

New CCC user guide

2017.5

Overseas Service Planning Team

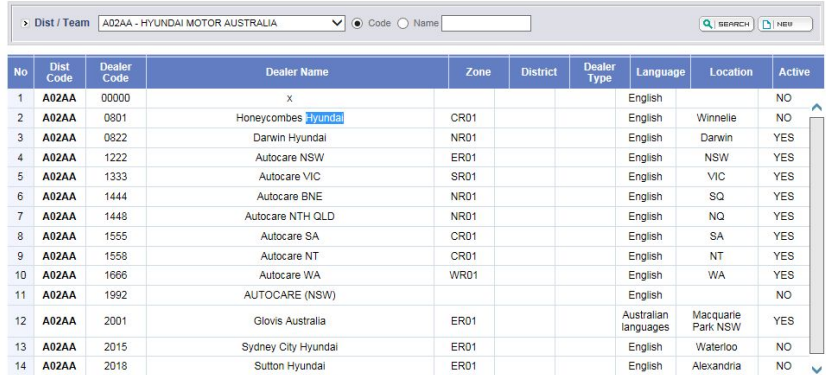
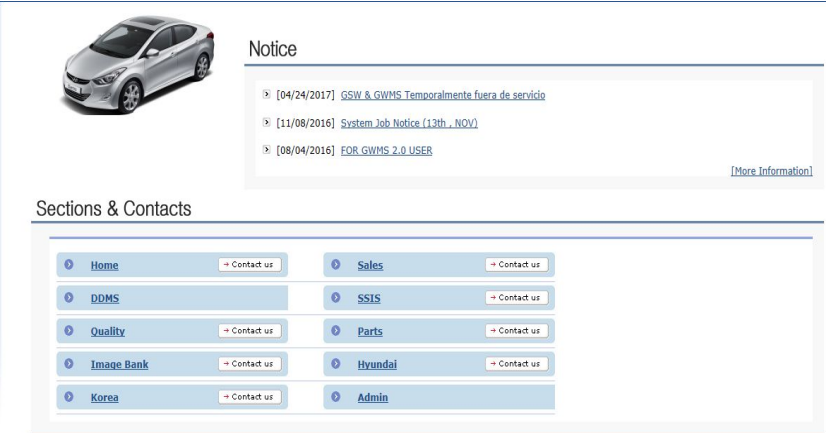
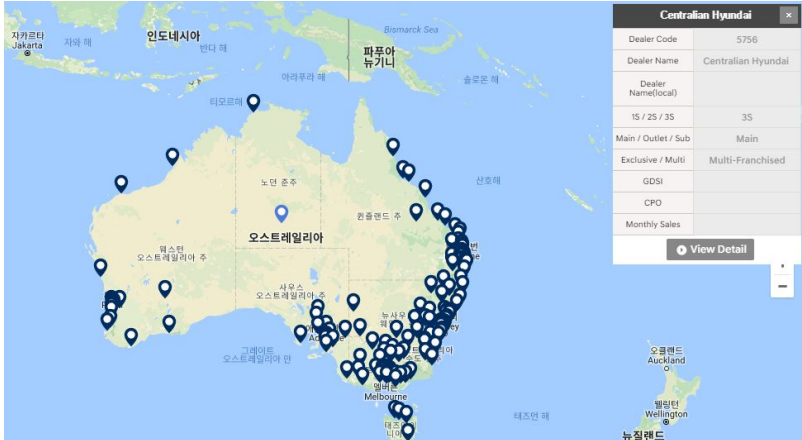
Purpose
of
renewal

- ❖ In order to improve usability and strengthen security of previous CCC.
- ❖ To share location-based dashboards of Hyundai global service operation.

