



Manage opportunities
from a single platform

CCC ONE™ Contact Center

Capture More Work, Centralize Your Operations

How do you manage the stack of opportunities on your desk? In order to get new business, you need to follow-up quickly and efficiently.

While speed is critical when it comes to capturing repair assignments, it can be hard to achieve for multi-store operators. Often, they must rely on their staff to step away from a hectic workload to follow up on new opportunities. CCC ONE™ Contact Center creates a single, central location for designated staff or call centers to view incoming assignments, contact customers, schedule jobs and dispatch work quickly and easily.

The seamless integration between the CCC ONE platform and Contact Center allows for a simplified user experience. With everything in one place, staff can focus on one mission—contacting the customer and capturing the opportunity. Scheduling and dispatching functions make it easy for work to be routed quickly to the location to deliver an improved customer experience and reduce administration at the shop.

A Solution that Gets Results

This centralized solution results not only in more captured business, but also:

- Positive customer experience
- Reduced cycle times
- Improved relationships with insurance partners
- Increased profitability

Whether you are a small, regional MSO or one of the largest operators in the country, CCC ONE Contact Center can help you gain more control of your incoming opportunities with central visibility and the ability to quickly and easily balance workload.

CCC ONE Contact Center dispatch view provides integrated access to estimator calendars for real time appointment scheduling to effectively balance work and ensure the optimum customer experience.

Time	Unassigned	Eric Alvarez	Bryce Cole
8am	Sharon Jones		Vacation
9am		9:30 Mitch Henderson	
10am	9:30 George Ramos		
10:30	Sandra Barnes		
11am			
Noon		Lunch	
1pm			
2pm		2:00 Will Dessert estimate	
3pm		3:15 Tanya Wilson repair	
4pm			
5pm			
6pm			
7pm			