



CCC® INTELLIGENT REINSPECTION SOLUTION DOCUMENTATION

CCC will provide CUSTOMER with, or with access to, the CCC® Intelligent Reinspection Services, which include:

Audit for Staff Appraisers	Ensure compliance by reviewing custom customer rules against vehicle damage repair estimates electronically post locking the file.
Estimate Review	Review vehicle damage repair estimates and supplements written by repair facilities, independent appraisers and staff appraisers for the purpose of approval, documentation or for sending supplement requests.
Electronic Predictive Review	Review of vehicle damage repair estimates written by repair facilities, independent appraisers and staff appraisers to determine the likelihood of exceptions based on custom customer criteria.
Parts Detail Audit	Identification and transmission of the location, price and description of available alternative replacement parts based on custom carrier criteria.
Shared Guidelines	Electronic communication of custom customer compliance rules with external appraisers that are licensed to use CCC ONE Estimating Advisor.
CCC ONE Connect	Access to view repair facility profiles and send invitations to repair facilities for participation in a direct repair program as well as sending bulletins or one-way communication blasts to all repair facilities that participate in a direct repair program.
CCC ONE Scorecard	Access to reports that includes Repair Facility estimate data, audit data, reinspection data, Status Data and CSI Data.
CCC ONE UpdatePlus CSI	Access to view survey responses for Repair Facilities and communications via e-mail or text between Repair Facilities and insureds/third party claimants regarding vehicle damage repairs performed by Repair Facilities.
CCC ONE UpdatePlus Status	Access to view vehicle damage repair status events and communications between repair facilities that participate in a direct repair program and insureds/third party claimants.
CCC RF Chat	The ability to engage in two-way synchronous or asynchronous chat communications with eligible repair facilities as well as access to a communications dashboard to view chats and information from the applicable Claim Folder.
Diagnostics Validation	Access to event codes to inform a desk review if a validated or unvalidated Diagnostic Scan was performed.
AI Auto Approval	Access to the use of artificial intelligence and customer configured rules to determine whether a vehicle damage repair estimate or supplement that was written by a repair facility should be automatically approved.
Guided Review	Access to the use of artificial intelligence and customer configured rules supply a reviewer line-level recommended changes when appropriate and to recommend a priority category.