

CCC[®] VIDEO CHAT

CCC[®] Video Chat enables an Insurance Carrier representative to conduct a video and audio call with a claimant (owner), repair facility user, or other user in real time. This allows the Insurance Carrier to see and capture images of the claimant's vehicle.

This job aid details the Video Chat functionality available for Insurance Carrier representatives within the CCC[®] Portal and the functionality available for claimants, repair facility users, and other users within the CCC[®] Video Chat Native application, HTML5 web application, and the CCC[®] Quick Estimate Native App with Video Chat.

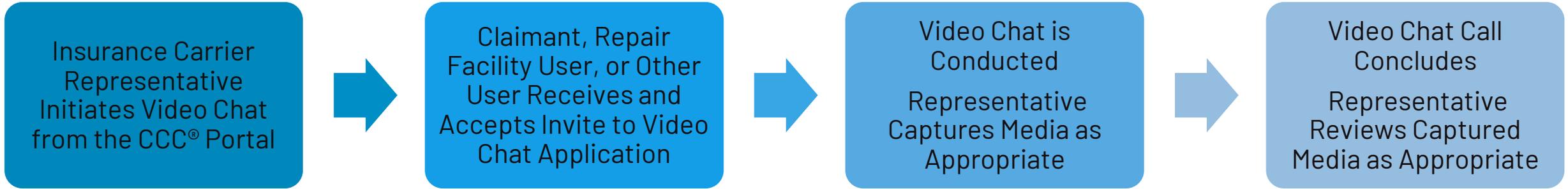
VIDEO CHAT- **APPLICATIONS**



Depending on your Insurance Carrier's configuration, you may have access to one or more of the following Video Chat applications:

	CCC® Quick Estimate Native App with Video Chat	CCC® Video Chat Native App	CCC® Video Chat HTML5 Web Application
App User	Claimants	Repair Facility Users	Claimants or Other Users
App Type	Native Application - Must be Installed	Native Application - Must be Installed	HTML5 Web Application - Accessed via Web Browser
Supported File Type(s)	Claims	Claims	Claims or Incidents
App Description	<p>If an Insurance Carrier representative finds it difficult to complete an estimate based on the vehicle damage photos submitted by a claimant through the Quick Estimate mobile app (because of poorly captured or uncaptured damage, for example).</p> <p>Video Chat allows an Insurance Carrier representative to conduct a video and audio call with a claimant, view a live stream via the claimant's phone/camera, and capture additional damage photos to aid in the completion of an estimate.</p>	<p>CCC® Video chat enables an Insurance Carrier representative to conduct a video and audio call with a repair facility user in real time.</p> <p>This allows the representative to see and capture images of a vehicle.</p>	<p>CCC® Video Chat enables an Insurance Carrier representative to conduct a video and audio call with a claimant or other user in real time.</p> <p>This allows the Insurance Carrier to see and capture images of the claimant's vehicle.</p>

VIDEO CHAT- PROCESS OVERVIEW



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CCC® Quick Estimate Native App with Video Chat

What the Claimant Sees
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CCC® Video Chat Native App

What the Repair Facility Users Sees
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CCC® Video Chat HTML5 Web Application

What the Claimant or Other User Sees
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INCIDENT - LAUNCHING VIDEO CHAT



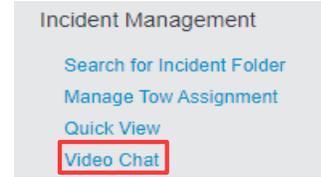
Note: Insurance carrier CCC® Portal users must use Google Chrome.



Google Chrome

Requirements: Insurance Carrier must be contracted for the CCC® Video Chat HTML5 Web Application for Incident Management.

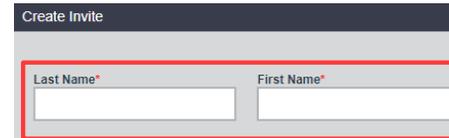
1. Click the **Video Chat** link from Incident Management.



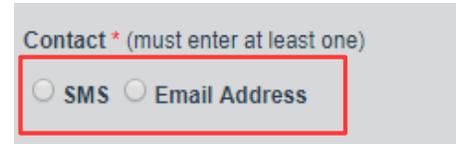
2. Click the **Create Invite** link.



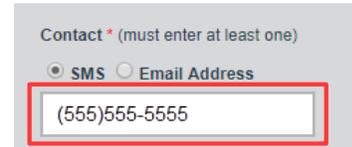
3. Enter the recipient's **Last Name** and **First Name** (Required).



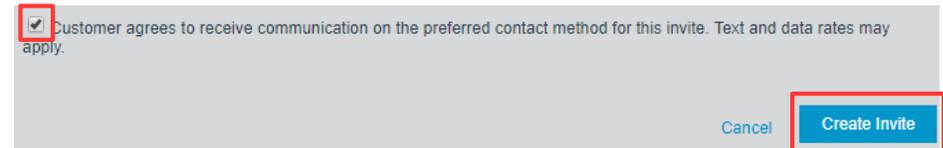
4. Click the **radio button** of the preferred contact method: either **SMS** (text) or **Email Address** (Required).



