

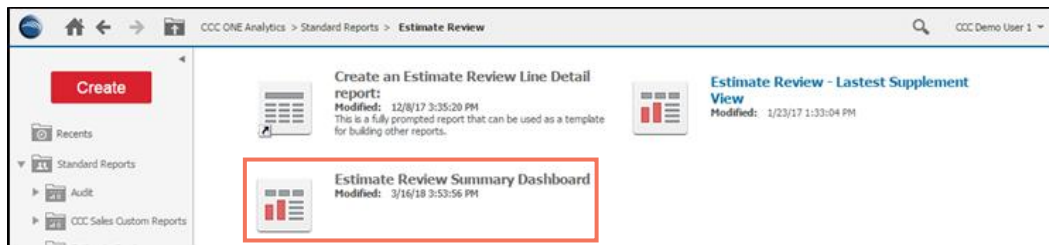
CCC® Analytics - Estimate Review Summary Dashboard

Introduction

The **Estimate Review Summary Dashboard** contains TCOR (Total Cost of Repairs) level metrics that allow for interaction with data through attribute filters. Components include a **Summary** tab for graphical representation of Key Performance Indicators (KPI), and three tabs of grid style reports for **Reinspector**, **Appraiser** and **Cycle Time** measures. Users can save customized versions to My Reports or Custom folders. **Note:** Refer to the Glossary link for details regarding all metrics on the report.

Navigate to Estimate Review Summary Dashboard

Step	Action
1	Login to the CCC Portal .
2	Click CCC Analytics from the portal homepage.
3	Click the Estimate Review folder.
4	Then select Estimate Review Summary Dashboard .

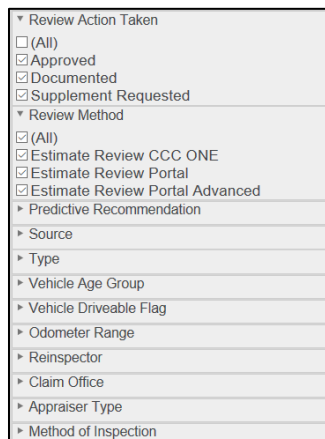
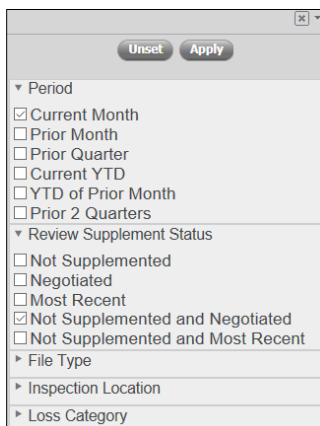


Data Interaction

Click the filter icon to reveal the filters panel.



The filter panel allows for interaction with the data on any tab. The default selections are set to **All** except for the sections **Period**, **Review Supplement Status**, **Review Action Taken**.



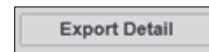
Select **Unset** to revert the filters to the last settings where the apply button was used. To apply changes made in the filter select the **Apply** button.

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CCC® Analytics - Estimate Review Summary Dashboard, Continued

Data Export

The **Export Detail** button allows for data details to be pulled out of the dashboard so that you can drill into specifics. When data is extracted the filters remain intact where applicable. Exported data filters can be adjusted as necessary. Data can also be exported to a PDF, Excel®, or CSV.



