated within the Notification Group as well as all Admin users.

Message notifications can be directed to specific users for specific insurance companies as described in the Setup Job Aid for Notification Groups.

Message Center

Each assignment notification will appear as a message in the **My Work Dashboard**. The message may be selected from the message center to view the message details.
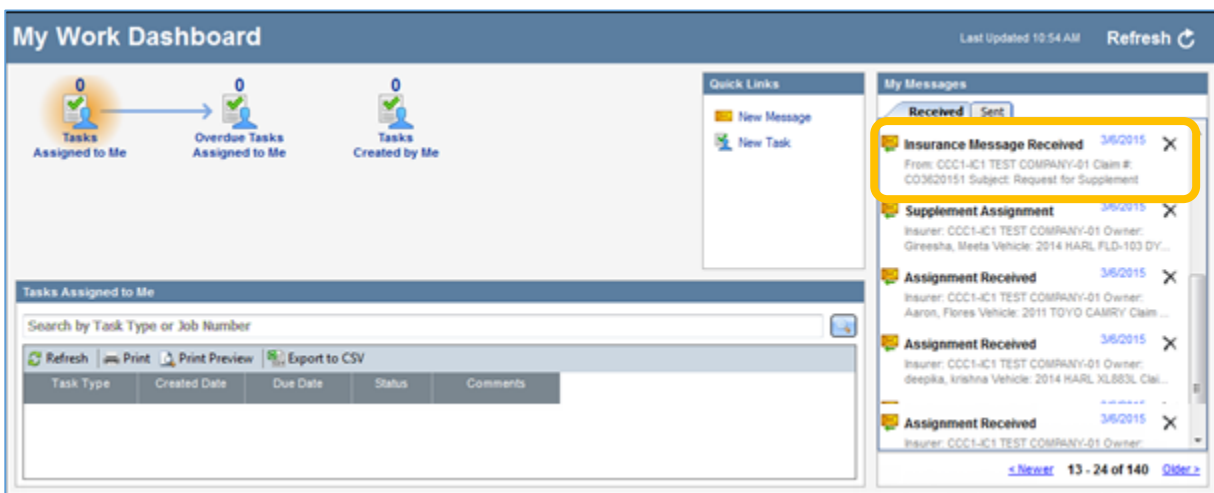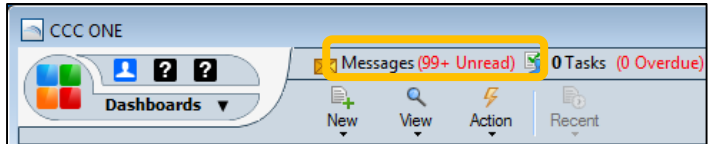
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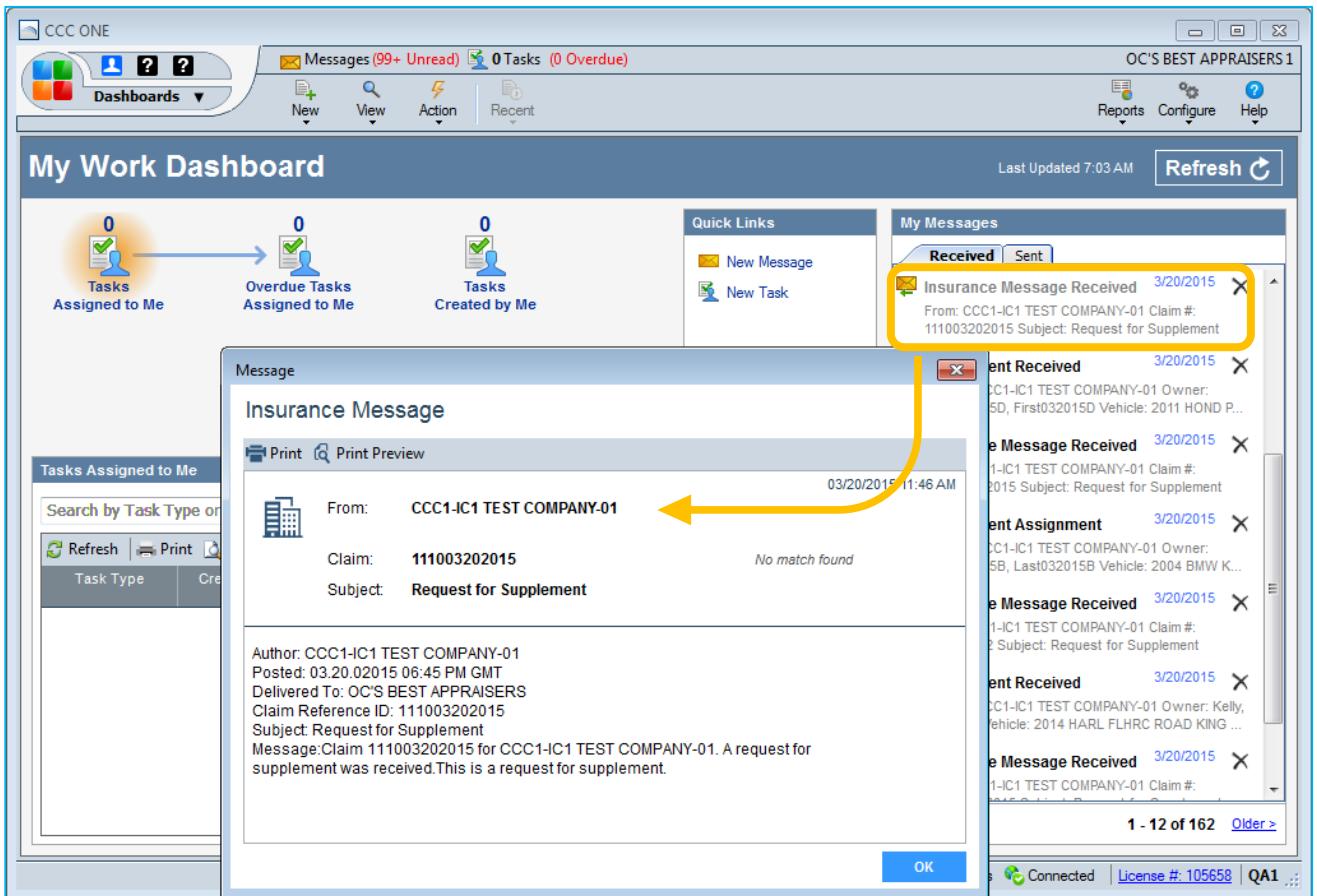# Workflow Job Aid: Receive Autoverse Messages, Continued