5. Enter the **mobile phone number** or **email address** (Required).



6. Check the **consent statement** box.



7. Click **Create Invite**.

8. An Invitation to the CCC® Video Chat HTML5 web application is sent to the specified user.

CLAIM - LAUNCHING VIDEO CHAT



Note: Insurance carrier CCC® Portal users must use Google Chrome.



Google Chrome

Requirements: Insurance Carrier must be contracted for at least one CCC® Video Chat application:

- **CCC® Quick Estimate Native App with Video Chat**
 - Used by: Claimants
- **CCC® Video Chat Native App**
 - Used by: Repair Facility Users
- **CCC® Video Chat HTML5 Web Application**
 - Used by: Claimants or other users

for Claim Management.

1. Click the **Virtual Inspection** link Claim Management.

2. Click the **Chat** tab.

3. Click the **Send Invite** link.

4. Select a **Contact type** from the menu (Required):

- Owner (claimant)
- Repair Facility
- New Contact

5. If **Owner** or **New Contact** is selected:

- If your company is configured for **more than one** Video Chat app, select the **App Type** (Required).

- If your company is configured for **only one** Video Chat app, you won't be prompted to select the App Type; continue to the next step.

If **Shop** is selected, continue to the next step.

6. Click the **radio button** of the preferred contact method: either SMS (text) or Email Address (Required).

7. Enter the **mobile phone number or email address** (Required).

8. Click **Send Invite**.

9. An invitation to the selected or configured version of the Video Chat application is sent to the specified user.

CLAIM - LAUNCHING VIDEO CHAT



Note: Insurance carrier CCC® Portal users must use Google Chrome.



Google Chrome

Requirements: Insurance Carrier must be contracted for at least one CCC® Video Chat application:

- **CCC® Quick Estimate Native App with Video Chat**
 - Used by: Claimants
- **CCC® Video Chat Native App**
 - Used by: Repair Facility Users
- **CCC® Video Chat HTML5 Web Application**
 - Used by: Claimants or other users

for Claim Management.

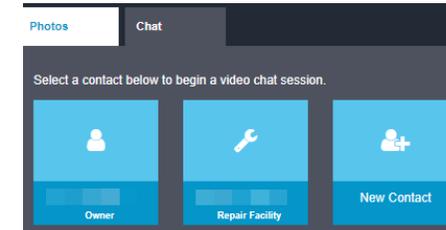
1. Click the **Virtual Inspection** link Claim Management.

2. Click the **Chat** tab.



3. Select a **Contact type** icon (Required):

- Owner (claimant)
- Repair Facility
- New Contact



Owner (claimant), **Repair Facility**, or **Other** (tow providers, salvage yards, ride share, etc.)

4. Click the **Send Invite** link.

5. If **Owner** or **New Contact** is selected:

- If your company is configured for **more than one** Video Chat app, select the **App Type** (Required).

- If your company is configured for **only one** Video Chat app, you won't be prompted to select the App Type; continue to the next step.

If **Shop** is selected, continue to the next step.

6. Click the **radio button** of the preferred contact method: either SMS (text) or Email Address (Required).

Select invite method below:

SMS Email

7. Enter the **mobile phone number or email address** (Required).

(555) 555-5555

8. Click **Send Invite**.

Cancel Send Invite

9. An invitation to the selected or configured version of the Video Chat application is sent to the specified user.

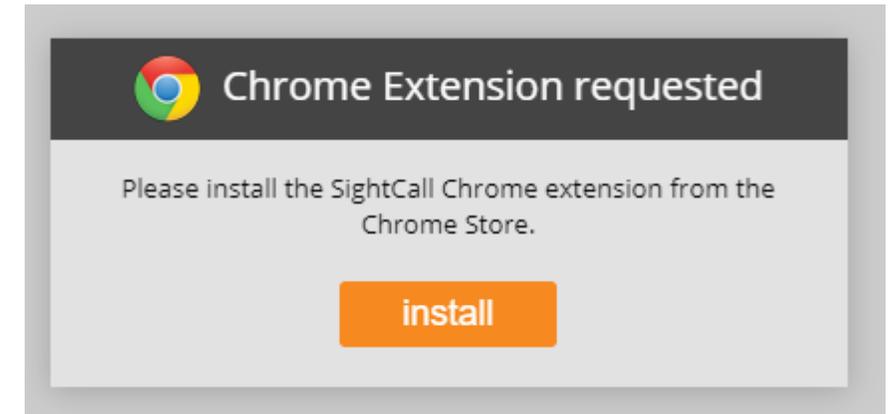
Regardless of the access point, the **Video Chat viewer** opens for the Insurance Carrier Representative in a **new browser tab**.