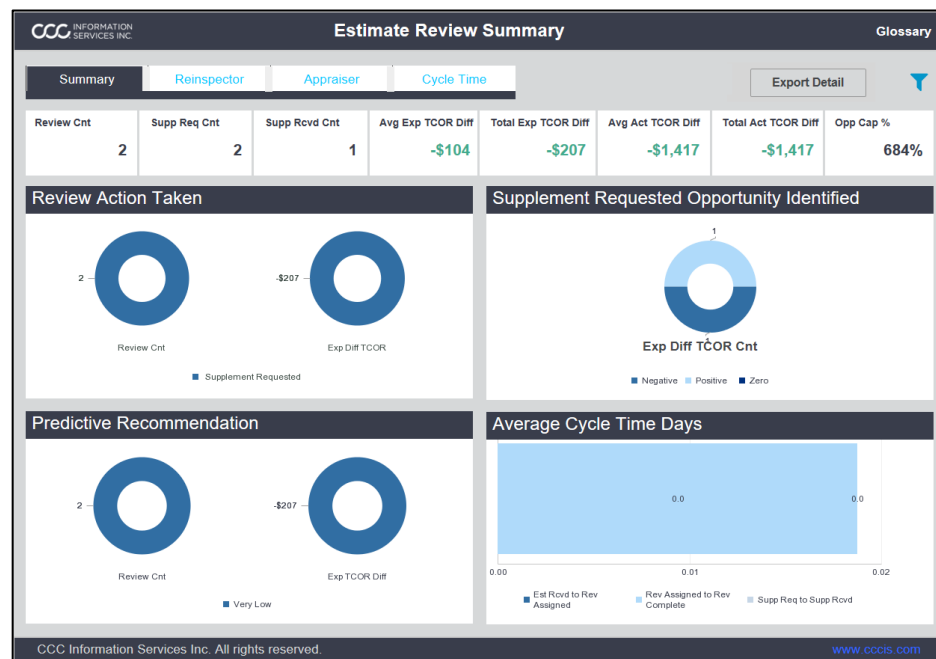
FILTER		Estimate Review Detail Data												
Estimate Review Detail	Pick Reinspector(s)	Focus Report Period	Appraiser Type	File Type	Inspection Location	Loss Category	Method of Inspection	Predictive Recommendation	Review Action Taken	Review Method	Source	Vehicle Driveable Flag	Vehicle Age Group	
Apply														
▼ Focus Report Period (6)														
<input type="radio"/> (All) <input checked="" type="radio"/> Current Month <input type="radio"/> Prior Month <input type="radio"/> Prior Quarter <input type="radio"/> Current YTD <input type="radio"/> YTD of Prior Month														
▼ Review Supplement S...														
<input checked="" type="radio"/> (All) <input type="radio"/> Not Supplementated <input type="radio"/> Negotiated <input type="radio"/> Most Recent														
		Total												
		Current Month	Independent Appraiser	Estimate	Field	Collision	IA Field	None	Approved	Estimate Review Portal	Asian	Unknown Driveable	1 - 3 Years Old	
											Domestic	Unknown Driveable	7 Years and Older	

Note: Reports may take a while to run, so try to limit results whenever possible.

Data Export

The **Summary** tab shows a graphical representation of KPI's.

- Review Action Taken
- Supplement Requested Opportunity Identified
- Predictive Recommendation
- Average Cycle Time Days



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CCC® Analytics - Estimate Review Summary Dashboard, Continued

Reinspector The **Reinspection** tab shows the average metrics for the Reinspectors listed in the Reinspector column.

Review Reinspectors by **Reviewed**, **Opportunity**, and **Captured**. Hover over each column heading to see the column sorting options.

The screenshot shows the 'Estimate Review Summary' dashboard. At the top, there are tabs for 'Summary', 'Reinspector', 'Appraiser', and 'Cycle Time'. The 'Summary' tab is active, displaying a table with the following data:

Avg Review Cnt	Total Review Cnt	Supp Req %	Avg Exp TCOR Diff	Total Exp TCOR Diff	Avg Supp Rcvd Cnt	Total Supp Rcvd Cnt	Avg Act TCOR Diff	Total Act TCOR Diff	Opp Cap %
2.0	2	100%	-\$104	-\$207	1.0	1	-\$1,417	-\$1,417	684%

Below the summary table, there are three main categories: 'Reviewed', 'Opportunity', and 'Captured'. The 'Reinspector' column is highlighted, and the row for 'REINSPECTOR_JOE' is selected. The detailed table for 'REINSPECTOR_JOE' is as follows:

Reinspector	Rev Cnt	Avg Orig TCOR	Rev Appr %	Supp Req Cnt	Supp Req %	Pred VH & H Rev %	Exp TCOR Diff	Avg Exp TCOR Diff	Est Satis %	Supp Rcvd Cnt	Supp Rcvd %	Act TCOR Diff	Avg Act TCOR Diff	Opp Cap %
REINSPECTOR_JOE	2	\$1,147	0%	2	100%	0%	-\$207	-\$104	91%	1	50%	-\$1,417	-\$1,417	684%

Select a **Reinspector** to view additional metrics. Use the metrics to compare Reinspectors against the company average and view the metrics for each Reinspector by Appraiser.

The screenshot shows the 'Estimate Review Summary' dashboard with the 'Reinspector' tab selected. The 'REINSPECTOR_JOE' row is highlighted. The detailed view for 'REINSPECTOR_JOE' is as follows:

File Appraiser	Rev Cnt	Avg Orig TCOR	Supp Req Cnt	Avg Exp TCOR Diff	Supp Rcvd Cnt	Opp Cap %	Avg Est Rcvd to Rev Complete Days	Avg Supp Req to Supp Rcvd Days	Avg Est Rcvd to Supp Rcvd Days
BODY SHOP (R63338)	2	\$1,147	2	-\$104	1	684%	0.0	0.0	0.0
...

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CCC® Analytics - Estimate Review Summary Dashboard, Continued

Appraiser

The **Appraiser** tab shows the averages for Appraisers listed in the Appraisers column.

Review Appraisers by **Reviewed**, **Opportunity**, **Captured**, and **Time**. Hover over each column heading to see the column sorting options.

Estimate Review Summary											Glossary			
Summary		Reinspector		Appraiser			Cycle Time			Export Detail				
Avg Review Cnt	Total Review Cnt	Supp Req %	Avg Exp TCOR Diff	Total Exp TCOR Diff	Avg Supp Rcvd Cnt	Total Supp Rcvd Cnt	Avg Act TCOR Diff	Total Act TCOR Diff	Opp Cap %					
2.0	2	100%	-\$104	-\$207	1.0	1	-\$1,417	-\$1,417	684%					
File Appraiser		Reviewed				Opportunity			Captured			Time		
Rev Cnt	Avg Orig TCOR	Rev Appr %	Supp Req Cnt	Supp Req %	Exp TCOR Diff	Avg Exp TCOR Diff	Est Satis %	Supp Rcvd Cnt	Supp Rcvd %	Act TCOR Diff	Avg Act TCOR Diff	Opp Cap %	Avg Supp Req to Supp Rcvd Days	
BODY SHOP (R63338)	2	\$1,147	0%	2	100%	-\$207	-\$104	91%	1	50%	-\$1,417	-\$1,417	684%	0.0

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CCC® Analytics - Estimate Review Summary Dashboard, Continued

Cycle Time, continued

The **Cycle Time** tab shows the Cycle Time averages for all the Reinspectors listed in the Reinspectors column. Use the metrics to compare Reinspectors against other Reinspectors.

The screenshot shows the 'Estimate Review Summary' dashboard with the 'Cycle Time' tab selected. It displays three summary metrics: Avg Est Received to Review Complete Days (4.7), Avg Supp Requested to Supp Received Days (1.2), and Avg Est Received to Supp Received Days (5.9). Below these is a table of Cycle Time Averages for 13 Reinspectors.

