

CCC ONE® Estimating Desktop – Quick Chat for Repair Facilities

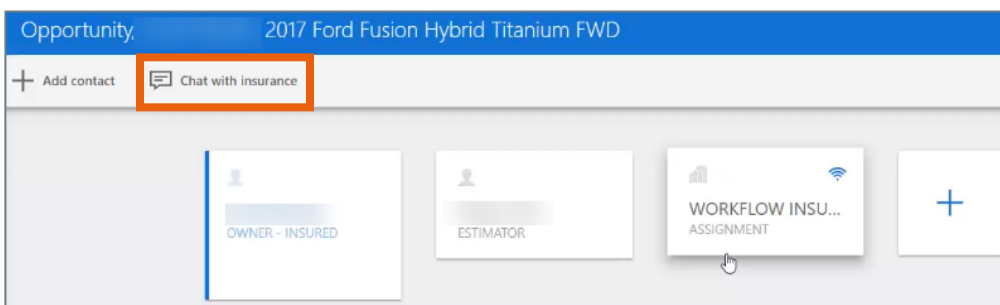
Introduction

Quick Chat allows 2-way communication between insurance companies and repair facilities through the CCC ONE Desktop application, cccone.com, and CCC® Mobile. Users need the **Lock Estimates and Supplements** permission enabled.

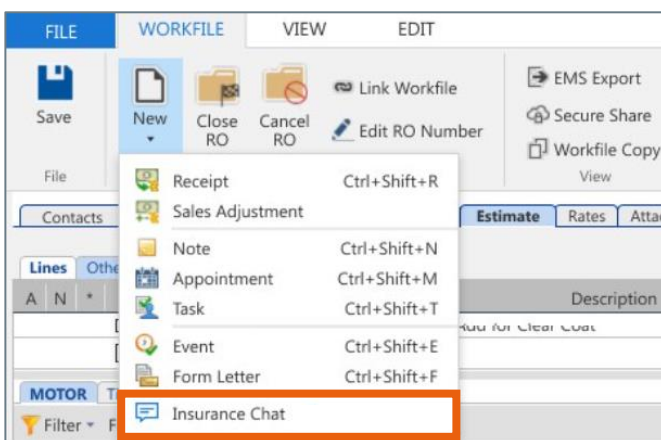
When a quick chat message is received from an insurance company, repair facility users with Insurance Notifications enabled will receive a quick chat message notification alert.

Sending a Quick Chat Message

Repair facility users can initiate a chat with an insurance company from within the workfile in cccone.com by clicking the **Chat with insurance** button. This action opens the Quick Chat screen for the specified claim.



You can also start a new chat with the insurance company in the desktop application by selecting the **New > Insurance Chat** option on the **WORKFILE** tab of the workfile.



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CCC ONE® Estimating Desktop – Quick Chat for Repair Facilities,

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Desktop Application Quick Chat Message Notifications

There are 2 areas in the CCC ONE® Estimating Desktop application where Quick Chat Message Notifications appear once the insurance company has initiated a chat.

Clicking on the **Click here** link in the notification of the workfile will display the quick chat message screen in a new web browser window.

A warning message within the workfile will display when a quick chat message is received but has not yet been viewed. The workfile warning message is cleared once the quick chat message is viewed and the workfile is closed and reopened.

Note: New notifications will not come through on opened workfiles until the workfile is saved; this occurs because opened workfiles are locked and don't continually look for applicable changes.

1. **Click here** link in the workfile.

Workfile warning message.

Click here to chat.

Chat message received from QUALITY INSURANCE COMPANY

Click here to chat.

RO 96895
R416
QUALITY INSURANCE COMPANY

Estimate

\$2,616.40 over threshold Preliminary Estimate

A	N	O	Est	Line	Oper	Description	Qty	Price	Est. Price	Labor	Paint
				16	Repl	Hood seal	1	2.36	2.36	0.0	0.0
				17		FENDER	0	0.00	0.00	0.0	0.0
*				18	Rpr	RT Fender	0	0.00	0.00	1.0	2.0
				19		Overlap Major Adj. Panel	0	0.00	0.00	0.0	-0.4
				20		Add for Clear Coat	0	0.00	0.00	0.0	0.3
				21		Add for Edging	0	0.00	0.00	0.0	0.5
				22		Add for Clear Coat	0	0.00	0.00	0.0	0.1

