

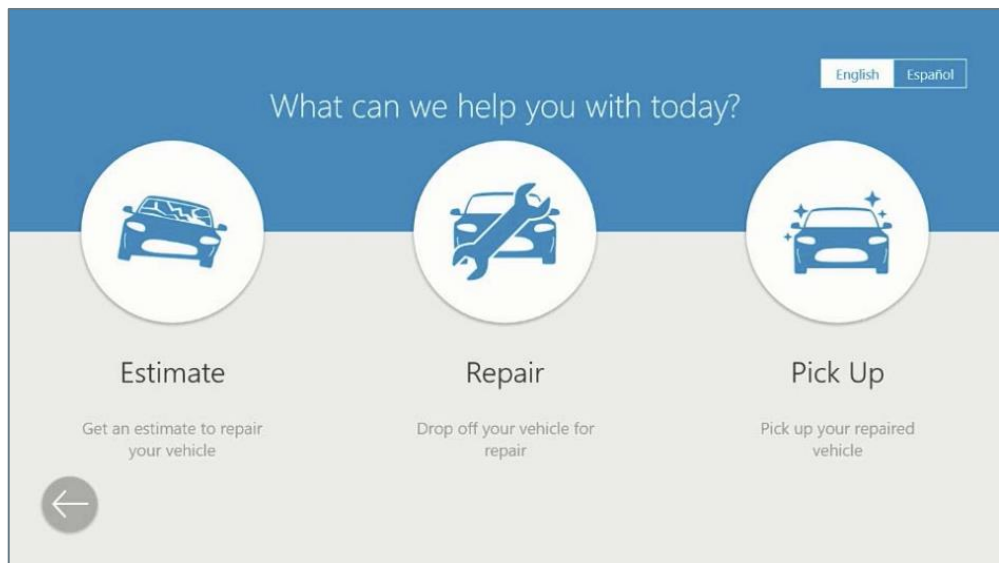
CCC ONE® Lobby – Customer Experience

Introduction

This job aid details the customer experience at a repair facility using the CCC ONE® Lobby app.

A customer will begin at the Start screen, then select one of three paths:

- Estimate
- Repair
- Pick Up

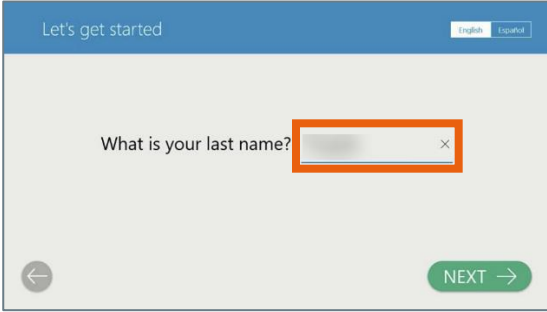
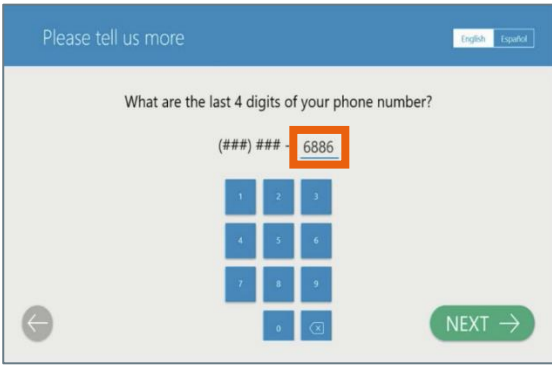


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CCC ONE® Lobby – Customer Experience, Continued

Estimate & Repair

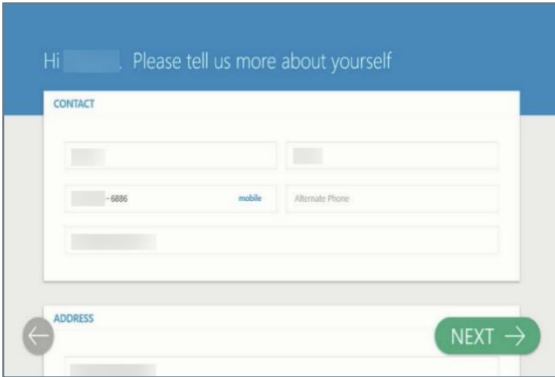

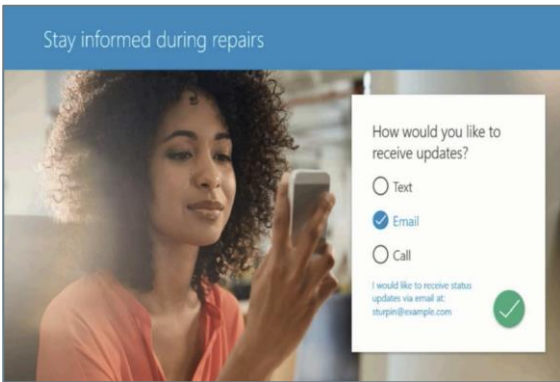
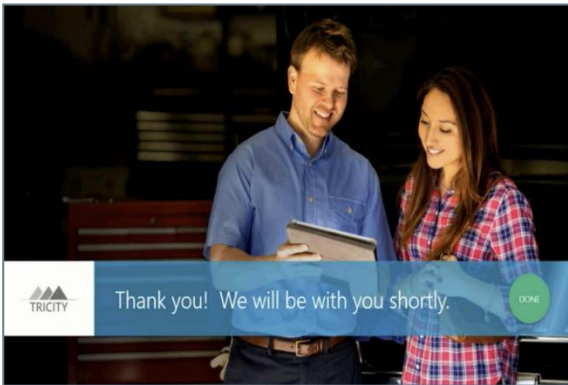
The table below shows the steps in the process if you choose Estimate or Repair on the **What can we help you with today?** screen.

Step	Action
1	<p>Enter your last name, and then click NEXT.</p> 
2	<p>Enter the last four digits of your phone number, and then click NEXT.</p> 

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CCC ONE® Lobby – Customer Experience, Continued

Estimate & Repair,
continued

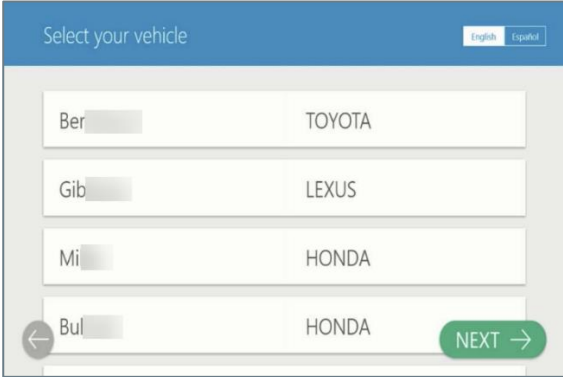
Step	Action
3	<p>Enter more contact information, and then click NEXT.</p>  <p>Note: Additional screens may appear depending on answers.</p>
4	<p>Select a communication preference, and then click the .</p> 
5	<p>The Thank you! screen displays. Click DONE.</p> 

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CCC ONE® Lobby – Customer Experience, Continued

Pick Up

The table below show the steps in the process if you choose Pick Up on the **What can we help you with today?** screen.

Step	Action
1	<p>Select the vehicle to be picked up, and then click NEXT.</p> 
2	<p>The Thank you! screen displays. Click DONE.</p> 