Message Center

New messages appear as an envelope opening at the top of the primary CCC ONE® application screen regardless of the view that is selected.

By default new messages are delivered to all users. You can also set up Notification Groups as shown in the Setup section.
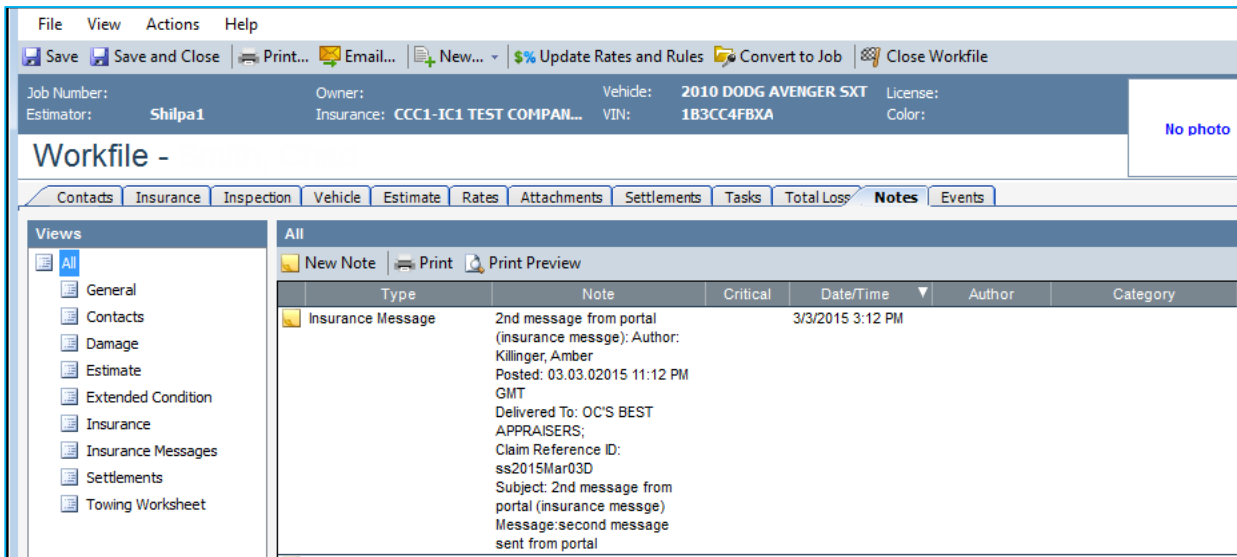
You can create and direct Autoverse messages to specific users for specific insurance companies as described in setup.

Workflow Job Aid: Receive Autoverse Messages, Continued

Notes View   From within the workfile, you can select the Notes tab, and then select Insurance Messages to view all CCC ONE® Messages for that workfile.

Predefined Event Message   To reply to these messages, create a new Event type called **Autoverse Message** in the Event Tab. Then add the Event to the workfile with your message. The event will be communicated when the workfile is saved.