



Client Platform Management **Technical Bulletin**

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Issue: Workfile Copy not importing into CCC ONE Total Repair Platform

This bulletin applies to:

- CCC ONE® Total Repair Platform

Symptoms:

When attempting to download a Workfile Copy from CCC containing either a CCC Pathways® Solution supplement or a CCC ONE™ Total Claims Solution workfile, the Workfile Copy request appears to go through; however, the workfile never arrives in CCC ONE. Files imported using the “Import copy of workfile from disk” option are not impacted.

Cause:

The retrieval of a Workfile Copy in CCC ONE is currently limited to Pathways Estimates of record. The ability to retrieve additional workfile types will be included in a future release.

Resolution:

The next release of the EZNet 2.0 Communication Network will add the ability to retrieve additional workfile types.