SightCall Plug-In

Note: In order to use Video Chat, you must complete a **one-time installation of the SightCall Plug-In** for Google Chrome.

To Install SightCall:

- Visit site:
<https://chrome.google.com/webstore/detail/sightcall-chrome-extensio/eohghiagfdiblfddjokjelgpkmokpoal>
- Click **Install**.
- Follow the **onscreen instructions**.
- Once installation is complete, **close** the Video Chat tab.
- **Resend** the Video Chat invite (following the steps outlined previously).



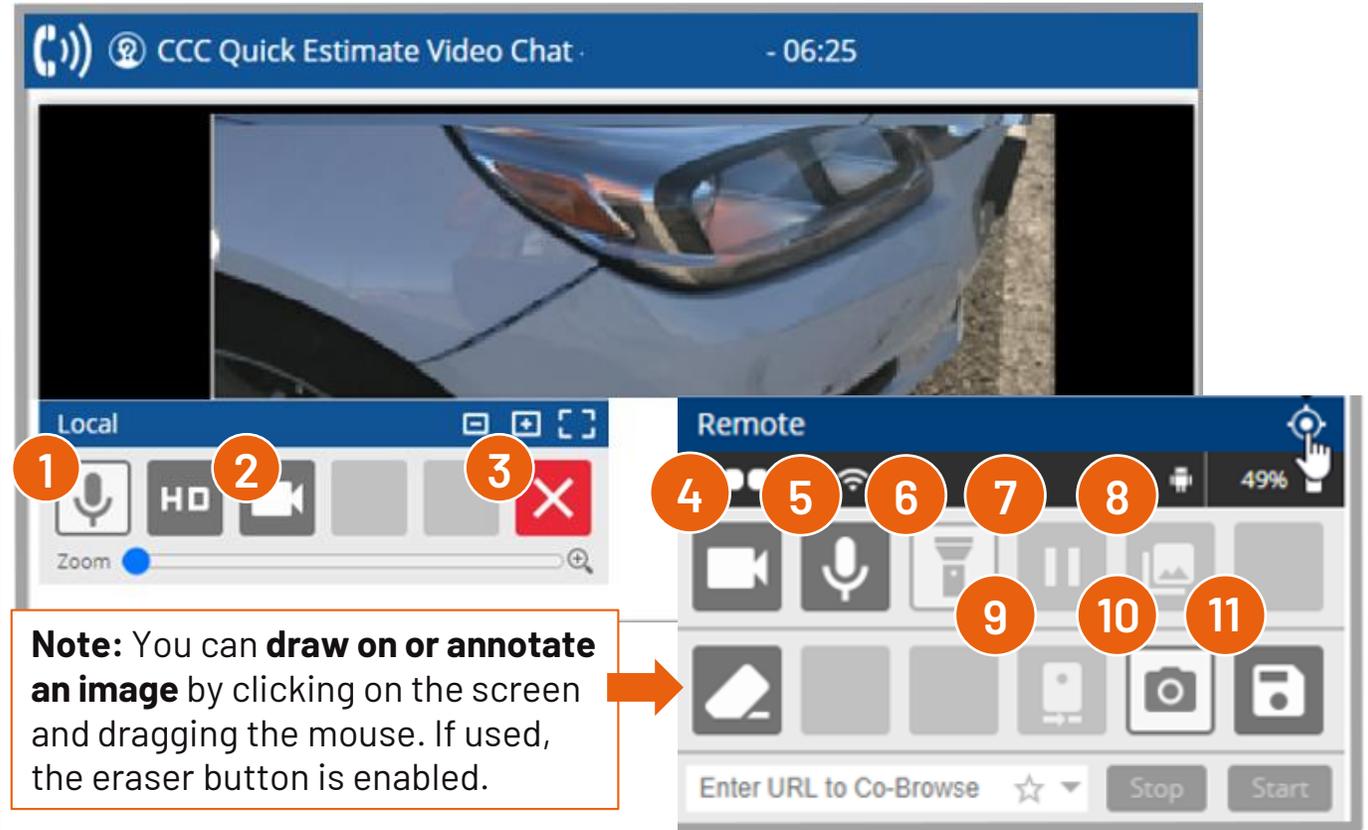
VIDEO CHAT FUNCTIONS - LOCAL PANEL



The claimant (owner), repair facility user, or other user receives the chat invitation and initiates the video feed; the insurance user sees the feed and guides the user.

Note: The Insurance Carrier representative should instruct the claimant to *never* switch from the Video Chat or Quick Estimate app to any other application during the chat session.

Button	Function
1	Mute/unmute microphone
2	Pause/resume video sharing
3	End session
4	Stop/resume user's video
5	Mute/unmute user's microphone
6	Turn on/off video user's flashlight
7	Pause live video feed sharing (CCC Portal user should not click this button)
8	n/a
9	Flip to user's rear- or front-facing camera (must be approved)
10	Capture screenshot user's video feed; click again to resume feed
11	Save screenshot



VIDEO CHAT FUNCTIONS - SAVE AND SUBMIT PHOTOS



Click the red **End call button** and the **Hang Up button** to terminate the session.

