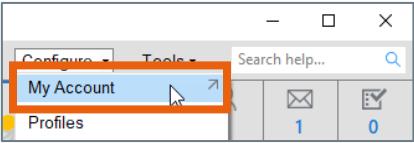
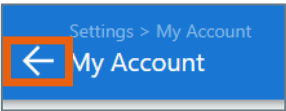
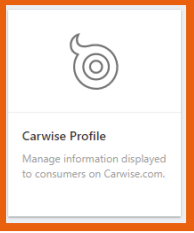



Carwise® – Configuring Shop Scheduling

Introduction Shop Scheduling allows consumers to add estimating appointments to their calendar from their Carwise.com webpage. Follow this guide to configure CCC ONE to receive Consumer Appointments properly.

Accessing Shop Configuration To access the Carwise configure settings start by logging in to CCC ONE® then:

Step	Action
1	Select Configure .
2	Then select My Account ; the My Account settings page opens in cccone.com. 
3	Select the back arrow to access the Settings page. 
4	Select the Carwise Profile icon. 

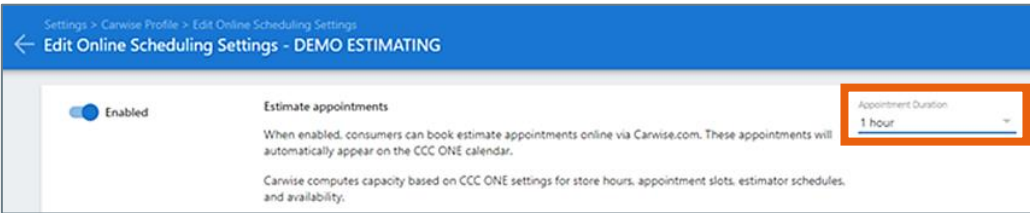


Shop Appointment Configuration The Carwise Profile configuration section is where users can Enable/Disable Consumer Estimate appointments or Repair appointments and further configure appointment durations.

Step	Action
1	Select Configure (Use the slider to Enable if necessary), in the Online estimate (repair) appointments with Carwise section. 

Continued on next page

Carwise® – Configuring Shop Scheduling, Continued

Shop Appointment Configuration, continued

Step	Action
2	<p>In the Estimate appointments section change the time in the Appointment Duration in the drop-down menu.</p> 
3	<p>In the Repair appointments section change the time in the Appointment Duration. The Earliest Appointment Available drop-down menu allows shops to configure how soon they will regularly be able to accept Repair appointments. Shops can require Repair appointments to be scheduled for as early as today or to be booked from 1-180 days in advance.</p> 
4	<p>In the Calendar flexibility section change the flexibility in the drop-down menu.</p> <ul style="list-style-type: none"> • Flexible: (allows for over booking) More appointments than available estimators can be booked. • Exact: (Default) Available appointment slots match the number of estimators. • Strict: (prevents stacking) Only one appointment per time slot can be booked, regardless of available estimators. 
5	<p>Select an Appointment time slot from the drop-down menu for the desired day.</p>

Continued on next page

Carwise® – Configuring Shop Scheduling, Continued

Shop Appointment Configuration, continued

Step	Action
6	Click Save when finished editing the Carwise settings.

APPOINTMENT SLOTS

Specify the time slots consumers will see when booking appointments on Carwise.com. Availability is great ■■■■■

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
CLOSED	9:00 AM Select... 9:00 AM 9:15 AM 9:30 AM 9:45 AM 10:00 AM 10:15 AM 10:30 AM	9:00 AM	9:00 AM	9:00 AM	9:00 AM	Select...
	2:00 PM	10:00 AM	10:00 AM	10:00 AM	10:00 AM	Select...
		11:00 AM	11:00 AM	11:00 AM	11:00 AM	Select...
		1:00 PM	1:00 PM	1:00 PM	1:00 PM	Select...
		2:00 PM	2:00 PM	2:00 PM	2:00 PM	Select...

SAVE

The shop's Carwise.com profile will show the time slots the consumer can select.

