

# Handing Open Shop Calls with a Repair Facility

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## Overview

CCC Open Shop allows you to send an assignment to any Repair Facility in the CCC Network. Consequently, when following up on an Open Shop assignment, you may find that the person you speak with may not be knowledgeable about the Open Shop program. There are several ways to approach the conversation when you encounter this situation. This job aid provides best practices for handling this conversation when it arises.

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## Conversation Best Practices

The following are possible responses from Shops when calling to discuss an Open Shop assignment and suggestions for how to respond.

### What is Open Shop?



**Brief Description:** Open Shop allows you to receive assignments from Insurance Companies even if your Shop doesn't have a relationship with that Company.

**Ask:** Do you use CCC ONE?



**No?** Immediately direct the Shop to call CCC Technical Support at 800.637.8511 for assistance with setup and usage.

**Yes?** Explain that Open Shop assignments work just like regular assignments and workfiles except that is marked as an Open Shop file.

**\* OPEN SHOP ASSIGNMENT**

### We don't know how to use Open Shop.



**Say:** Go to CCC ONE and enter "Open Shop" on the Search bar and review the available help topics. If you still need assistance or have additional questions, go to [cccis.com](http://cccis.com) and access [Find My CCC Team](#).

Search help...



### It's not working, and I don't have time to watch anything.

**Suggest:** Encourage the Shop to call CCC Technical Support for help with how to handle Open Shop assignments or access [Find My CCC Team](#).



**Send Email:** If you think the Shop may not call or to make sure that they have what they need to respond to your Open Shop assignment, send an email to [TSOpenShop@cccis.com](mailto:TSOpenShop@cccis.com) with the Shop's contact information and we will call them to resolve the issue.

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