



Method of Inspection Analytics – March 2020

Introduction This job aid describes how to use the **CCC Method of Inspection Dashboards** which includes various dashboards and grid reports. Use the table below to navigate to the different sections of this job aid.

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Method of Inspection Analytics – March 2020, Continued

Introduction

The Next Generation Method of Inspection (MOI) Analytics brings an enhanced view of detailed claim insights throughout the full lifecycle of a claim. You will be able to report and analyses the captured MOI at each stage in the claim from first assignment to final supplement. The MOI data presented will be on a rolling 27-month time period beginning with November 2017. You will be able to view raw Predictive Method of Inspection (PMOI) transaction data in this report.

This Analytics tool provides the ability to answer the following:

- How does MOI impact cost?
- How does MOI change along the claim lifecycle?
 - How many claims started as one MOI and shifted to another along the process?
 - Where precisely along the claim lifecycle did the MOI shift occur?
- How does MOI impact team productivity?

Note: Visit the glossary to view a full list of terms and definitions.

MOI Reports

CCC[®] MOI Analytics is comprised of a series of seven reports. From these reports users can quickly explore large sets of data and extract quick and meaningful insights. Each report contains a blend of traditional grid reporting, modern visualizations and added interactive filters in a simple multi-panel dashboard design.

MOI Analytics provides the following insights:

- Trended monthly and weekly TCOR reporting.
- How claims move between MOI channels and at what cost.
- Analyze MOI and cost metrics at each stage.
- Individual user Productivity.
- Data refreshed daily.
- EMS Data.
- Latest PMOI and PMOI data.
- Quick Estimate Grid Reporting.
- Smart Estimate Flags and E01 Estimator.
- Claim Cycle Time.

The following sections provide an overview of how to access the Dashboards, how to navigate them, and then, finally, a review of the available reports.

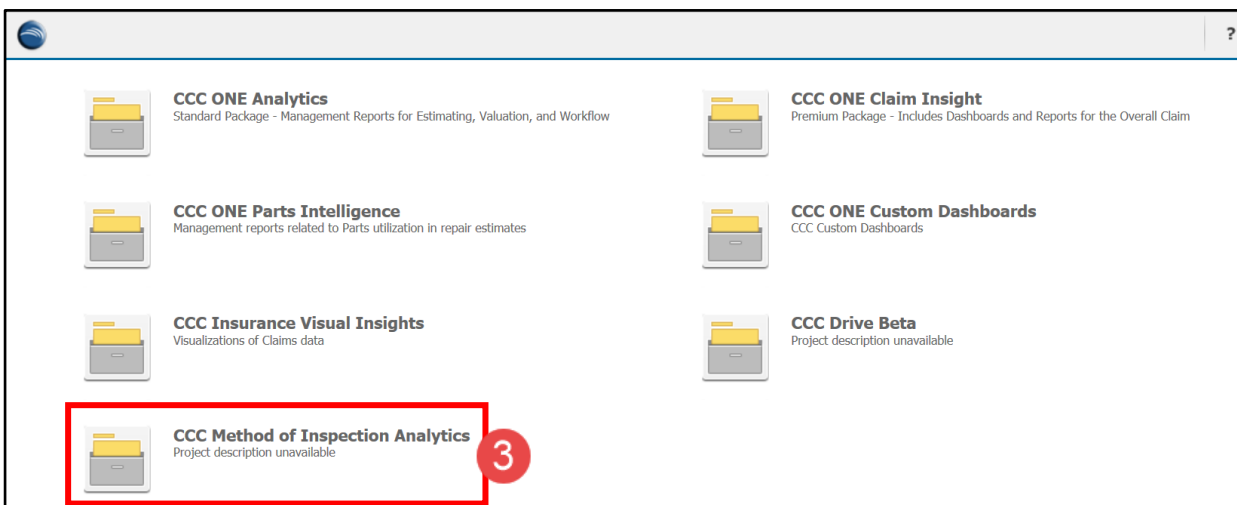
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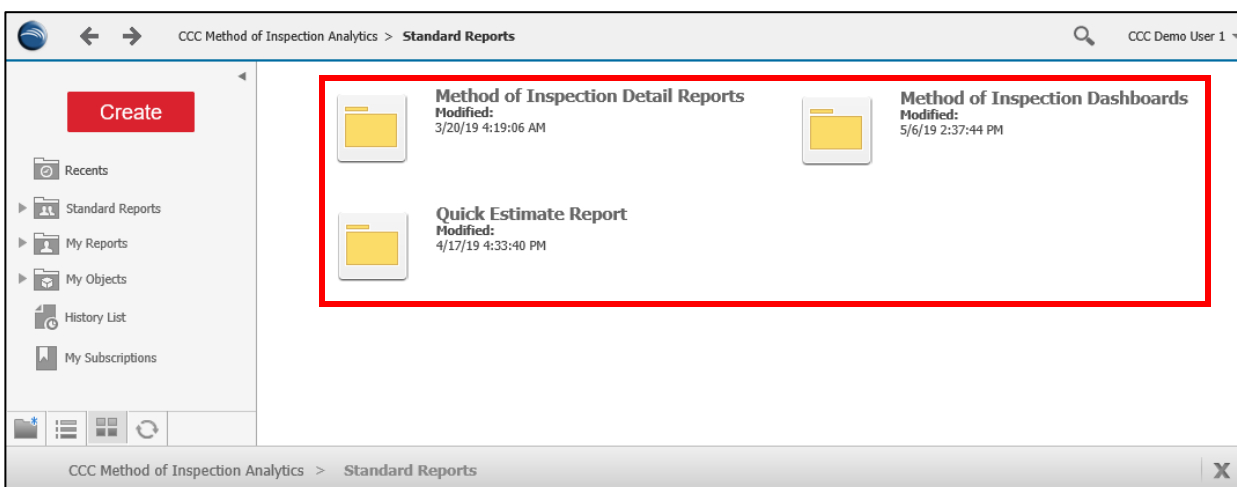
Access Dashboards

