

CCC[®] Quick Estimate Mobile Application

Introduction

Quick Estimate is a mobile application for iOS and Android devices that was developed by CCC[®] for Insurance Carriers and their customers. The application allows users to capture and upload photos of vehicle damage and, in turn, to receive and view their estimate. The app allows users to start the claims process earlier by submitting photos 24/7.

Additionally, some of the app's features can be customized by the carrier, e.g., app icon, colors, button shapes, fonts, splash screen, overlay screen text, inclusion of the carrier's logo, etc.

This user guide reviews the app's functionality and the workflow.



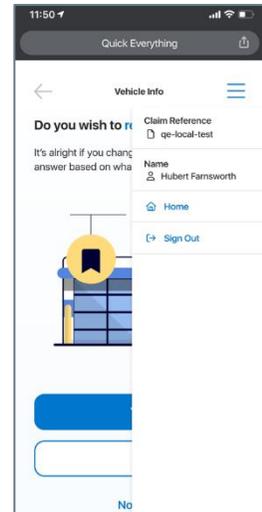
Language

The text within the Quick Estimate app can be displayed in English or Spanish. The app will detect and use whichever language is set as the mobile device's primary language.

Note: Language preference must be set via the phone's Settings application; it cannot be adjusted within the Quick Estimate app.

Adjuster Info Display

The user can view their claim number and their adjuster's contact information by tapping the tribar in the upper right corner of the app. (The tribar is available on these screens: Photo Capture, Confirm Vehicle, Review Media, Photos Submitted, and Estimate Available.) Only available details will be displayed. The user can tap the adjuster's phone number, if available, to initiate a call (the adjuster's extension will also display if it's available). Similarly, the user can tap the adjuster's email address to open their email client and compose an email. Displaying adjusters' info is a configurable option that can be turned on or off.



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CCC® Quick Estimate Mobile Application, Continued

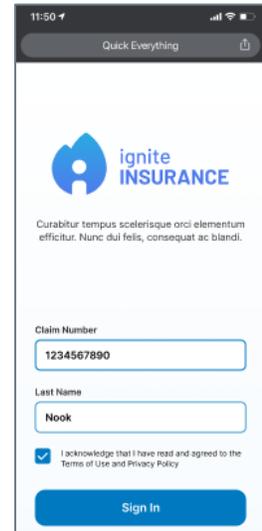
Download, Grant Permissions, & Login

Once the carrier determines the vehicle owner is eligible to use Quick Estimate, the vehicle owner downloads the app for iOS or Android via a link sent to them by text message or email.

Note: Carriers can also send reminder text messages or emails if the vehicle owner has not submitted damage photos within a set amount of time. Vehicle owners can opt out by replying to a text message reminder with the word “STOP” or by clicking on the unsubscribe link in a reminder email.

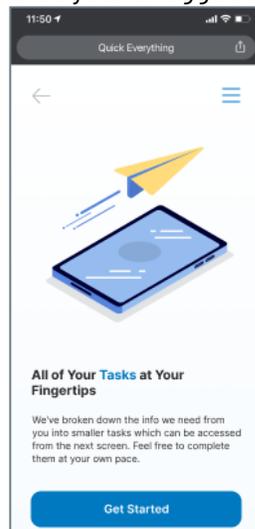
Upon launching the app, the *Deeplink* invite link will prepopulate the **Claim Number** and **Your Last Name** fields on the login screen. These fields are noneditable.

The consumer will be required to agree to the **Terms of Use** and **Privacy Policy** before they are allowed to sign in.



Onboarding Messages

Once you’ve logged in, select **Get Started** to continue with your tasks.

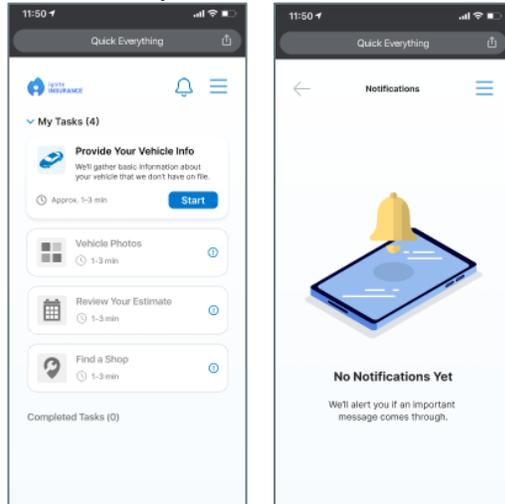


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CCC® Quick Estimate Mobile Application, Continued

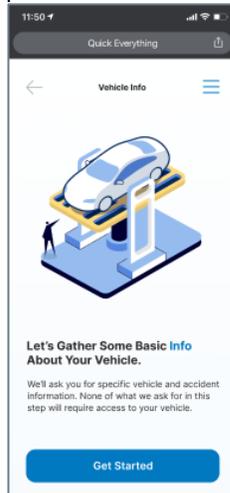
Home Screen

On the Home Screen, basic information will be gathered about the vehicle that is not already on file. Select **Start** to continue.



PMOI

This task will include **PMOI questions**. This is the initial screen explaining the process of the current task.



The system displays the Vehicle location address captured from Assignment Entry. If the address is not provided in the assignment, then the system will allow the user to enter the address.

