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## 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<br/>NotificationBy default, Autoverse message<br/>notifications will only be delivered<br/>to Admin users that have the Edit<br/>User permission. A Notification<br/>Group (or Groups) must be<br/>configured in order for non-Admin<br/>users to receive Autoverse message<br/>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.

MessageEach assignment notification will appear as a message in the My WorkCenterDashboard. The message may be selected from the message center<br/>to view the message details.

My Work Dashboard		Last Updated 10 54 AM Refresh 💍				
Assigned to Me Overdue Tasks Created by Me	Quick Links	My Messages  Received Set  Insurance Message Received 3452015  From: CCC1-IC1 TEST COMPANY-01 Claim #: CO31220151 Subject: Request for Supplement				
		Supplement Assignment Supplement Assignment Insurer: CCC1-IC1 TEST COMPANY-01 Owner: Gireesha, Meeta Vehicle: 2014 HARL FLD-100 DY SAssignment Received 362015 X				
Tasks Assigned to Me Search by Task Type or Job Number  Refresh me Print the Print Preview Report to CSV	Insurer: COCT-ACI TEST COMPANY-01 Owner: Aaron, Flores Vehicle: 2011 TOYO CAMRY Claim					
Task Type Created Date Due Date Status Comments		Insurer: CCCI-ICI TEST COMPANY-01 Owner: deepka, krishna Vehicle: 2014 HARL XL803L Clai Market Roceived 3462015 X Insurer: CCCI-ICI TEST COMPANY-01 Owner: < <u> Newser</u> 13 - 24 of 140 <u>Q1562.5</u>				

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## Workflow Job Aid: Receive Autoverse Messages, Continued

**Message Center** 

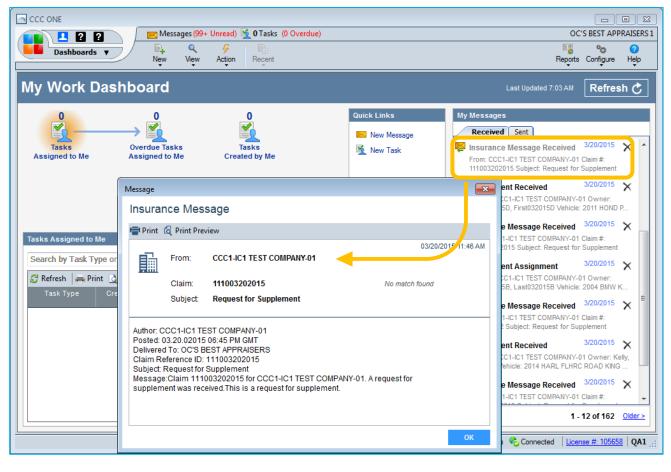
New messages appear as an envelope opening at the top of the primary CCC ONE<sup>®</sup>



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.



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## 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<sup>®</sup> Messages for that workfile.

File View Actions Help						
🛃 Save 🛃 Save and Close 🛛 🚗	Print 🙀 Email 🖹 🛶 New	. 👻  \$% Update Rates and Rules	i 🍺 Conver	t to Job 🏼 🎯 Close Wo	orkfile	
Job Number: Estimator: <b>Shilpa1</b>	Owner: Insurance: CCC1-IC1 T		10 DODG AV 3CC4FBXA	ENGER SXT License: Color:		No photo
Workfile -	Chad					
Contacts Insurance Inspe	ction Vehicle Estimate Rat	tes Attachments Settlements	Tasks T	Total Loss Notes E	vents	
Views	All					
	<u> </u> New Note 🚔 Print 🗋	Print Preview				
🔟 General	Туре	Note	Critical	Date/Time 🔻	Author	Category
Contacts	📃 Insurance Message	2nd message from portal		3/3/2015 3:12 PM		
🔳 Damage		(insurance messge): Author: Killinger, Amber				
Estimate		Posted: 03.03.02015 11:12 PM				
Extended Condition		GMT Delivered To: OC'S BEST				
Insurance		APPRAISERS:				
Insurance Messages		Claim Reference ID:				
Settlements		ss2015Mar03D Subject: 2nd message from				
Towing Worksheet		portal (insurance messge)				
		Message:second message sent from portal				

PredefinedTo reply to these messages, create a new Event type called AutoverseEventMessage in the Event Tab. Then add the Event to the workfile with yourMessagemessage. The event will be communicated when the workfile is<br/>saved.

Workfile - Smith, Cha	ad (	New Event			(		
Contacts Insurance Inspection Ve	hicle Estimate	File Help					
History Required Communicated		Save and Close	🚽 🚽 Save and New				
History		_	_				
🝳 New Event 📙 🚔 Print 🛕 Print Preview	N	Event:	Autoverse Message		-		
Date/Time V Completed By		Code:	Event	Sequence	Source	Communicated	-
2 03/03/2015 02:14 PM Shilpa Sunkari	Workfile state ch	Source:	Advisory Comments : Other : PH		CCC1-IC1 TEST COMPANY-01	No	=
2 03/03/2015 01:41 PM CONTACT 1	Claim Summary fi	Communicated:	Assignment Canceled		CCC1-IC1 TEST COMPANY-01	Yes	
Q 03/03/2015 01:41 PM CONTACT 1	Workfile data cop	Required To:	At Shop		CCC1-IC1 TEST COMPANY-01	No	
03/03/2015 01:41 PM CONTACT 1	Box. Estimate of Reco	Sequence:	Autoverse Message		CCC1-IC1 TEST COMPANY-01		
03/03/2015 01.41 PM CONTACT 1	threshold reache	Date/Time:	Called Customer		CCC1-IC1 TEST COMPANY-01	No	
2 03/03/2015 01:41 PM CONTACT 1	Workfile state ch Inspected.	Comments:	Called Insured		CCC1-IC1 TEST COMPANY-01	No	•
0 02/02/2045 04-44 BM CONTACT 4	Imaga Markfila or						