To access the dashboards, use the following steps in the table below.

Step	Action
1	Login to the CCC® portal.
2	Click CCC Analytics from the portal homepage.
3	Then click the CCC Method of Inspection Analytics folder.



From the **CCC Method of Inspection Analytics** folder you can access the **Method of Inspection Dashboards**, **Method of Inspection Reports**, and **Quick Estimate Report** folders:



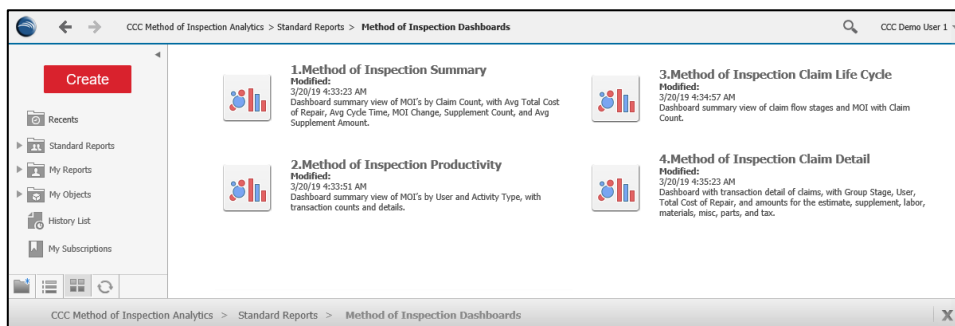
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Method of Inspection Analytics – March 2020, Continued

Access Dashboard, continued

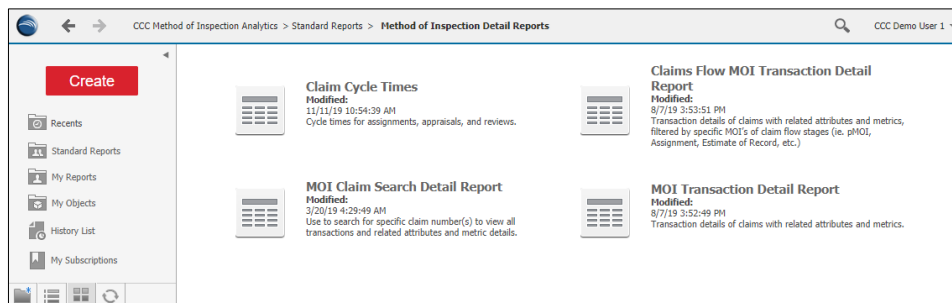
The **Method of Inspection Dashboards** folder has the following dashboards available:

- Method of Inspection Summary
- Method of Inspection Claim Life Cycle
- Method of Inspection Productivity
- Method of Inspection Claim Detail Cycle

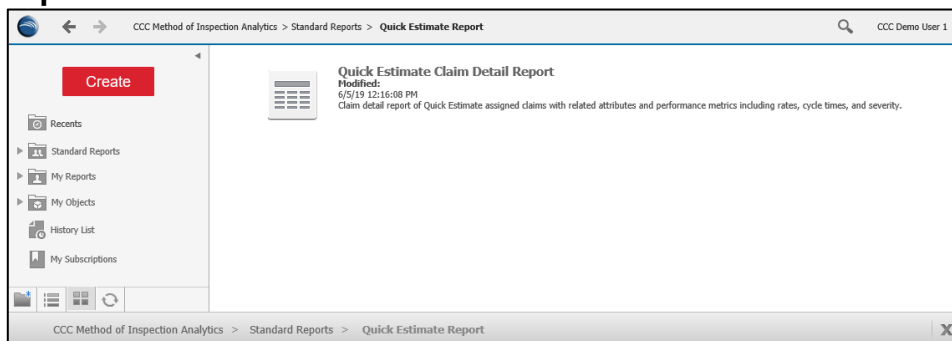


The **Method of Inspection Detail Reports** folder has the following Detail Reports available:

- Claim Flow MOI Transaction Detail Report
- MOI Claim Search Detail Report
- MOI Transactional Detail Report
- Claim Cycle Times



The **Quick Estimate Report** folder contains the **Quick Estimate Claim Detail Report**.