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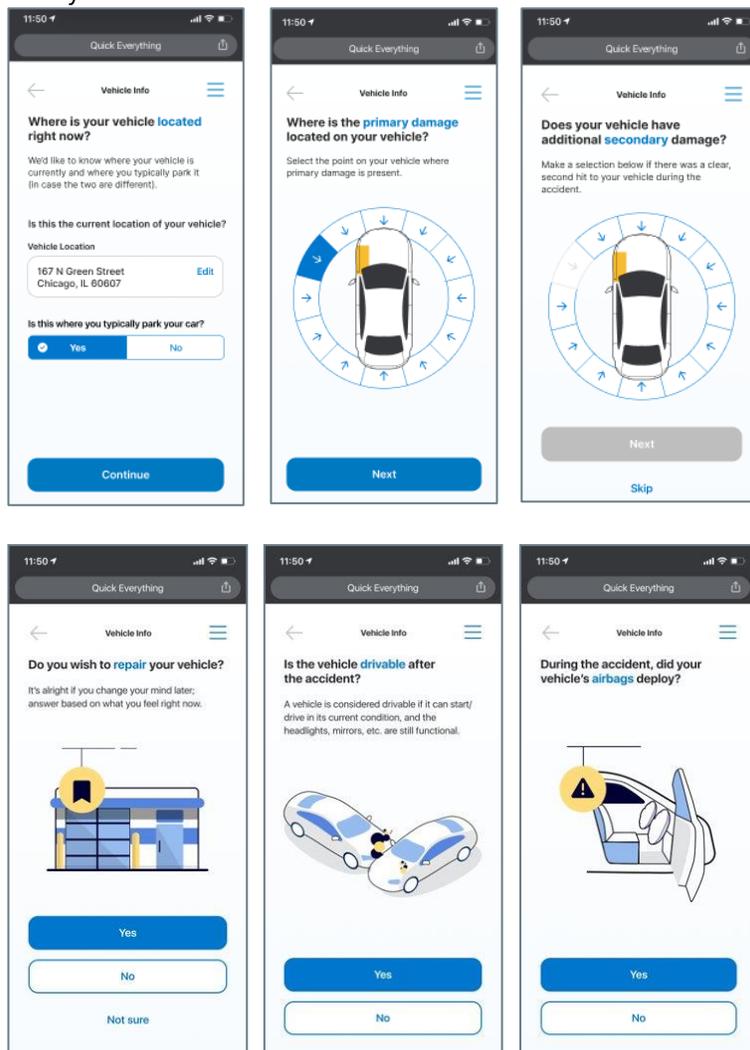
CCC® Quick Estimate Mobile Application, Continued

PMOI,
continued

The Vehicle location address will be sent in downstream processing for STP Preliminary estimate.

The system will not update Assignment entry Vehicle location address. The user will have the ability to Edit/update the Vehicle location address from the App Review screen prior to submission.

The app will prompt the consumer to answer PMOI questions. The consumer will enter the required information and select Yes/No on questions asked by the system.

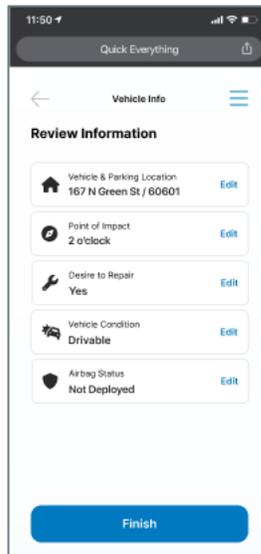


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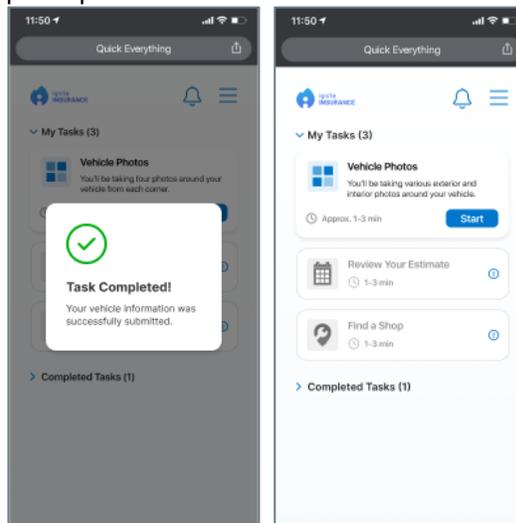
CCC® Quick Estimate Mobile Application, Continued

PMOI,
continued

The system will show a **Review Information** screen and give the user the chance to change any information entered in this task before submission. Select **Finish** when done.



Once submitted, the system shows the **Task Completed** screen and prompts the user to next task.

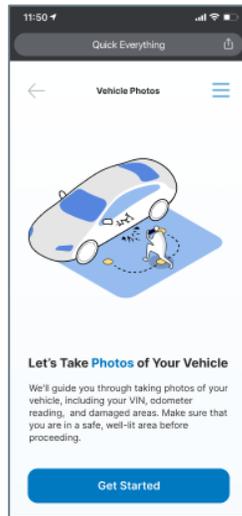


The MOI questions will be prefilled if the assignment entry contains the data and sent with the invite.