Remember that the captured images and video recordings must be saved. Follow these steps to save the captured media.

INCIDENT

1. Click the image/photo icon .	
2. Click the Submit # pictures(s) button.	
3. Click the In a call link.	
4. Click Disconnect .	
5. Close the current browser tab .	

CLAIM

1. Click the image/photo icon .	
Optional: Email the photos before submitting them. To do this, click Add Recipient , enter the email address in the "To" box (Required) and fill out " Title " and " Body " if desired (Optional).	
2. Click the Submit # pictures(s) button.	

Note: Closing the browser tab is *required* to prevent any issues that might affect future Video Chat requests.

REVIEW THE MEDIA - INCIDENT



Review the media and/or create a claim folder for the incident by clicking the **Video Chat** link from Incident Management.

Search for previous requests/chats by completing the fields in the **Manage Video Requests** section (only Date Range is mandatory) and click **Search**. The **Results** section contains a list of current and previous requests/chats.

Request Sent	Request Number	Last Name	Contact	Desk Appraiser	Status	Action
2019-02-14 17:17:39	531475	[Redacted]	773-[Redacted]	[Redacted]	Complete	[Media] [Folder] [Resend] [Remove]
2019-02-15 04:54:50	531492	[Redacted]	773-[Redacted]	[Redacted]	Completed	[Media] [Folder] [Resend] [Remove]
2019-02-15 04:50:42	531491	[Redacted]	773-[Redacted]	[Redacted]	Completed	[Media] [Folder] [Resend] [Remove]
2019-02-14 21:58:23	531479	[Redacted]	773-[Redacted]	[Redacted]	Completed	[Media] [Folder] [Resend] [Remove]
2019-02-14 21:50:40	531477	[Redacted]	773-[Redacted]	[Redacted]	Completed	[Media] [Folder] [Resend] [Remove]
2019-02-14 21:32:28	531476	[Redacted]	773-[Redacted]	[Redacted]	Completed	[Media] [Folder] [Resend] [Remove]
2019-02-14 21:09:09	531475	[Redacted]	773-[Redacted]	[Redacted]	Completed	[Media] [Folder] [Resend] [Remove]
2019-02-15 15:16:12	531497	[Redacted]	[Redacted]	[Redacted]	Invite Sent	[Resend] [Remove]
2019-02-15 14:23:15	531496	[Redacted]	312-[Redacted]	[Redacted]	Invite Sent	[Resend] [Remove]
2019-02-15 14:22:16	531495	[Redacted]	414-[Redacted]	[Redacted]	Invite Sent	[Resend] [Remove]