Major
changes


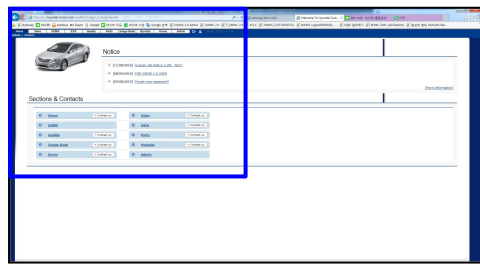

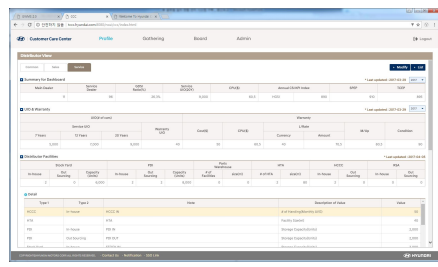


	Previous CCC	New CCC
Present status management	<ul style="list-style-type: none"> • Lack of distributor and dealer information - Minimal information such as name and address. • No dashboards • No survey feature 	<ul style="list-style-type: none"> • Various distributors and dealers information - New CCC will be an alternative of e-mail survey, collecting information of distributors and dealers regarding service capabilities and activities. • Location-based dashboards - Users can see significant index on the Google map. • Web- based survey feature
User management	<ul style="list-style-type: none"> • Difficult user management • Weak security • Complex user authority structure 	<ul style="list-style-type: none"> • Adapted e-mail ID to verify users • Adapted OTP system for administrators • Simple user authority structure
System infra	<ul style="list-style-type: none"> • Supports IE browser only • Slow connection speed 	<ul style="list-style-type: none"> • Supports various web browsers • Accelerated network service
URL	Http://ccc.hyundai-motor.com	Https://ccc.hyundai.com

II . Major changes (Information management)

	Previous CCC	New CCC																		
Profile	<ul style="list-style-type: none"> Only a list of distributors and dealers with minimal information available <p>Dealer Info.</p> 	<ul style="list-style-type: none"> Various information of distributors and dealers available <table border="1"> <thead> <tr> <th></th> <th>General profile</th> <th>Major KPIs</th> <th>Market volume</th> <th>Facilities</th> <th>Personnel information</th> </tr> </thead> <tbody> <tr> <td>Distributor</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> </tr> <tr> <td>Dealer</td> <td><input type="radio"/></td> <td></td> <td></td> <td><input type="radio"/></td> <td><input type="radio"/></td> </tr> </tbody> </table> <ul style="list-style-type: none"> New CCC will manage significant information of distributors and dealers which HMC requests to update periodically via e-mail. It will help gather tasks and share results between users in real time. 		General profile	Major KPIs	Market volume	Facilities	Personnel information	Distributor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Dealer	<input type="radio"/>			<input type="radio"/>	<input type="radio"/>
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Distributor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>															
Dealer	<input type="radio"/>			<input type="radio"/>	<input type="radio"/>															
Dash board	<ul style="list-style-type: none"> Only has a Single Sign-On (SSO) feature 	<ul style="list-style-type: none"> Location-based dashboard (Google map) 																		

II . Major changes (User management)

	Previous CCC						New CCC																																		
User	Task	User	Dist. Admin.	Dist. User	Dealer Admin.	Dealer User	Task	User	Dist. Admin.	Dist. User	Dealer Admin.	Dealer User																													
	Create Account	Dealer user	○	X	○	X	Create Account	Dealer user	X	X	X	X																													
		Dist. user	○	X	X	X		Dist. user	X	X	X	X																													
	Approve Applications	Dealer user	○	X	○	X	Approve Applications	Dealer user	○	X	X	X																													
Dist. user		○	X	X	X	Dist. user		○	X	X	X																														
Manage Profile	Dealer profile	○	X	○	X	Manage Profile	Dealer profile	○	X	○	X																														
	Dist. profile	○	X	X	X		Dist. profile	○	X	X	X																														
	※ Distributor admin. can give admin. authorities to other distributor users.						※ Only regional HQ and HMC administrators can give admin. authorities to distributor users.																																		
Authority	<ul style="list-style-type: none"> It is mandatory to insert authority codes of each systems for access to linked systems. 						<ul style="list-style-type: none"> CCC only shares ID with linked systems. Users will be given a default authority based on their jobs and roles. But, distributor admin. should set GWMS authority code as done before. 																																		
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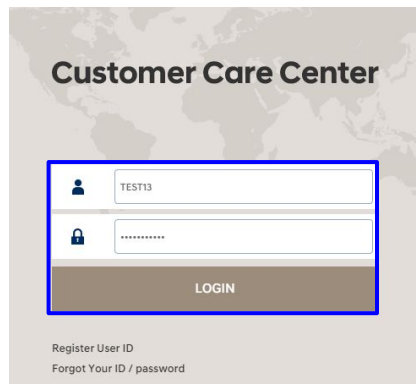
	Previous CCC	New CCC
Web browser	<ul style="list-style-type: none"> Supports IE and optimized 8.0 version only  <ul style="list-style-type: none"> Only one part of screen is used with fixed screen resolution (1024*768) 	<ul style="list-style-type: none"> Supports various web browsers (HTML5 standard)  <ul style="list-style-type: none"> Full screen is utilized with flexible screen resolutions 
CDN service	<ul style="list-style-type: none"> Slow network connection due to long physical distance between user and server 	<ul style="list-style-type: none"> Accelerated network connection with CDN service - CDN service has over 1,000 edge servers. 