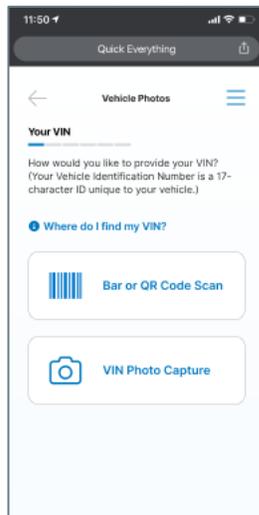
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CCC® Quick Estimate Mobile Application, Continued

Vehicle Photos The Module for main **Vehicle Photos** (4 corners and optionally Front/Rear/Sides) will support the option for Auto Photo Capture. APC will run on the devices that can support it with good internet speed, otherwise automatically switch to Manual photo capture. Select **Get Started** to move forward.



The app will prompt the consumer for the following VIN Info screen: Consumers can select Vin Scan barcode, QR Code or manually enter the VIN.



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CCC® Quick Estimate Mobile Application, Continued

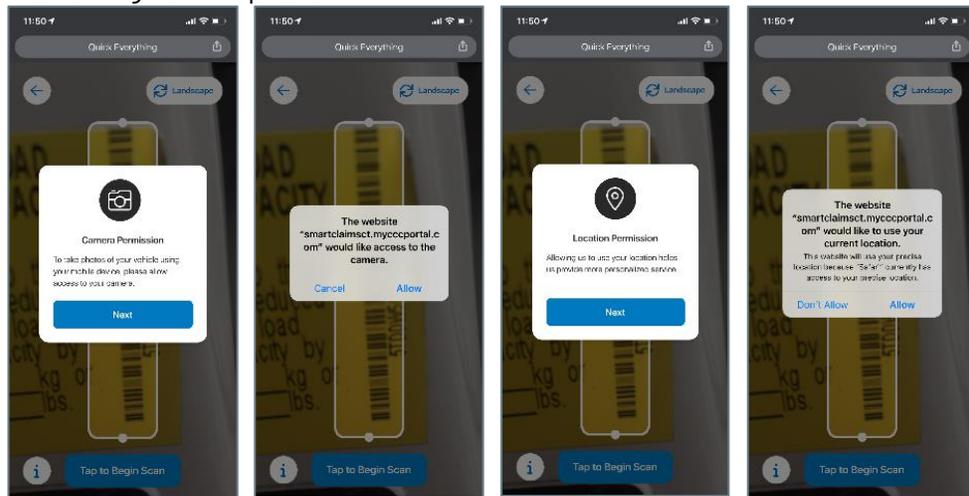
Vehicle Photos, continued

The app will prompt the consumer for the following permissions:

Camera & Location Permissions (Required) – Camera permissions are required to continue. If a customer declines to give permission to use location, they will be able to continue but the application will not collect GPS information from their phone.

The customer sees the permission screens immediately before the first relevant activity.

Note: If the consumer does not see the permissions, they need to go into settings on the phone to see if they are blocked. If they are blocked, change the settings on the phone.



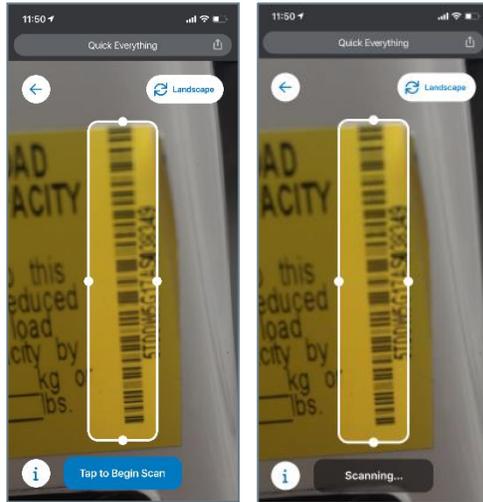
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CCC® Quick Estimate Mobile Application, Continued

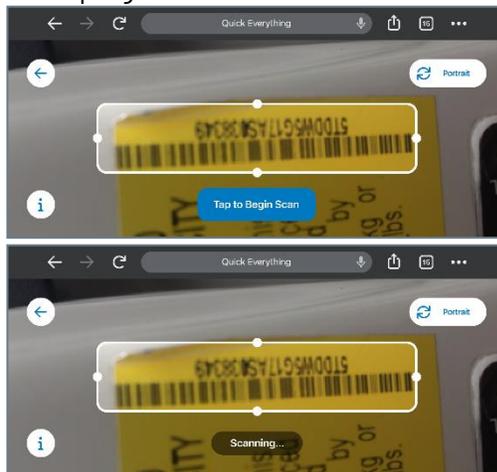
Vehicle Photos, continued

Once the **VIN** is decoded, the system will provide a confirmation page with Vehicle info.

When the customer selects **VIN Scan**, they will be prompted to begin the scan with a button at the bottom of the screen.



The customer can **switch** the orientation of the **VIN Scan** using the button on the top right corner.



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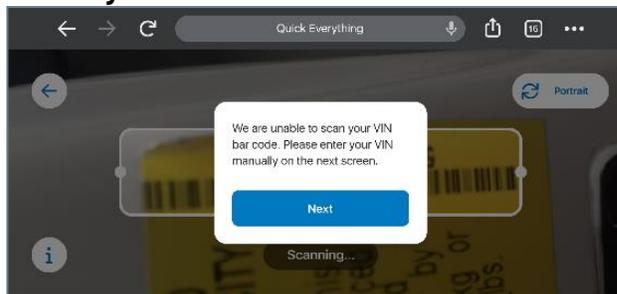
CCC® Quick Estimate Mobile Application, Continued

Vehicle Photos, continued

If the customer **cannot** successfully scan the VIN 15 seconds after they click **“Tap to Begin Scan”**, a timer will prompt the customer to either **Take VIN Photo** or **Continue Scanning VIN**.