MOTOR Tire Part Codes Review Advisor

Line Exceptions: 5 Total Score: 89 Report Date: 8/21/18 11:22:00 AM

Filter Frame

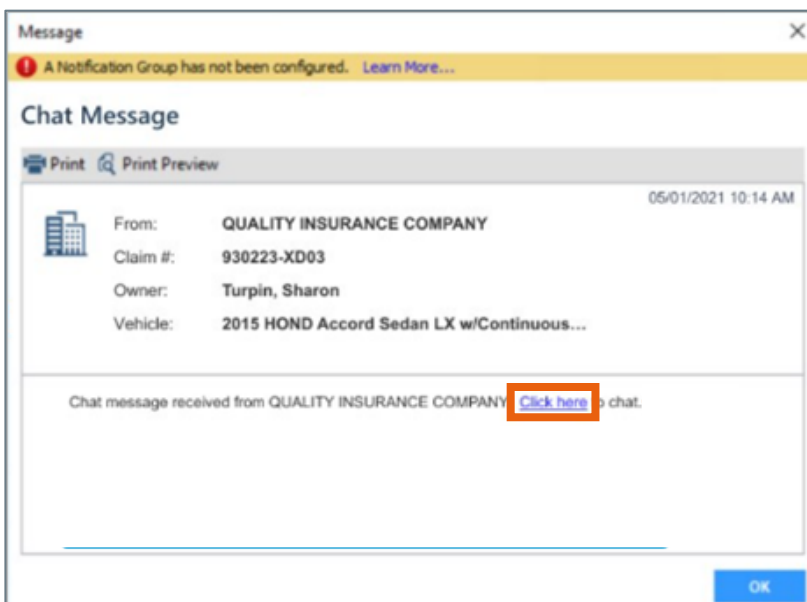
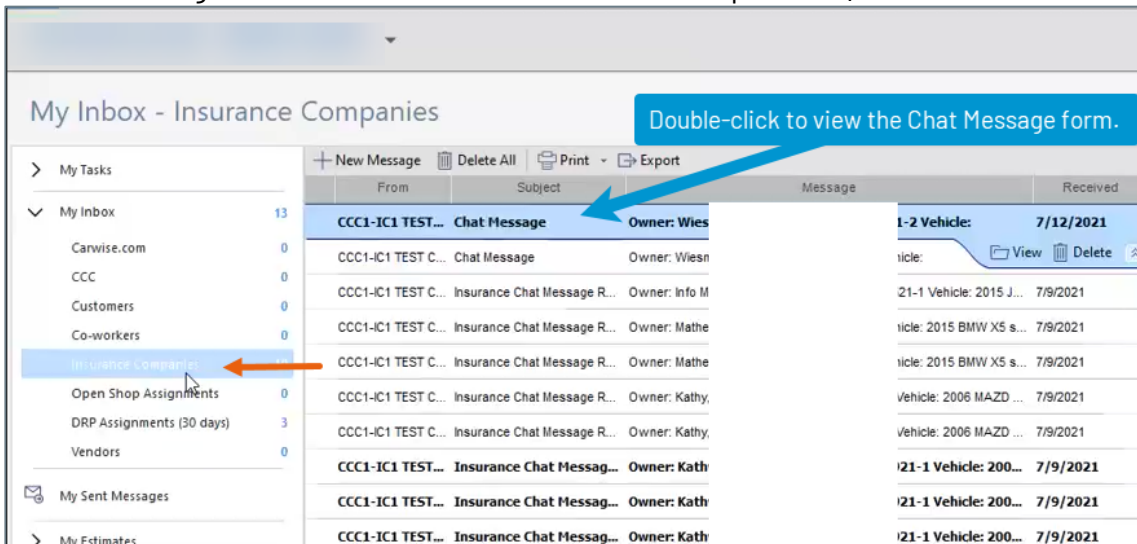
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CCC ONE® Estimating Desktop - Quick Chat for Repair Facilities, Continued

Desktop Application Quick Chat Message Notifications,

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2. Go to **My Inbox - Insurance Companies**. Double-click the Quick Chat message to view the message, then click on the **Click here** link to open the Quick Chat screen.



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CCCONE.COM – Quick Chat for Repair Facilities

Introduction

This section describes how to view, send and receive Quick Chat messages in cccone.com.