CCC Intelligent Solutions
★★★★★ 4.7 2,783 reviews
OPEN UNTIL 5:30 PM

Appointment Purpose:

I want to get an estimate of repair cost
 I want to drop off my vehicle for repair

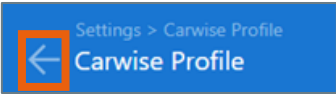
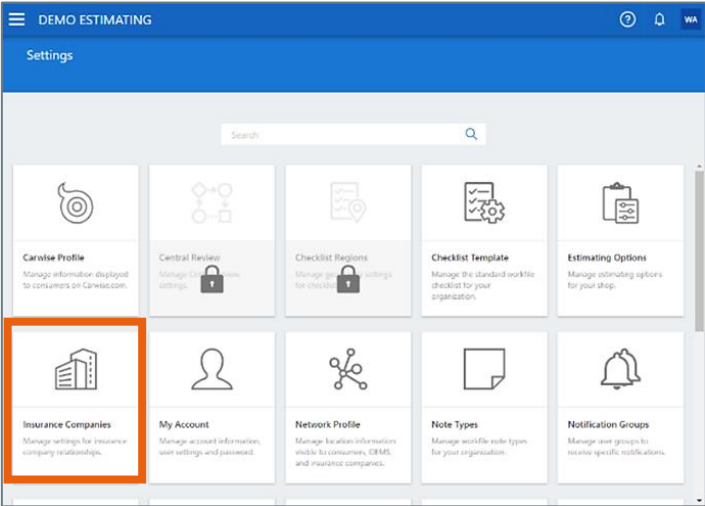
Appointment Date/Time:

Mon 9/14	Tue 9/15	Wed 9/16	Thu 9/17	Fri 9/18
2:00 pm	9:30 am	9:30 am	9:30 am	9:30 am
3:00 pm	10:30 am	10:30 am	10:30 am	10:30 am
4:00 pm	11:30 am	11:30 am	11:30 am	11:30 am
	more	more	more	more

CCC® Scheduling – Insurance Appointment Configuration

Introduction Insurance Scheduling allows certain insurance companies to add estimating appointments to your calendar. Follow this section of the guide to configure CCC ONE to properly receive Insurance Appointments.

Return to Insurance Settings Follow these steps to return to the **Insurance Settings** page after making edits in the **Carwise Profile**:

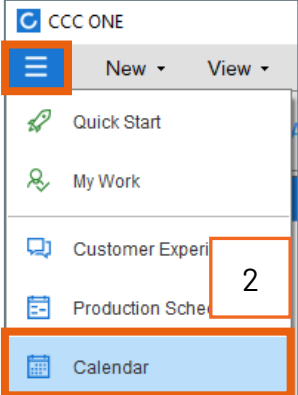
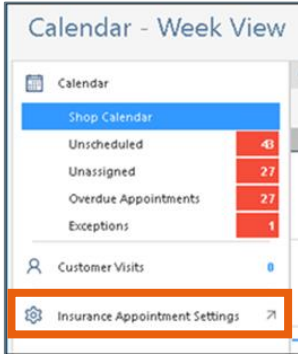
Step	Action
1	<p>Click the back arrow from the Carwise Profile page.</p> 
2	<p>Select Insurance Companies from the Settings page.</p> 

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CCC® Scheduling – Insurance Appointment Configuration, Continued