If the customer clicks **“Continue Scanning VIN”** and is not able to successfully scan the VIN for another 15 seconds, they will be prompted to input the VIN manually.



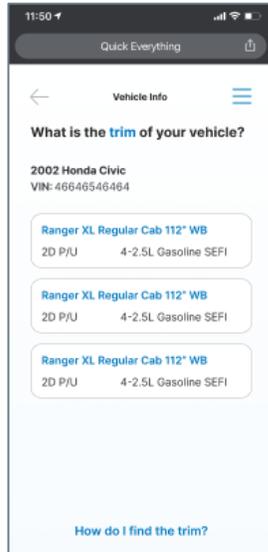
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CCC® Quick Estimate Mobile Application, Continued

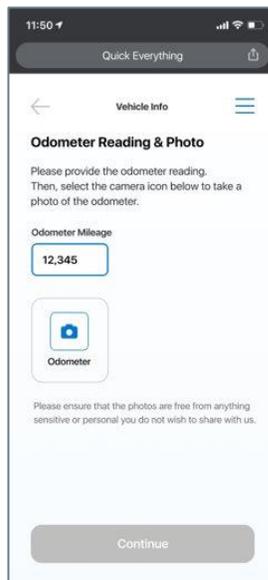
Vehicle Photos,
continued

Optional: Carrier using STP can now add the additional Vehicle Model/Trim selection for accurate Estimate-STP processing.

After the Vin Decode, the user will select a vehicle **Model/Trim** from the available selection.



Provide the **Odometer Reading**. After the Odometer Reading is provided, select the **camera icon** below and take a **photo** of the odometer.

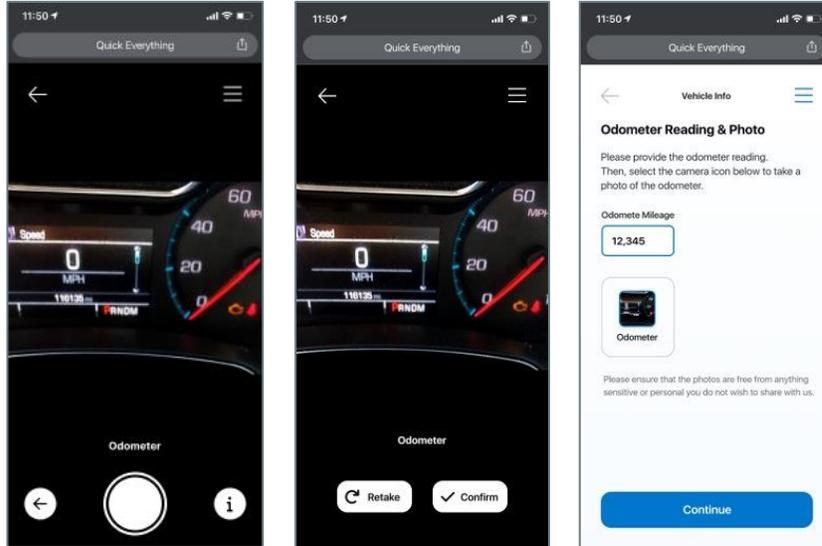


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CCC® Quick Estimate Mobile Application, Continued

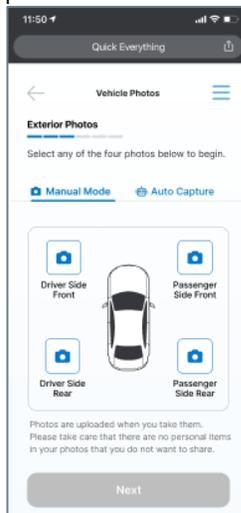
Vehicle Photos, continued

After the photo is taken select **Retake** or **Confirm**. Select **Continue** to move on.



Note - Secondary Point of Impact, Vehicle Model/Trim and Vehicle Location address is all part of STP enhancements, therefore it cannot be updated individually.

When uploading the **Exterior Photos**, the system will take care of the whole experience and the user will **not** have to select the next button for the next picture.



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CCC® Quick Estimate Mobile Application, Continued

Vehicle Photos, continued

The system will guide the consumer to walk around the vehicle and will **automatically** take required mandatory pictures. 4 corners, 2 sides, Front, and Rear.

