



## CCC® CORE WORKFLOW Solution Documentation

CCC will provide CUSTOMER with, or with access to, the CCC® Core Workflow Services, which include:

<b>Basic Analytics</b>	Access to view and create standard reports related to vehicle damage and total loss claims (including reporting on individual staff appraisers) and showing select aggregated industry data.
<b>Estimate Share</b>	Allows transmission of estimates written by staff appraisers, repair facilities and independent appraisers using CCC ONE Estimating to repair facilities and independent appraisers based on customer configuration.
<b>Payment Status</b>	Ability to set carrier specific payment status values either electronically or manually to drive claims workflow tied to consumer and shop payment.
<b>Staff Scheduling</b>	Scheduling, rescheduling and transmission of vehicle damage appointments for staff appraisers. Access to a Mobile website which enables viewing appointment information and updating appointment statuses as well as the ability to send SMS text or email communications about Appointments to insureds or third-party claimants based on customer configuration.
<b>Workflow Open Shop</b>	Enables the sending of assignments to repair facilities that do not participate in CUSTOMER's direct repair program and that communicate with CCC digitally.
<b>Workflow Routing</b>	Routing of auto physical damage claims based on customer configured criteria and configuration of work lists for consolidated viewing of claim folders
<b>Claim Creation</b>	Creation of a claim folder that stores relevant information to an insurance incident, as available, including but not limited to a vehicle damage repair assignment, estimate and supplement information, vehicle valuation and digital images.
<b>Assignment Services</b>	Transmission, cancellation and reassignment of vehicle damage repair assignments to automobile repair facilities, independent appraisers and staff appraisers.
<b>Shop Scheduling</b>	Ability to make appointments via the CCC Portal and/or a web service interface, and CCC's standard mobile applications (if contracted) with repair facilities that license CCC Engage and make available their appointment slots.
<b>Routing Recommendations</b>	Ability to receive, based on criteria and configurations, recommendations for the routing of a damaged vehicle for inspection.