

CCC® Mobile: Quick Estimate Application – Video Capture and Upload

Overview

In addition to allowing users to capture and upload photos of vehicle damage, the Quick Estimate application also includes **video capture** capability. After the user has captured the required photos, a message appears asking if they would like to record a 30-second video of the vehicle damage.

Note: Carriers can choose to make video capture a required part of the application’s workflow. Users for whom video capture is required will not see the popup pictured in Step 1 below; instead, they are prompted to grant additional device permissions and then see the instructional overlay screen pictured in Step 3.

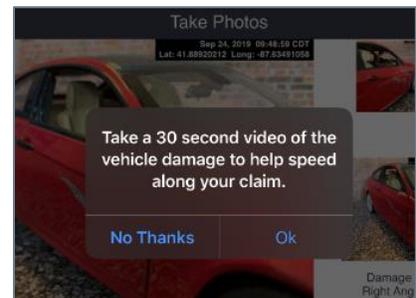
If a user elects to **not** capture a video (in cases where video capture is optional) but the carrier would like to request a video after the user has submitted their photos, the carrier can issue a video request via Virtual Inspection; in this case, the user receives a push notification and, upon opening the notification, is guided through the video capture process. This feature is available for the **Quick Estimate native app only**.

Workflow

For the CCC-branded version of Quick Estimate, video capture will be part of the standard workflow, though users are not required to complete the video capture process (see Note above).

After the user finishes capturing the required photos, a popup appears. Follow these steps to capture a video of vehicle damage:

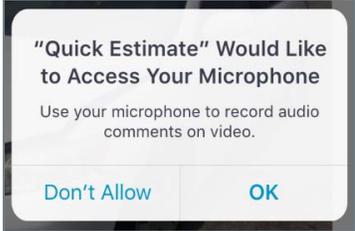
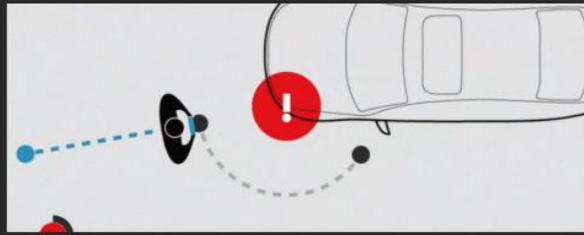
Step	Action
1	The text in the popup reads: “Take a 30 second video of the vehicle damage to help speed along your claim.” Tap Ok to begin the process.



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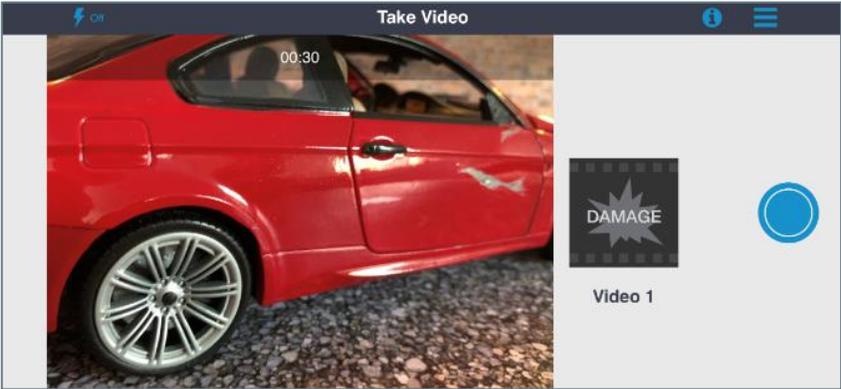
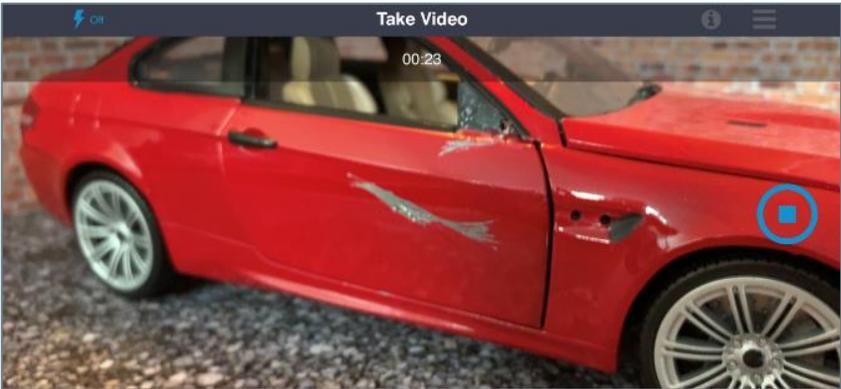
Workflow,
continued

Step	Action
2	<p>Tap OK to grant access to your device’s microphone.</p> <p>Note: You must grant this permission in order to proceed. If you tap Don’t Allow, you are prompted to change your settings.</p> 
3	<p>Review the Damage Capture instructional animations and text (below) and tap the Proceed button to advance.</p> <div data-bbox="586 793 1425 1119">  <p>Damage Capture</p> <p>Based on the location of your damage, start from the nearest corner on your vehicle and start recording. Slowly move closer to the damage and move your camera around the area.</p> <p>Proceed</p> </div> <div data-bbox="586 1167 1425 1503">  <p>Damage Capture</p> <p>Based on the location of your damage, start from the nearest corner on your vehicle and start recording. Slowly move closer to the damage and move your camera around the area.</p> <p>Proceed</p> </div>

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Workflow,
continued

Step	Action
4	<p>Position yourself near the vehicle damage as directed by the instructions and tap the blue button to begin recording. Slowly move closer to the damaged area, and move your camera around the area.</p> <p>Note: If the user is on a phone call while attempting to capture their damage video, a message appears notifying them that they must end the call before they can successfully capture and submit their video.</p> 
5	<p>Continue recording for 30 seconds or tap the stop button to conclude.</p> 

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Workflow,
continued

Step	Action
6	<p>Tap the blue play icon to review the video. If you are satisfied with your video, tap the Use Video button. To retake the video, tap the Retake button.</p> 
7	<p>You proceed to the Review Photos screen. Tap the Submit button to submit your media.</p>

All media is uploaded to the Claim Folder and is accessible to the Desk Appraiser via the Virtual Inspection platform for CCC® Portal. Please refer to the **Virtual Inspection** job aid for more information.