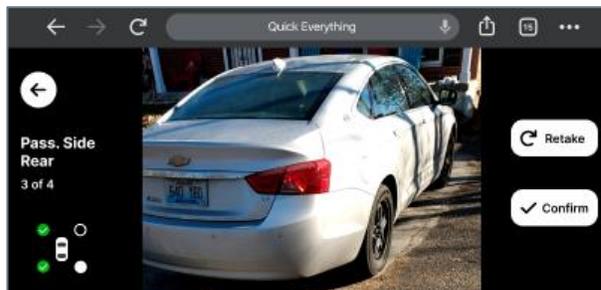
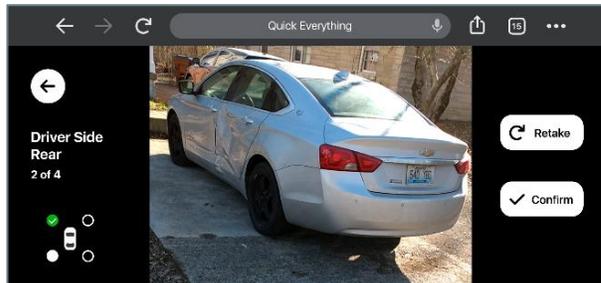


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CCC® Quick Estimate Mobile Application, Continued

Vehicle Photos, Continued

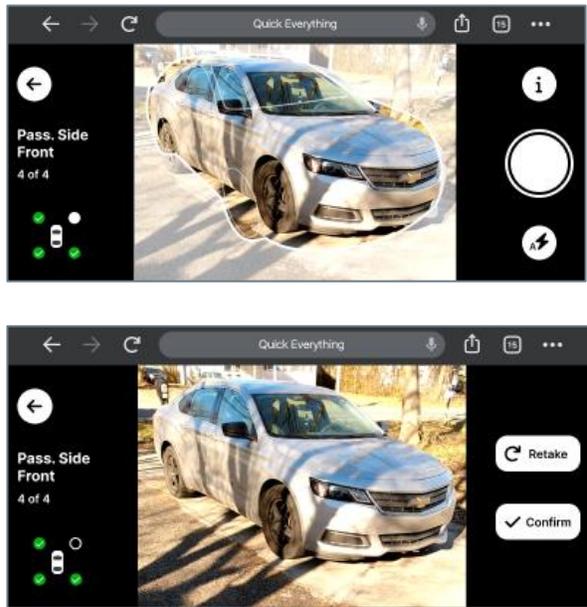
As the photos are taken, the user will have the option to **Retake** or to **Confirm** the image.



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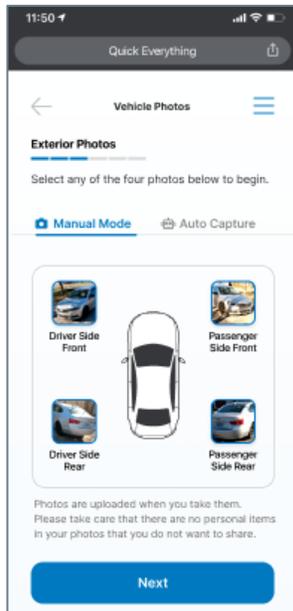
CCC® Quick Estimate Mobile Application, Continued

Vehicle Photos, Continued



The photos are **uploaded** as they are taken. Select **Next** when finished.

Note: Confirm that there are no personal items in the photos.



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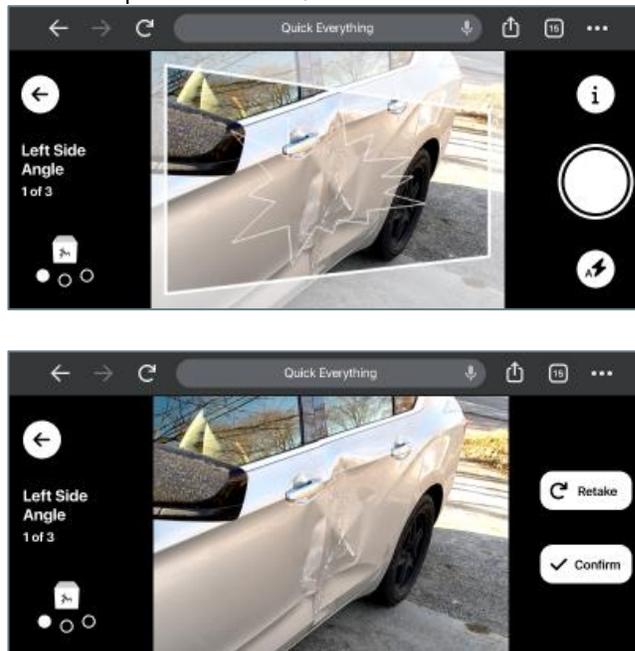
CCC® Quick Estimate Mobile Application, Continued

Vehicle Photos, Continued

While in front of the **primary damage** on the vehicle, **select** any of the three photos to begin.



After the photo is taken, choose to **Retake** or **Confirm** the image.

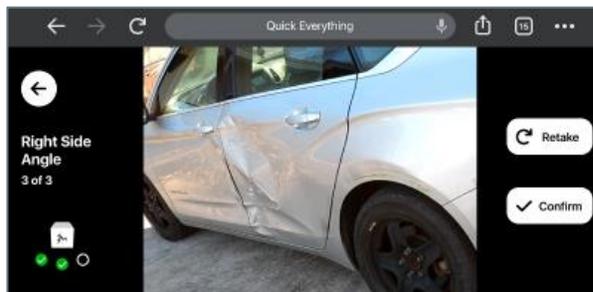
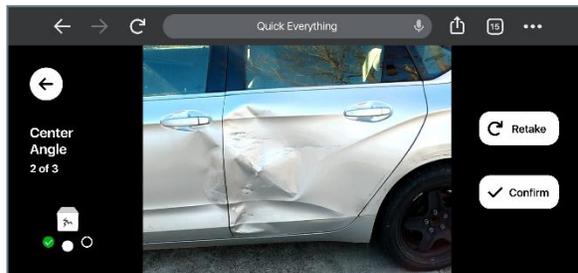
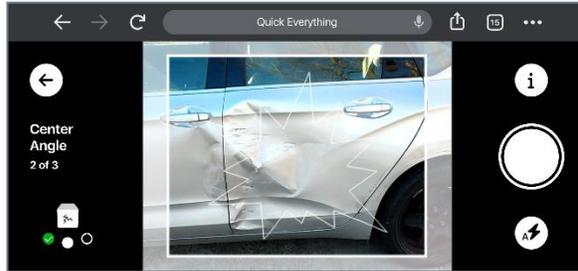