Reinspector	Review Cnt	Supp Rcvd Cnt	Est Rcvd to Rev Assigned Days	Rev Assigned to Rev Complete Days	Est Rcvd to Rev Complete Days	Supp Req to Supp Rcvd Days	Est Rcvd to Supp Rcvd Days
REINSPECTOR, JOE	89	89	-0.7	5.3	4.8	0.6	5.6
TURNER, LANE	64	64	2.3	-0.0	2.4	1.2	3.6
COOPER, JEFF	62	62	-3.7	5.4	1.8	1.5	3.2
REINSPECTOR, JILLIAN	57	57	2.3	2.0	4.5	0.9	5.6
REINSPECTOR, JANE	51	51	-0.3	0.6	0.5	1.1	1.4
REINSPECTOR, JANE	49	49	3.6	-2.1	1.8	2.0	3.1
TURNER, LANE	49	49	2.5	1.5	3.9	0.9	4.4
REINSPECTOR, JANE	47	47	3.2	0.2	3.2	0.0	3.2
COOPER, JEFF	46	46	0.1	0.5	0.7	1.8	2.1
TURNER, LANE	45	45	1.9	-1.1	1.0	0.3	1.1
REINSPECTOR, JANE	45	45	2.2	0.0	2.2	1.5	3.7

Select a Reinspector to view additional metrics. Use the metrics to compare Reinspectors against the company average and view the metrics for each Reinspector by Appraiser.

The screenshot shows the 'Estimate Review Summary' dashboard with the 'Reinspector' tab selected for 'REINSPECTOR, JOE'. It displays a table of metrics for various appraisers, including File, Appraiser, Rev Cnt, Avg Orig TCOR, Supp Req Cnt, Avg Exp TCOR Diff, Supp Rcvd Cnt, Opp Cap %, Avg Est Rcvd to Rev Complete Days, Avg Supp Req to Supp Rcvd Days, and Avg Est Rcvd to Supp Rcvd Days.

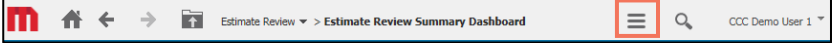
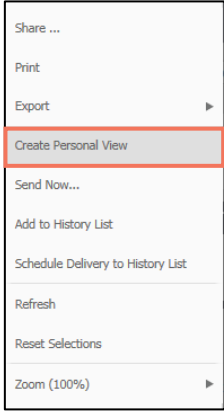
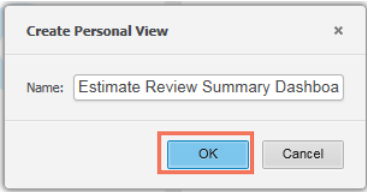
File	Appraiser	Rev Cnt	Avg Orig TCOR	Supp Req Cnt	Avg Exp TCOR Diff	Supp Rcvd Cnt	Opp Cap %	Avg Est Rcvd to Rev Complete Days	Avg Supp Req to Supp Rcvd Days	Avg Est Rcvd to Supp Rcvd Days
CCC AUTOBODY (R12345)		16	\$3,123	15	-\$183	16	100%	6.3	0.2	6.8
REINSPECTOR, JOE		14	\$3,355	14	-\$244	14	47%	4.3	1.1	5.5
REINSPECTOR, JOE		12	\$4,401	12	-\$95	12	100%	6.3	0.3	6.7
REINSPECTOR, JOE		11	\$3,085	9	-\$409	11	83%	5.6	0.1	5.8
REINSPECTOR, JOE		5	\$2,837	5	-\$20	5	100%	5.4	0.2	6.0
REINSPECTOR, JOE		5	\$4,513	5	\$0	5	--	4.2	1.4	5.6
REINSPECTOR, JOE		4	\$3,163	4	-\$54	4	100%	4.3	0.5	5.3
REINSPECTOR, JOE		2	\$1,713	2	-\$10	2	100%	2.2	0.2	2.4

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CCC® Analytics - Estimate Review Summary Dashboard, Continued

Cycle Time, continued, continued

To save metric settings from the **Estimate Review Summary Dashboard**, follow these steps:

Step	Action
1	From the Estimate Review Summary Dashboard select the menu icon from the top navigation panel. 
2	Select Create Personal View from the dropdown list. 
3	The Create Personal View window opens, click OK to save. Note: The default report name will include today's date and time. Change the report name as needed. 
4	Click My Subscriptions to find your saved Estimate Review Summary Dashboard reports. 