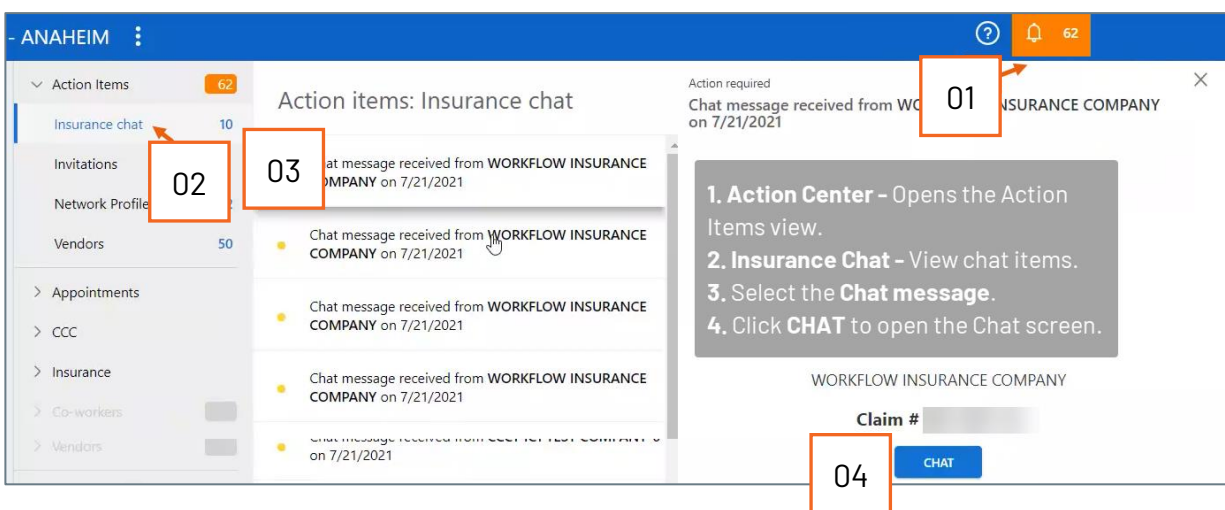
Viewing Quick Chat Messages in Insurance Chat

Once you have launched Quick Chat from the Desktop application, a web browser opens. The following steps describe how to open and respond to Quick Chat messages.

Note: You can also open a chat message in a workfile.

In cccone.com, perform the following steps to open a quick chat message.

1. Click on the Action Items notification icon.
2. Click on the **Insurance chat** tab under Action Items.
3. Click on the chat item in the **Action items: Insurance chat** column. The specified chat message displays on the right.
4. Click on **CHAT** to open the quick chat screen.



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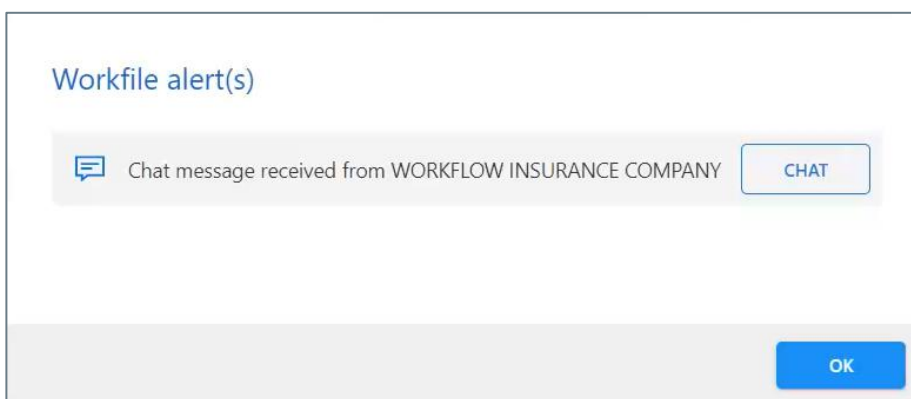
Viewing a Quick Chat Message in a Workfile

This section describes how to view Quick Chat messages in a workfile.

Once the Workfile Alert has been acknowledged by clicking on **OK**, it will no longer appear. Click **CHAT** to reply.

Workfile Alerts display only when a new chat has been sent by the insurance.

- When opening the workfile with a new quick chat message from an insurance company, a **Workfile alert** displays before viewing the workfile details.
- Clicking the **CHAT** button opens the Quick Chat screen for you to reply. Clicking **OK** closes the **Workfile alert** and displays the workfile screen.