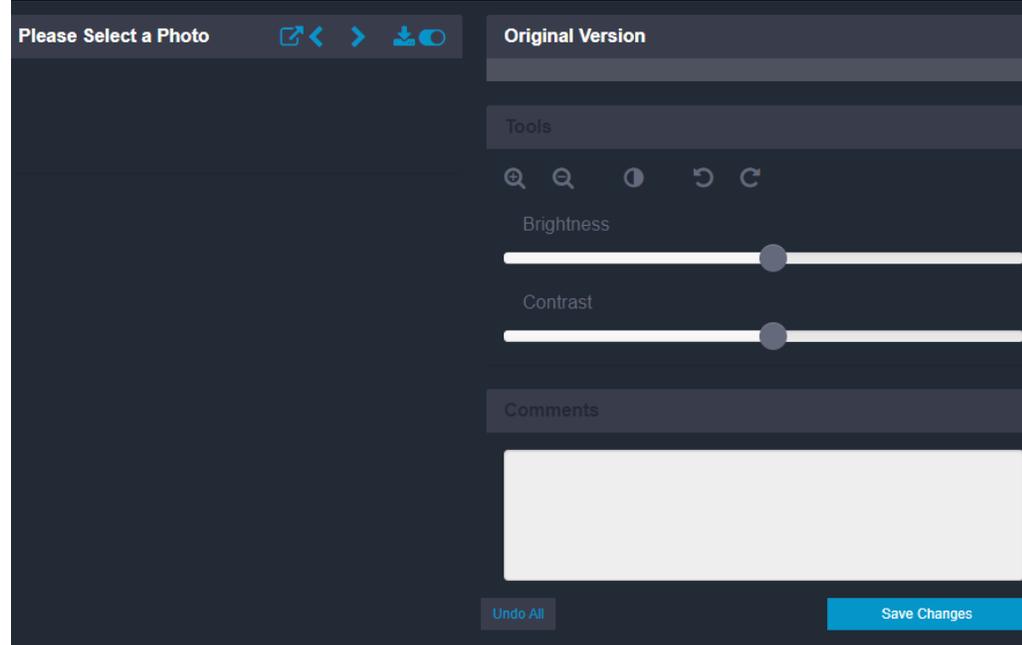
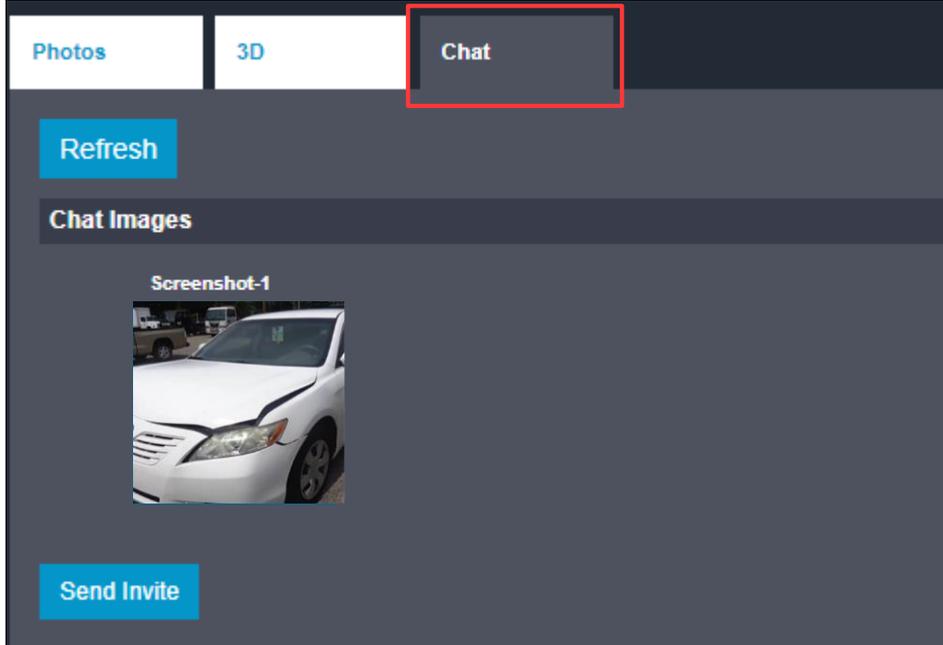
Column	Description
Request Sent	The date and time the request was sent.
Request Number	The ID number assigned to the request.
Last Name	The recipient's last name.
Contact	The recipient's mobile phone number or email address.
Desk Insurance Carrier representative	The sender's name.
Status	The invite's status (either Completed or Invite sent).

Icon	Action
	View media (icon appears after successful video chat session).
	Create claim folder (icon appears after successful video chat session).
	Resend invite (icon appears if an invitation has been sent but not accepted).
	Remove [from list] (icon appears for all incidents).

REVIEW THE MEDIA - CLAIM



Review the media for the incident by clicking the **Virtual Inspection** link from Claim Management. Click on the **Chat** tab to review the media. You can edit the media images and **Save** or **Undo All** changes once complete.



Icon	Action
	Enlarge media.
	Scroll media.
	Download media.

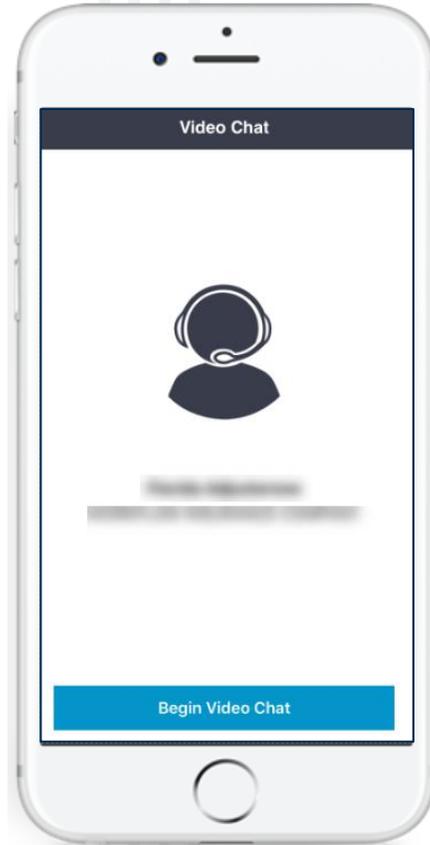
CLAIMANT VIEW – CCC® QUICK ESTIMATE NATIVE APP WITH VIDEO CHAT

The claimant taps on the link in a text message or email invitation to launch the CCC® Quick Estimate app. The Video Chat screen opens.

Note: If the invitation is no longer valid (because the Insurance Carrier representative has cancelled their session) the claimant sees an error message.