III. User guide (For all users who have old CCC ID)

■ Changing your ID

- Existing users must change the previous ID to an e-mail

- ID. ■ Step 1: Access new CCC (<https://ccc.hyundai.com>).
- Step 2: Login with previous ID and password.



- Step 3: Enter your e-mail address in ID text box and click “Check ID”. If your e-mail is available click “Submit”.

User Registration - First Login [X]

* Please Input E-mail address you wish to use for the new CCC. We use and an E-mail address as an ID in the new CCC. [Submit]

ID	<input type="text" value="ahmad"/> @ <input type="text" value="yahoo.com"/> <input type="button" value="Check ID"/>	First Name	<input type="text" value="T"/>
Position/ Title	<input type="text" value="I"/>	Last Name	<input type="text" value="EST123456"/>
User Type	<input type="text" value="O"/>	Language	<input type="text"/>
Organization	<input type="text" value="M/East & Africa"/> <input type="text" value="Afghanistan"/>	Access IP	<input type="text"/>
Job	<input type="text" value="ETC"/>	Role	<input type="text" value="User"/>

- If you want to limit access IP to one computer then input IP in this box. (Administrator only)

e.g., Specific IP: 68.8.1.1 /
IP range: 68.8.1.0
(68.8.1.1~68.8.1.255) /
Unrestricted IP: 0.0.0.0

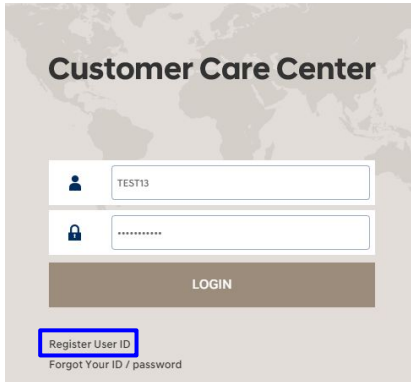
- ※ We recommend you to use an official e-mail address instead of a private e-mail address. (e.g., test@hyundaifr.com)
- ※ If you are an user of Online-HTA, your e-mail address should be same as the Online-HTA's e-mail ID for Single Sign-On.
- ※ As diagnosis device is linked to CCC ID, you must log in with the changed ID after changing the CCC ID.

- After you change the ID on CCC website, the changed information may not be applied to the diagnosis device immediately.

Thus, if you fail to log in within 30 minutes after the change, try to login with the previous ID. (Applied device: GDS, GDS Mobile, PC Manager, J2534)

■ Creating a new account (1/2)

- Step 1: Access new CCC (<https://ccc.hyundai.com>).
- Step 2: Click “Register User ID”.



**! DO NOT REGISTER NEW ACCUNDT IF YOU HAVE PREVIOUS ID.
EXISTING USER ONLY NEED TO CHANGE ID PROCESS THAT MENTIONED ON PREVIOUS PAGE.**

- Step 3: Select the region and distributor you belong to.

Please select your organization

- Step 4: Read the user agreement and terms carefully and select the check boxes if you agree.

User Agreement

Consent to Collect and Use Personal Information

■ Creating a new account (2/2)

- Step 5: Fill in the application and submit it to the distributor administrators.

① Enter your e-mail address in the ID text box and click "Check ID".

- If someone else is already using that e-mail address, you will see an error message as below. In this case, please contact

the regional service team of HMC.

@

This ID is already in use.

② In the Memo box, enter your work address (distributor/dealer code and name) and type of your job.

Registration

①	ID	<input type="text" value="test"/> @ <input type="text" value="test.com"/> <input type="button" value="Check ID"/>	Password	<input type="text"/>	
		ID available.			* 8~20 alphanumeric codes (incl. special character; !, #, etc.) * Password strength must meet 'Green' level.
	First Name	<input type="text"/>		Password Confirm	<input type="text"/>
	Last Name	<input type="text"/>			
Position/ Title	<input type="text"/>	Organization	Asia_Pacific <input type="button" value="v"/> A02AA-AUSTRALIA <input type="button" value="v"/>		
②	Memo	[Sample 1] Dear administrator. I need an authority of GWMS to submit claims. Please give me its authority. - Dealer code : A001 - Dealer name : Right here, Right care Hyundai motor - Dealer Address : 231 Yangjae, Seocho, Seoul, Korea - Job : Warranty clerk Regards.	[Sample 2] Dear administrator. I need to access to GWMS and GSW. Please give me their authorities. - Distributor code : A02AA - Department : Warranty team Regards.		