Accessing Insurance Configuration

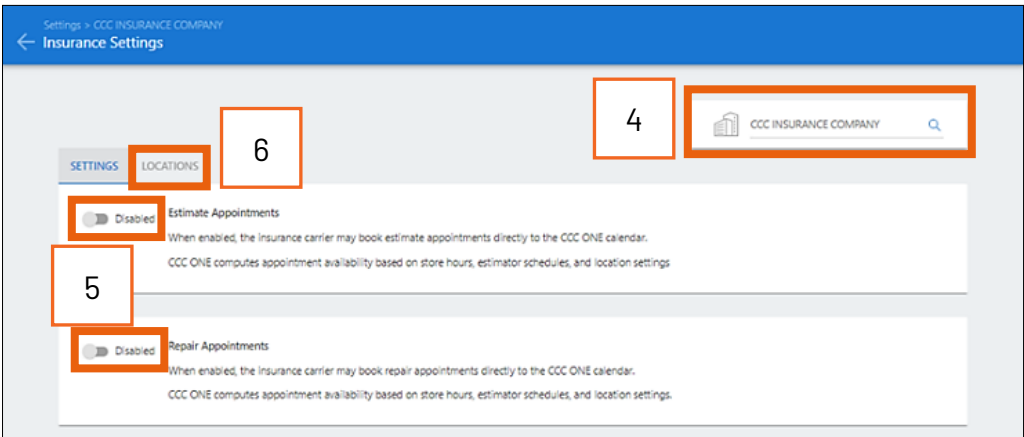
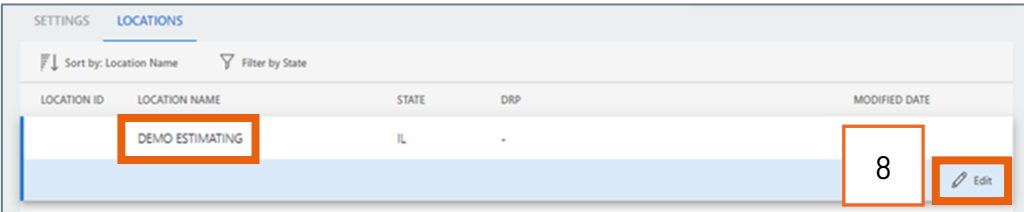
Follow the steps below to access the configure settings after logging into CCC ONE:

Step	Action
1	<p>Select the menu icon.</p> 
2	<p>Select Calendar from the drop-down menu. The Calendar view opens.</p>
3	<p>Click the Insurance Appointment Settings link, from the left side panel of the Calendar view. The configurations page opens automatically logging you in cccone.com.</p> 

Continued on next page

CCC® Scheduling – Insurance Appointment Configuration, Continued

Accessing Insurance Configuration, continued

Step	Action
4	<p>On the Insurance Settings configuration page in the Settings section, select an Insurance Company in the search field.</p> 
5	<p>Move the slider to Enable the Estimate Appointments and Repair Appointments. A repair facility location must be configured to receive Appointments.</p>
6	<p>Select Locations.</p>
7	<p>Select the Location Name.</p>
8	<p>Click Edit to return to the Location Settings for selected location.</p> 
9	<p>The estimator scheduling function allows shops to route insurance assignments to specific estimators. If they have a preference, they can select a Primary Estimator from the drop-down, as well as a Secondary Estimator. Select a Primary Estimator from the drop-down. A Secondary Estimator may also be set if desired.</p> <p>Note: If the shop does not have a preference on which estimator is assigned the insurance job, they can keep this preference at to Any Available Estimator.</p>
10	<p>The Scheduling Rules allow shops to determine how flexible they want the availability to be on their calendar. Max Appointments per Day/ Week from the insurance company can be set using the sliders, the default is set to No Limit.</p>

Continued on next page

CCC® Scheduling – Insurance Appointment Configuration, Continued

Accessing Insurance Configuration, continued

Step	Action
11	The Non-drivable vehicle settings allow shops to Enable or Disable Non-drivable vehicle scheduling. When Enabled, the insurance carrier may schedule appointments for non-drivable vehicles for this location.
12	Click Save , when finished editing the location settings.

The screenshot displays the 'Insurance Appointment Configuration' interface. It is divided into three main sections: 'Estimator scheduling', 'Scheduling Rules', and 'Non-drivable vehicles'. At the bottom, there are 'SAVE' and 'CANCEL' buttons.

- Callout 9:** Points to the 'Primary Estimator' dropdown menu, which is currently set to 'Demo User2'.
- Callout 10:** Points to the 'Max Appointments Per Day' and 'Max Appointments Per Week' dropdown menus, both of which are currently set to 'No Limit'.
- Callout 11:** Points to the 'Non-drivable vehicles' toggle switch, which is currently turned 'On' (Enabled).
- Callout 12:** Points to the 'SAVE' button at the bottom right of the configuration panel.