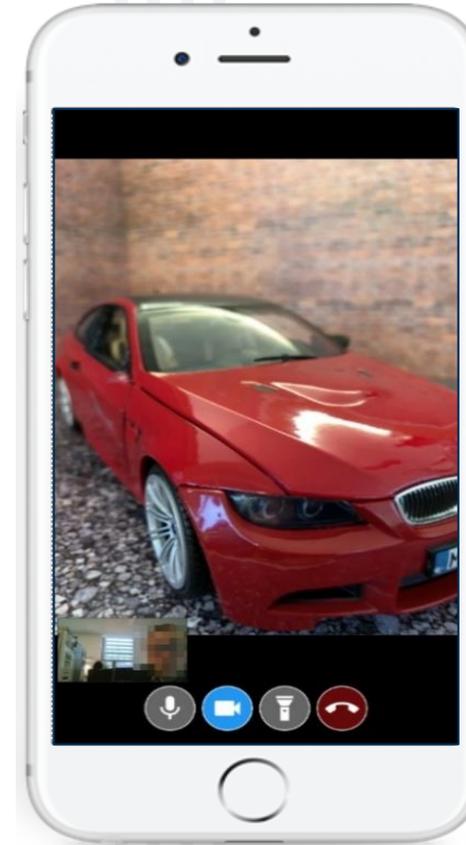
1. The claimant taps the **Begin Video Chat** button. The user is prompted to grant permission to access their device's microphone. The user taps **OK**.
2. The **Video Chat session commences**. The user's mobile device streams to Virtual Inspection, and the Insurance Carrier Representative can direct the claimant to point their camera at specific places on the vehicle as needed.

Note: By default, two-way chat is enabled, so the claimant can see the Insurance Carrier representative in a small window, and vice versa. This window can be moved by tapping and dragging it.

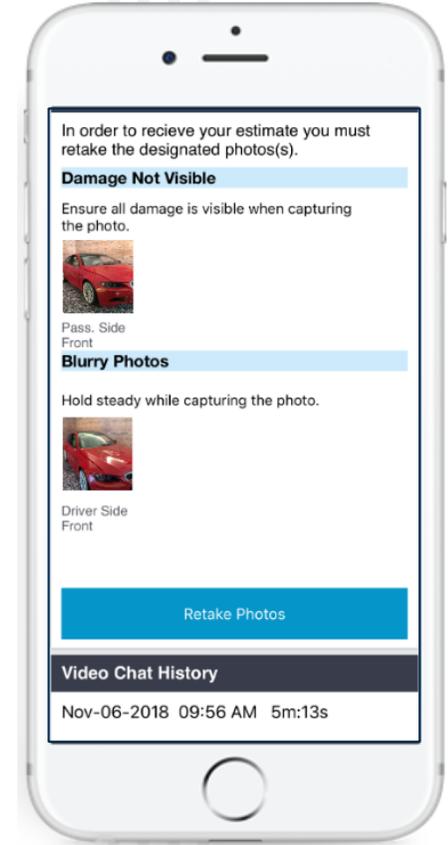


3. The claimant can perform a number of **actions by using the buttons** along the bottom. If the Insurance Carrier representative attempts to switch from the front-facing camera to the rear-facing camera, or vice versa, the claimant must grant permission.
4. Upon termination of the Video Chat session, the claimant returns to the **Summary** screen within the Quick Estimate app. A record of the chat session displays toward the bottom of the screen.

Note: If there are connectivity issues during the Video Chat session, the claimant sees a "Reconnecting" pop-up. If the reconnection attempt fails, the claimant can close the Quick Estimate app and tap the initial invitation link to start a new session.



Button	Action
	Mute/unmute microphone
	Hide/unhide video
	Turn on/off flashlight
	End the video chat session



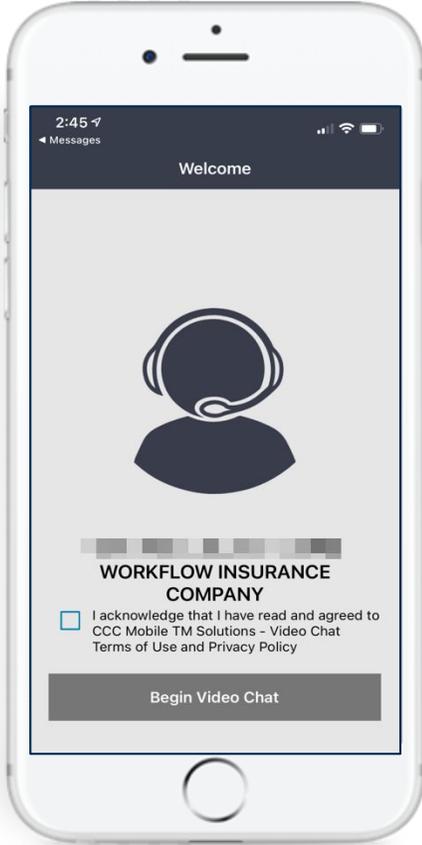
Note: Upon termination of the video chat session, the claimant will see the above screen.