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CCC® Quick Estimate Mobile Application, Continued

Vehicle Photos, Continued

Continue with all the damaged areas.



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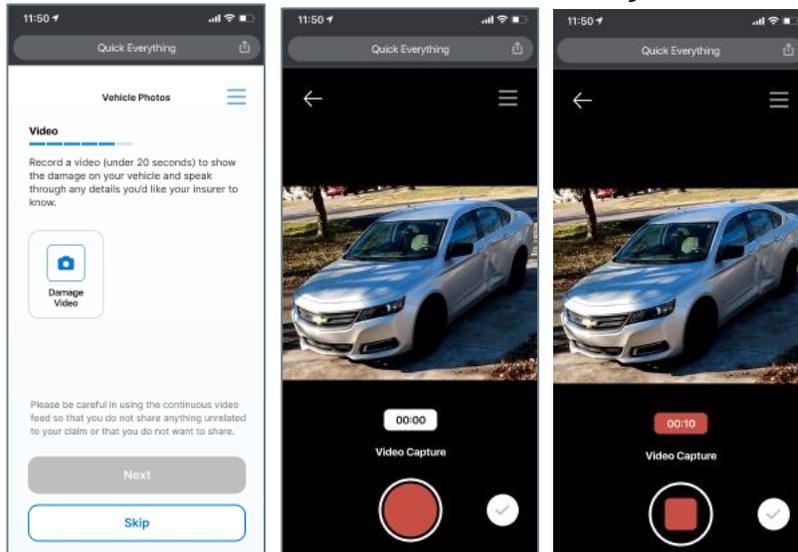
CCC® Quick Estimate Mobile Application, Continued

Vehicle Photos, Continued

After all the images have been uploaded, select **Next**.



To record a video to show the damage of the vehicle select the Damage Video icon. The user can speak through any details they would like the insurer to know. The video must be under 20 seconds in length.



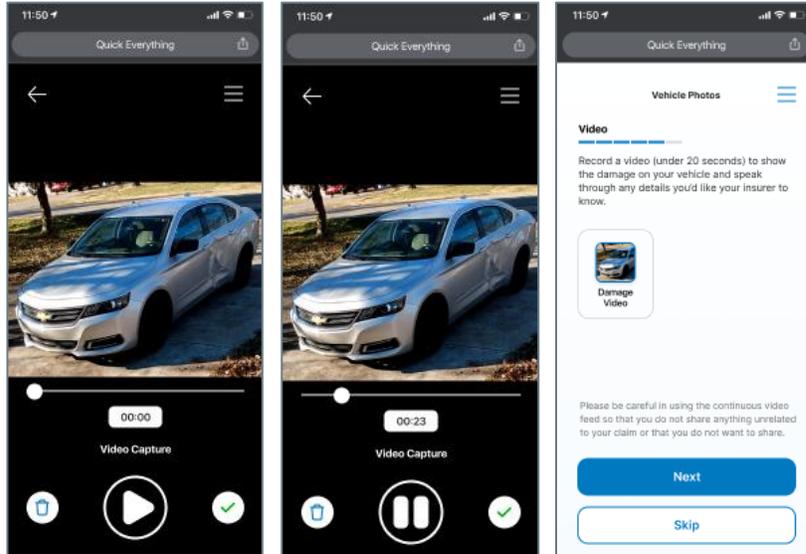
Note: Select Skip if this option is not needed.

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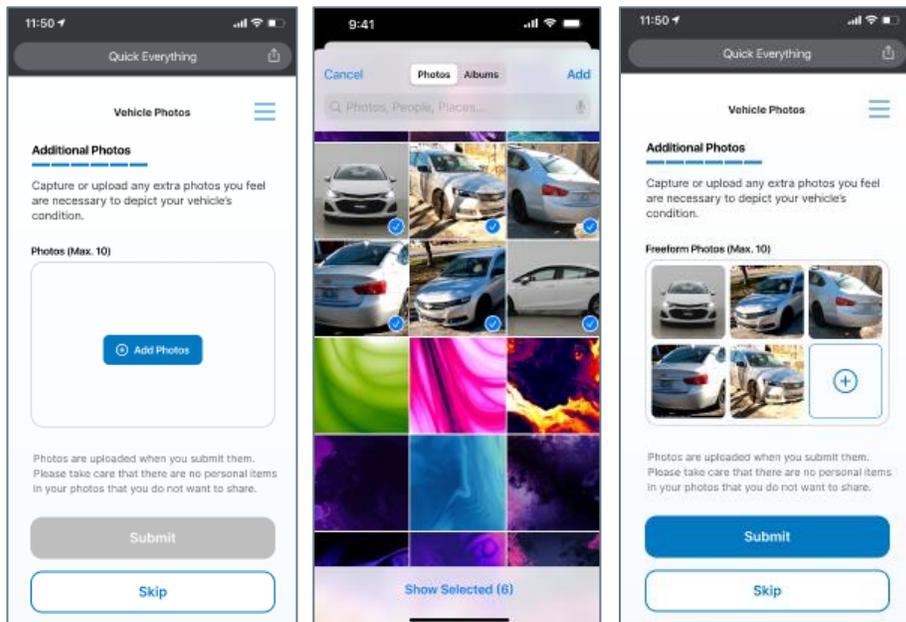
CCC® Quick Estimate Mobile Application, Continued