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CCC ONE® Estimating Desktop – Quick Chat for Repair Facilities, Continued

Quick Chat Message Screen

The image below is an example of the Quick Chat Message screen in a web browser screen.

Insurance Company
Claim# 65-41

Debra | and 2 participants

Older Conversation History Available for this Claim. Load

New Chat Started by John Smith from Allstar Body Shop. May 16th, 2020 10:35am CST

TODAY

Hello, I have a question regarding the supplement that was requested. John 10:35 am

Hi John!

I can definitely help you about any questions you may have regarding the supplement. What is your specific question? Debra Mason 10:35 am

OK, why is the quarter panel being replaced rather than repaired? John 10:36 am

I'm not seeing a reason. Let me invite the Reinspector to the chat since he was the one that requested the change. One moment please. Debra Mason 10:37 am

Jacobi from Insurance Company joined the conversation. May 16th, 2020 10:40am CST

Thanks for joining us Jacob. John from Auto Body Shop would like to know why the quarter panel is being replaced rather than repaired? Debra Mason 10:40 am

Sure thing. John, the reason why we had to replace the part rather than repair it, is due to state regulations regarding the age of the vehicle.

You are currently viewing a preview of the chat stream.
Join the chat to start participating in the conversation. Join Chat

VEHICLE OWNER

Owner/Insured
John

Address
222 Merchandise Mart
Chicago, IL 60654

Email
@email.com

Home

Mobile

INSURANCE CONTACTS

Adjuster
Debra
1@acme.com

Reinspector
Jacob
@acme.com

CLAIM INFORMATION

Claim #
65-41

Accident Location
222 Merchandise Mart
Chicago, IL 60654

Assignment Sent
05/10/20 08:44am CST

Point of Impact
Front (6)

Total Cost of Repair
\$4,345.45

Vehicle
2010 Subara Tribeca

VIN

Color
Arctic White

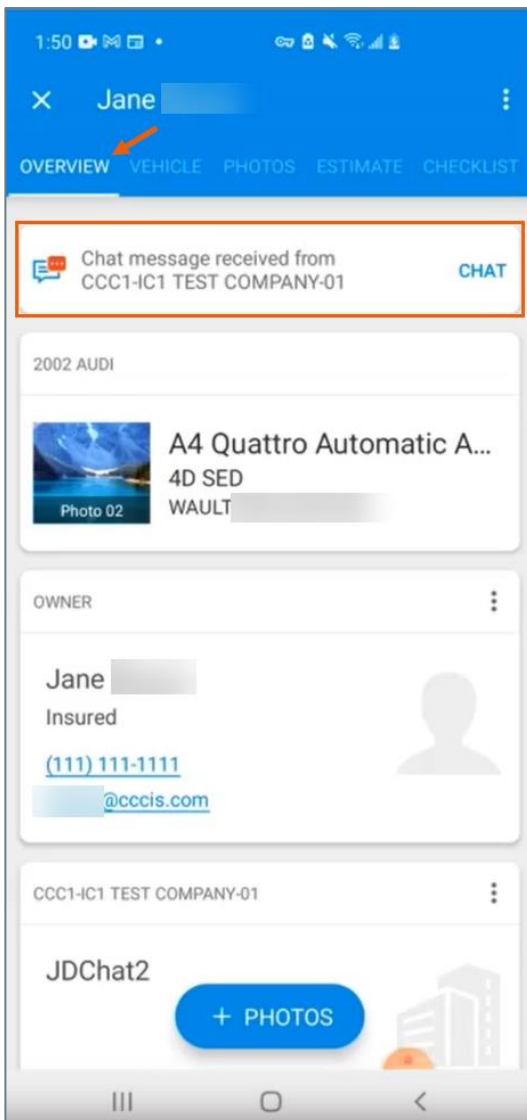
CCC® Mobile App for Repair Facilities – Quick Chat

Using CCC® Mobile app Quick Chat

This section describes how to use Quick Chat in the CCC® Mobile app for iPhone and Android. The mobile app allows users to respond to Quick Chat messages.

Initiating a Quick Chat message is not currently available in the mobile app.

Open the CCC® Mobile app and navigate to a workfile. Workfiles with new Quick Chat messages are displayed in the workfile **OVERVIEW** tab. Tap the message to open.



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CCC® Mobile App for Repair Facilities – Quick Chat, Continued

**Using CCC®
Mobile app
Quick Chat,
continued**

The Quick Chat message opens allowing you to enter and send a response.