- Step 6: An approval e-mail will be sent to you when an administrator of the parent organization approves the submitted application.

■ Applications approval and user management (1/2)

- Step 1: Search an application list on the user management screen (Admin → User Administration → User management).

The screenshot shows the 'User Management' interface. At the top, there are search filters for ID, Name, Organization (Asia_Pacific), District, Dealer, Job, Role, and Status. A search button is on the right. Below the filters is a table of users. The first row is highlighted in yellow. The 'Status' dropdown menu is open, showing options: select, Active, Inactive, New account requested (highlighted), and Withdrawn. Action buttons 'Add Row', 'PASSWORD RESET', and 'EXCEL' are visible.

No	Region	Distributor	District	Dealer	Name	Job	Role	Status
1	Asia_Pacific	HYUNDAI MOTOR		Ryde Hyundai	test first name test la	Service	User	New account r

- Step 2: Select user type, organization, job and role and change the account status.
 - If you want to limit access IP to one computer then input IP in this box. (Administrator only)
e.g., Specific IP: 68.8.1.1 / IP range: 68.8.1.0 (68.8.1.1~68.8.1.255) / **Unrestricted IP: 0.0.0.0**

The screenshot shows the user creation/editing form. Fields are highlighted in blue: ID (bmr26), Account Status (New account requested), User Type (Dealer), Organization (Asia_Pacific, A02AA_AUSTR, unmapping (AC), 2113_Ryde Hyu), Job (Service), Role (User), and Access IP (0,0,0,0). The Password field has a strength indicator and a 'PASSWORD RESET' button.

ID	bmr26 @ naver.com	Account Status	New account requested
First Name	test first name	Password
Last Name	test last name	
Position/ Title	manager	Password Confirm
User Type	Dealer		PASSWORD RESET
Organization	Asia_Pacific A02AA_AUSTR unmapping (AC) 2113_Ryde Hyu	Role	Admin User
Job	All Sales Service ETC	Language	Browser Default
Access IP	0,0,0,0		

■ Applications approval and user management (2/2)

- Step 3: Control authority or access permission to linked systems.

System	Authority
GWMS	504_DealerManager(Service)
GQIS	YES
HGSI	NO

- The reference of user's authority

User Type	Job	Role	GSW	GQIS	HGSI	Online-HTA	GWMS
Distributor	All	Admin	○	Yes/No		Only SSO	Previous authority code
		User	○				
	Sale	Admin	X				
		User	X				
	Service	Admin	○				
		User	○				
	Etc.	Admin	X				
		User	○				
Dealer	All	Admin	○				
		User	○				
	Sale	Admin	X				
		User	X				
	Service	Admin	○				
		User	○				
	Etc.	Admin	X				
		User	○				
Note			Basic authority	Control access permission		Only share ID	Set specific authority in CCC
			Each systems have authority management features in individual systems.				

■ Creating a new dealer code

- Step1: Add a row and enter the dealer code and name first.

Dealer

Organization: Asia_Pacific | A07AA_CHINA | Dealer | Show inactive dealers

Dealer Type: all | Tag:

	No	Dealer Code	Dealer Name	1S/2S/3S	Main/sublet/Outlet	No. of Stalls	No. of Technician	No. of service Advisor	Active	Terminate D
-		<input style="width: 80px;" type="text"/>	<input style="width: 100px;" type="text"/>							

- Step 2: Fill in the general information of the new dealer.

Dealer View

Common | Sales | Service

■ Dealer Information * Last updated : 2017-05-25

Region	Asia_Pacific	Distributor	HYUNDAI CHINA - CBU
Dealer Name (English)	test	Establishment	2017-05-25
Dealer Name (Local)		Dealer Code	TEST
District Code	unmapping (A02AA)	Zone Code	
Address	<input type="button" value="Map View"/>	Dealer Group	
1S/2S/3S		Facility	Showroom Size 0
Main/Outlet/Sub			Workshop Size 0
Exclusive/Multi			Displayed Vehicle 0
Owned/Independently			Test Vehicle 0
Active / InActive	Inactive	Terminate Date	

■ Managing multiple languages


- User's default language will be set by its operating system in the computer. If there is no translation data then English will be shown as a default. Administrator can modify 25 kinds of languages that MS Windows supports. (Admin System code System Lang)

System Lang

Label Type: Lang CD: Label ID: Label Name:

Label Type	Menu	Label Name	Use	Modify
Menu	MAIN		Y	
Menu	DashBoard	<input type="text" value="لوحة القيادة"/>	Y	TESTADM_51@autoway.cor
Menu	Profile		Y	
Menu	Distributor	لوحة القيادة	Y	TESTADM_51@autoway.cor
Menu	Distributor	لوحة القيادة	Y	TESTADM_51@autoway.cor
Menu	Distributor View		Y	
Menu	Distributor Create		Y	
Menu	Distributor Map		Y	
Menu	Dealer		Y	
Menu	Dealer		Y	
Menu	Dealer View		Y	
Menu	Dealer Create		Y	
Menu	Dealer Map		Y	
Menu	Gathering		Y	
Menu	Sales		Y	
Menu	Dealer Network Admin		Y	
Menu	Dealer Network		Y	
Menu	Competitor Admin		Y	
Menu	Competitor		Y	
Menu	CPO Admin		Y	



■ Managing dealer profile

- All administrators can update their dealer profiles. Administrators should update the profiles when there are any changes in the dealers' status. (If you want to upload many dealer profiles, fill in this form  and send it to the regional service team of HMC.)


Attribute	Additional explanation																
Address	<ul style="list-style-type: none"> It is used on dashboards when pointing its location on the google map. If a location is not shown on dashboards, administrator can set its location by using google map. (Click "Modify" <input type="checkbox"/> Click "Map view" <input type="checkbox"/> Move the marker to the correct location) 																
1S/2S/3S	<ul style="list-style-type: none"> Business range <table border="1"> <thead> <tr> <th></th> <th>3S</th> <th>2S</th> <th>1S</th> </tr> </thead> <tbody> <tr> <td>Sales</td> <td><input type="radio"/></td> <td></td> <td><input type="radio"/></td> </tr> <tr> <td>Service</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> </tr> <tr> <td>Service parts</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td></td> </tr> </tbody> </table>		3S	2S	1S	Sales	<input type="radio"/>		<input type="radio"/>	Service	<input type="radio"/>	<input type="radio"/>		Service parts	<input type="radio"/>	<input type="radio"/>	
	3S	2S	1S														
Sales	<input type="radio"/>		<input type="radio"/>														
Service	<input type="radio"/>	<input type="radio"/>															
Service parts	<input type="radio"/>	<input type="radio"/>															
Main/Outlet/Sub	<ul style="list-style-type: none"> Main Dealer: Contracted directly with distributors Outlet: A dealer shop owned by main dealers and located within the same PMA as the main dealer Sub: Contracted with main dealers 																

■ Dealer Information

* Last updated :

Region	Asia_Pacific	Distributor	HYUNDAI MOTOR AUSTRALIA	
Dealer Name (English)	Ryde Hyundai	Establishment	2016-02-08 	
Dealer Name (Local)		Dealer Code	2113	
District Code		Zone Code		
Address	① 695 Victoria Road, Ryde, NSW, 2112, Aus 	Dealer Group		
1S/2S/3S	② 3S	Facility	Showroom Size	500
Main/Outlet/Sub	③ Main		Workshop Size	1,000
Exclusive/Multi	Multi-Franchised		Displayed Vehicle	5
Owned/Independently			Test Vehicle	5

■ Managing distributor profile

- Regional HQ and distributor administrators can update the profiles. Administrators should update the profiles when there are any changes in the distributors status. (If you want to upload many distributor profiles, fill in this form  and send it to the regional service team of HMC.)

Attribute	Additional explanation
Address	<ul style="list-style-type: none"> It is used on dashboards when pointing its location on the google map. If a location is not shown on dashboards, administrator can set its location by using google map. (Click "Modify" <input type="checkbox"/> Click "Map view" <input type="checkbox"/> Move the marker to the correct location)
Main/Outlet/Sub	<ul style="list-style-type: none"> Main Dealer: Contracted directly with distributors Outlet: A dealer shop owned by main dealers and located within the same PMA as the main dealer Sub: Contracted with main dealers
Dealer data connection (Y/N)	<ul style="list-style-type: none"> Basically, the distributor profile is separated from the dealer profile to make dashboard more accurate. However, if you use this feature some of the attributes are automatically created from the dealer profile. Dealer network, Dealer facilities, Certification and Number of staffs ※ Caution: If there is any information previously input by the administrator, it will be initialized when this feature is used.
KPIs (CSI, SPEP, TCEP)	<ul style="list-style-type: none"> The staffs in charge of these index will update them periodically. Distributor administrators do not need to update them.
Monthly Sales	<ul style="list-style-type: none"> These attributes are linked with DTS and GWMS system and they will be updated automatically. Distributor administrators do not need to update them.
Related Warranty	