Vehicle Photos, Continued

After the video is uploaded, select **Next** to continue.



Capture or upload and extra photos that may be necessary to depict the vehicles condition. Click **Submit** when finished.



Note: There is a maximum of 10 photos that can be added. Choose Skip if this option is not needed.

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CCC® Quick Estimate Mobile Application, Continued

**Smart Total
Loss to QE or
QVAL**

Smart Total Loss to QE or QV will be determined in the back end, and depending on the selection, the system will add the Task card in the App.

If ...	Then ...
QE	The system will make "Generate Repair Estimate" and "Find a Shop" tasks accessible by user.
QV	The system will make the "Valuation photos" and "Equipment selection" Tasks Accessible by user in the App.

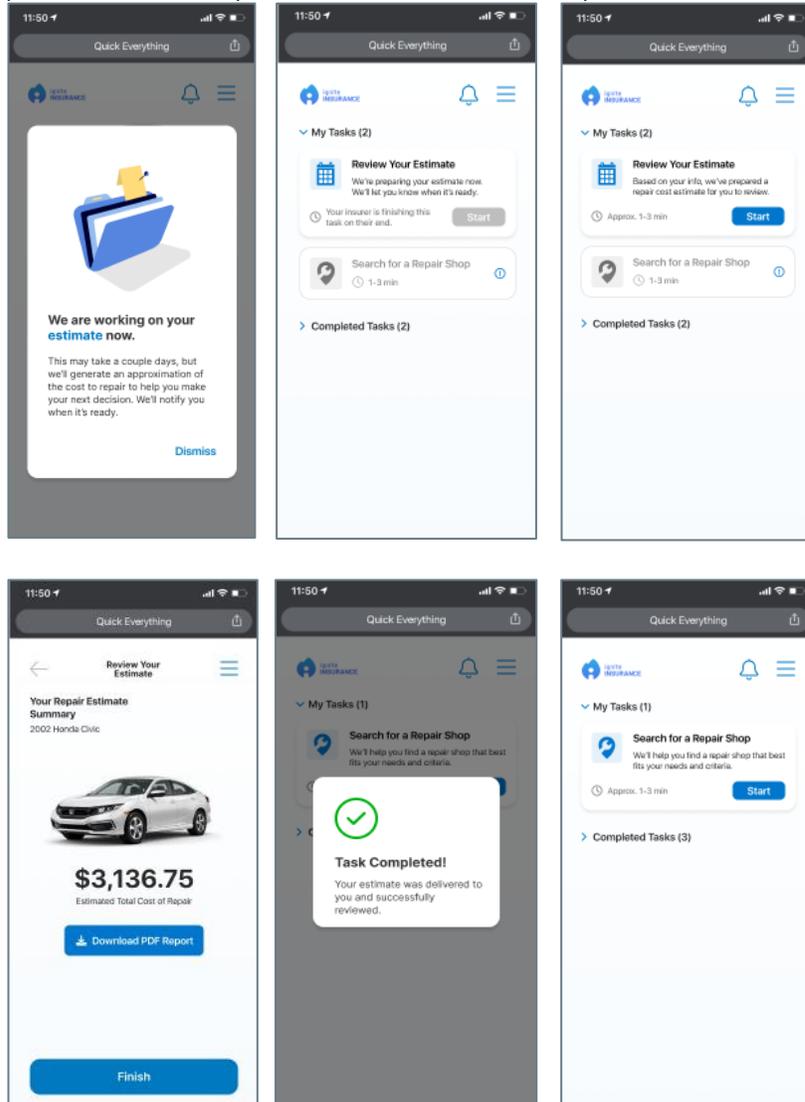
Note: Please refer to the QV standalone for the "Valuation Photos" and "Equipment Selection" flow screens.

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CCC® Quick Estimate Mobile Application, Continued

Smart Total Loss to QE or QVAL,
continued

If the carrier is configured to show an estimate through the app, they will be presented those options in the home and completed screens.



The system prompts the user to continue or cancel, If the user continues then there is no going back to option screen to change selection. The user continues and the system will generate a new Business Event "BAPPT " and upload images. The system will continue to generate ECRI but will not run AI for Smart Estimate or STP. The system will display the Mobile Shop Search module for users to select shops and book appointments.