REPAIR FACILITY USER VIEW – CCC® VIDEO CHAT NATIVE APP

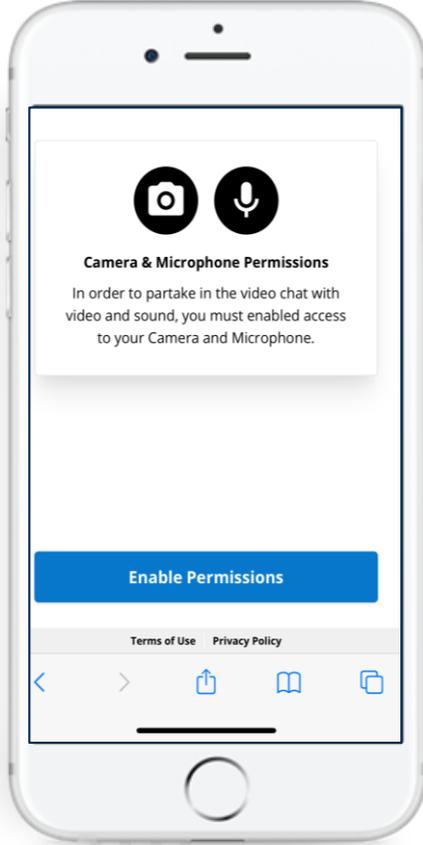
The Repair Facility User will receive a download invitation via email or text message. The user taps the link in the invitation to proceed to the App Store or Google Play Store.

Note: In the App Store, this app is titled “CCC Standalone Video Chat”; in Google Play, this app is titled “CCC Video Chat”.

1. **The user downloads and launches the app.** They are logged in to the Welcome screen. The user taps **Begin Video Chat** button.



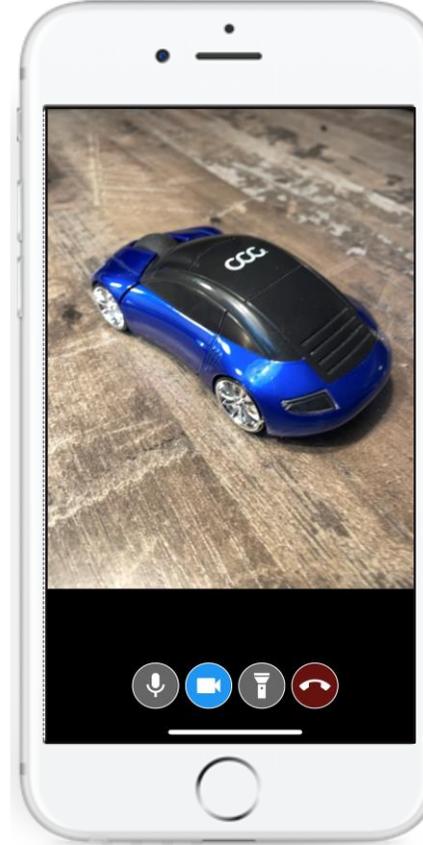
2. Within the app, the **user grants access** to their camera, location, and microphone.



Note: If any permissions are denied, the user is notified that they must enable the denied permission(s) through their device's Settings application.

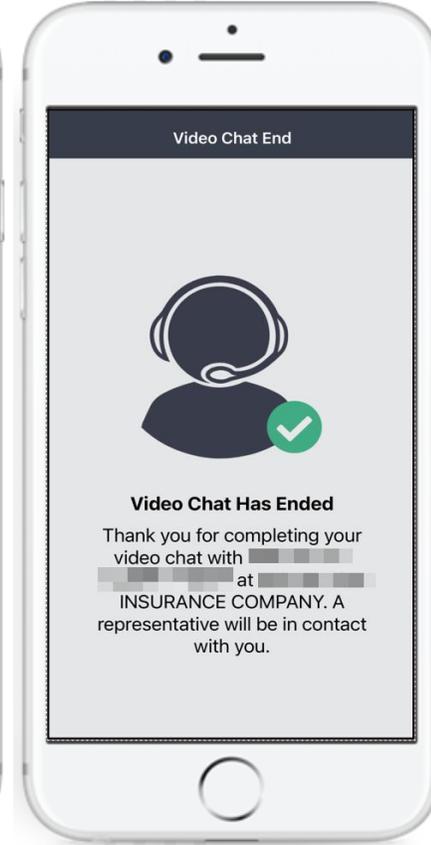
3. The **Video Chat begins** and the insurance carrier user **sees/hears the Repair Facility user's feed** in the CCC Portal .

4. The user sees their **own video feed** and can also see video of the insurance user if the insurance user has **elected to share their feed**.



5. The user can perform a number of **actions by using the buttons** along the bottom. If the Insurance Carrier representative attempts to switch from the front-facing camera to the rear-facing camera, or vice versa, the claimant must grant permission.

