



## Toyota Certifies CCC ONE™ UpdatePlus CSI

*CCC's integrated customer satisfaction tool approved for use by Toyota-certified shops.*

Chicago, IL ([PRWEB](#)) February 14, 2013 -- CCC Information Services and Toyota announced today that the CCC ONE™ UpdatePlus CSI solution has been approved by Toyota for use in Toyota certified repair facilities. CCC ONE UpdatePlus CSI is an integrated option within CCC's consumer communications offering that allows repairers to send satisfaction surveys to customers within two days of their completed repairs. Toyota has more than 180 certified repair locations across the U.S.

“We know that customer satisfaction with the repair process is a leading indicator as to whether a customer will use our certified repair facilities again or refer our services to a friend or family member,” said Brad Brahe, Body Shop Process Improvement Manager, Toyota Motor Sales, U.S.A., Inc. “CCC ONE UpdatePlus CSI can help our certified repair facilities quickly gauge customer sentiment on the repair experience and support rapid resolution if an experience was less than satisfying.”

The CCC ONE UpdatePlus CSI surveys can be sent via email or text, based on the customers' preference and represents a continuation of the dialogue shops can now have with customers throughout the repair process when using CCC ONE™ UpdatePlus Status. The surveys also include instant alerts back to the shop when a response indicates a level of dissatisfaction and configurable reporting, both available at a low monthly subscription rate.

“Toyota-certified repair facilities go through rigorous training to deliver quality repairs to consumers,” said Joe Allen, SVP, Automotive Services Group, CCC Information Services. “Being able to quickly and easily gather consumer feedback is critical for all repair facilities looking to drive repeat business and make improvements when necessary. CCC is excited to be named as an approved CSI provider by Toyota and looks forward to working with their certified repair facilities.”

To learn more about CCC ONE UpdatePlus CSI, please visit: <http://www.ccc-one.com/updateplus>.

### About CCC Information Services Inc.

CCC brings together what matters most - insight to make the best decisions, connections into the largest auto claims network and superior productivity through an innovative single platform. Founded in 1980, CCC is the nation's leading provider of advanced software, workflow tools and enabling technologies to the automotive claims and collision repair industries. Its client base includes more than 350 insurance companies and more than 21,000 repair facilities. CCC also delivers the most comprehensive, best-in-class industry insights by leveraging data captured from the millions of transactions processed through its network, and the forward-looking, trusted advisor perspective of its people. You can find out more about CCC Information Services Inc. by visiting the company's web site at [www.ccc.cccis.com](http://www.ccc.cccis.com).

### About Toyota

Every Toyota Certified Collision Center maintains state-of-the-art tools and equipment, so their highly skilled technicians have everything they need to ensure your vehicle will be given the finest quality repairs. With computerized paint mixing and matching equipment, repairs appear undetectable and as good as new. You can also count on using Toyota Genuine Parts whenever possible to help maintain the warranty and value of your vehicle. Plus repair and refinish technicians are trained to become experts in the repair of Toyota vehicles and



are certified through the Toyota Certification Program, so the best people are working on your vehicle at all times. It's all part of our ongoing commitment to total customer satisfaction. Our standards for repair are the same as when your vehicle was manufactured.



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