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CCC® Quick Estimate Mobile Application, Continued

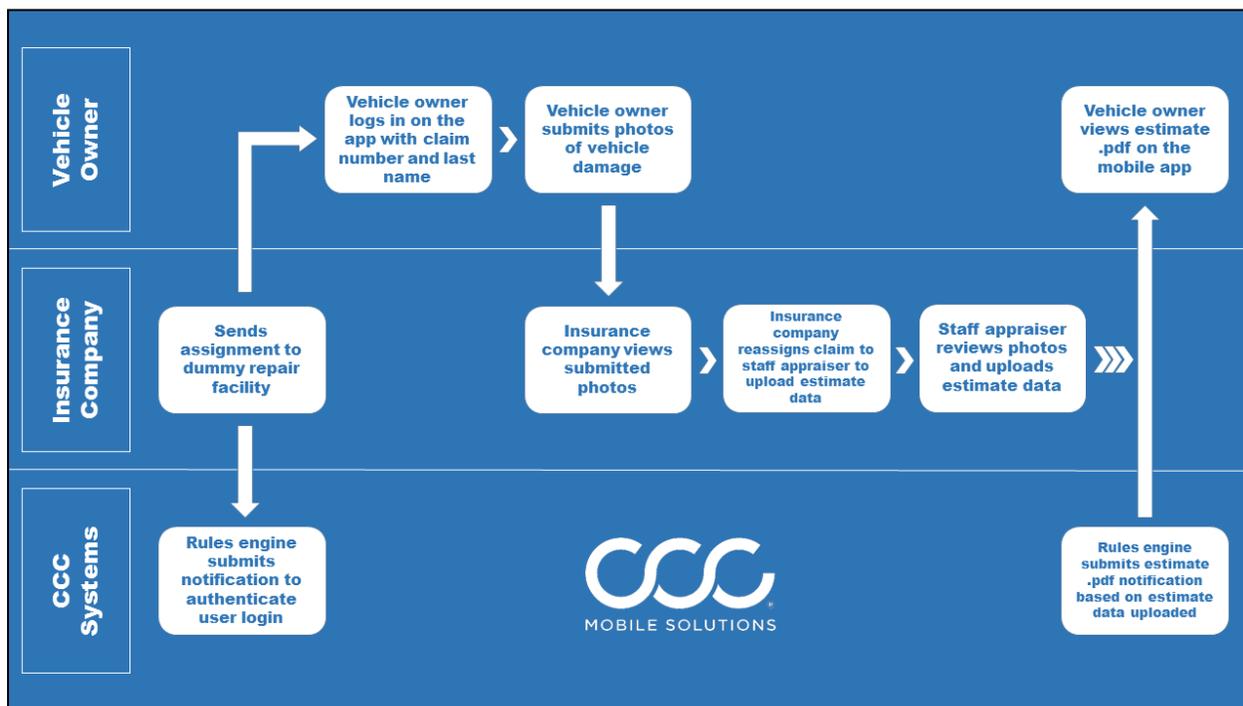
Receive Estimate/Book Appointment

The following feature/module is added for HTML5 customers only. This feature if enabled for a carrier will allow consumer to select Receive Estimate or Book Appoint option after the consumer completed the Quick Estimate photo capture and/or Video Capture (If enabled).

This feature can be enabled for custom or unbranded carrier.

Workflow

The Quick Estimate workflow begins with the FNOL call. Once the FNOL user determines the vehicle owner's eligibility to use Quick Estimate (criteria are set by individual carriers) and the vehicle owner agrees to submit photos through the app, the following occurs:



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CCC® Quick Estimate Mobile Application, Continued

Workflow,
continued

Workflow details:

Item	Description
Dummy Appraiser	The Carrier must have a Dummy Appraiser set up for the sole purpose of identifying the claim as a Quick Estimate Mobile Application claim.
Configurable Workflow Rules Engine Set Up	The Carrier must have a Configurable Workflow rules configuration set up to enable vehicle owner login and estimate .pdf display on the app.
Insurance Carrier Staff Appraiser	<p>Once the vehicle owner submits vehicle damage photos through the app, the Carrier reassigns the claim to a Staff Appraiser, who reviews the submitted photos and then uploads estimate data.</p> <p>Note: The Carrier's Staff Appraiser user must be set up with a CCC ONE Portal login to review photos and a CCC ONE estimating license to upload estimate data.</p>
Waiting on Images	<p>Once an initial assignment is sent to the Dummy RF, the app enables vehicle owner authentication and generates a "Waiting on Images" business event notification, which is available in the Claim Folder's History.</p> <p>The business event trigger can be used to generate email notifications to Insurance Carrier users and vehicle owners as needed.</p>
Images Available for Review	<p>Images are available under Documents in the Claim Folder once they have been uploaded by the vehicle owner through the app.</p> <p>The app generates an "Images Available to Review" business event notification, which is available in the Claim Folder's History.</p> <p>The business event trigger can be used to generate email notifications to Insurance Carrier users and vehicle owners as needed.</p>

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CCC® Quick Estimate Mobile Application, Continued

Workflow,
continued

Item	Description
Estimate Version	Only estimate version E01 is available for the vehicle owner to view on the app; no subsequent versions/supplements will be available.
Appraiser Reassignment	When photos are submitted by the vehicle owner through the app, the Carrier reassigns the claim from the Dummy Appraiser to a Staff Appraiser, who will upload estimate data. To support Reporting, only one reassignment from the Dummy Appraiser to a Staff Appraiser is permitted; if multiple reassignments occur on the same claim, the estimate will not be available for the vehicle owner to view on the app.