Button	Action
	Mute/unmute microphone
	Hide/unhide video
	Turn on/off flashlight
	End the video chat session

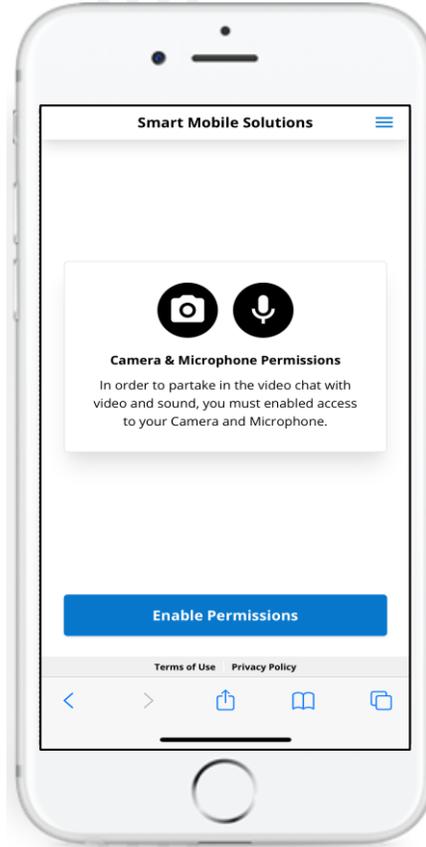
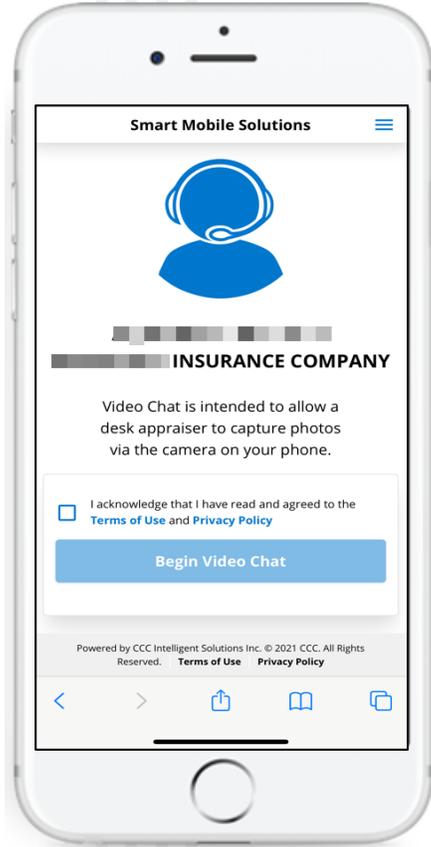


Note: Upon termination of the video chat session, the user will see a screen denoting this.

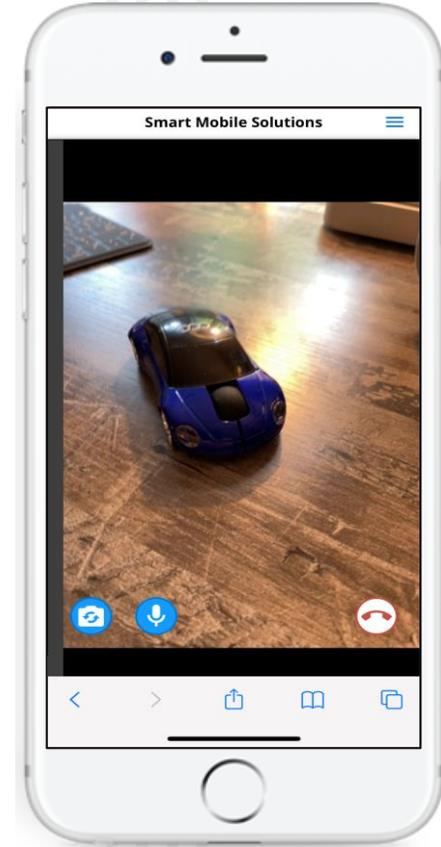
CLAIMANT OR OTHER USER VIEW – CCC® VIDEO CHAT HTML5 WEB APP

The claimant or other user receives a Video Chat invite via text or email and taps the link in the invitation to launch Video Chat.

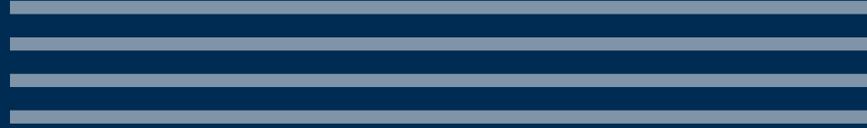
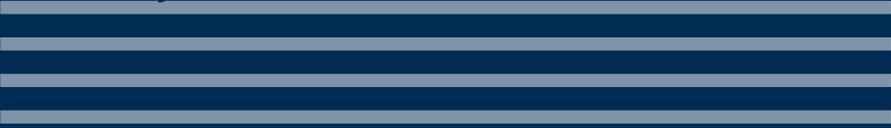
1. Once the application is open, the user taps **Begin Video Chat** to get started.



2. Once the video chat has begun, the user will be able to communicate with the Insurance Carrier user via audio call.
3. When the call has concluded, the user taps the **red phone icon** to end the call.



Note: In order to use Video Chat, the user must enable access to their device's camera and microphone.



CSC[®]