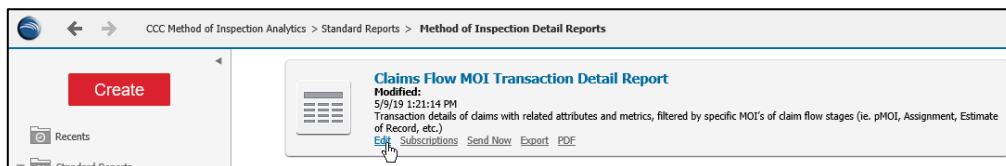


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Method of Inspection Analytics – March 2020, Continued

Access Dashboard,
continued

Note: Select **Edit** to open a grid report in Design Mode to have full control when accessing a report.



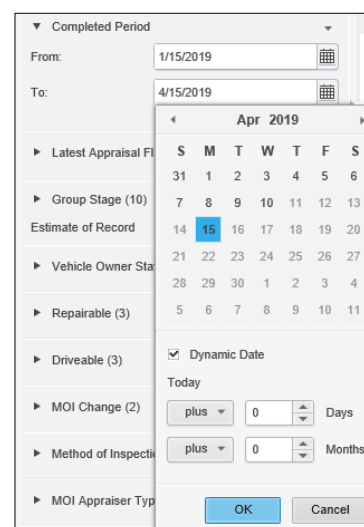
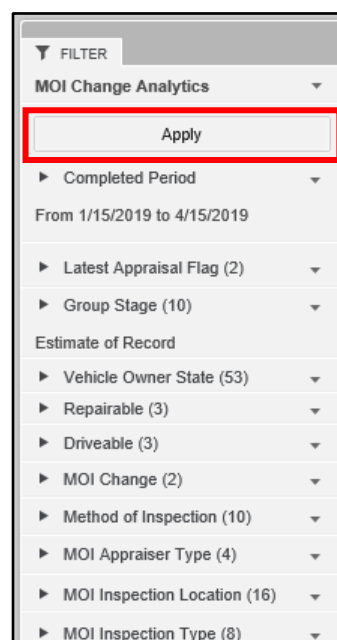
Dashboard Controls

Filtering

All the CCC[®] MOI Analytics reports can be adjusted using the filter panel. The graphic on the right is an example of the report filter. Click the arrow to expand the filter options. Report filters will vary, these generally consist of **Claim Stage, Completed Period, Vehicle Owner State, Latest Appraisal Flag**, and other applicable filters based on each report.

When you have completed selecting the desired filters, select the **Apply** button to apply the changes to the dashboard.

When using the **Completed Period** filter select the **Dynamic Date** checkbox, then establish the appropriate settings to allow for the same date range to update every time the report opens. You must unselect the dynamic range checkbox to select a different date.

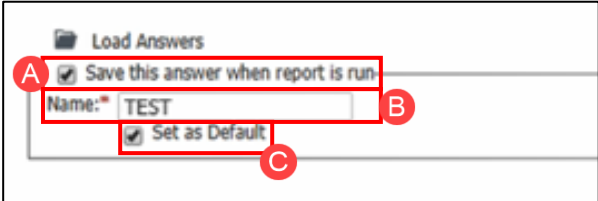
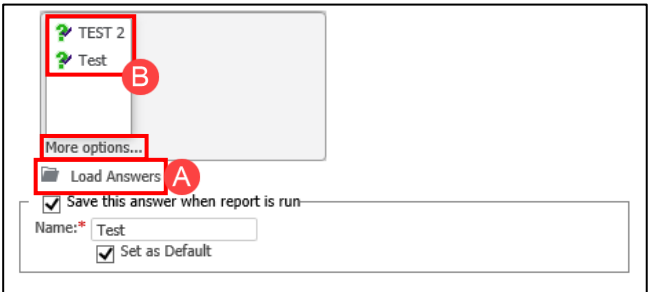
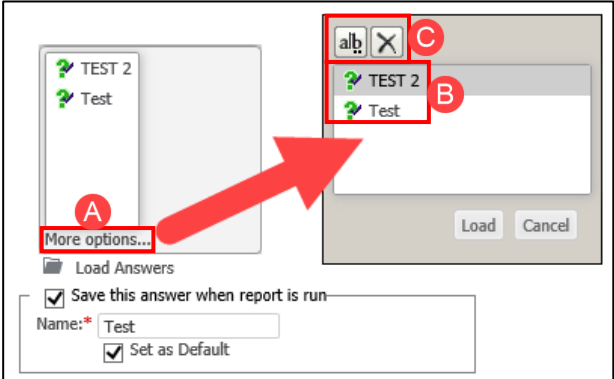


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Method of Inspection Analytics – March 2020, Continued

Dashboard Controls, continued

Filtering *(continued)*

Part	Description
1	<p>To save your filter selection(s) select the (A) Save this answer when report is run checkbox, (B) then enter a name to save that filter, the selection will be saved once the report is run. (C) Select the Set as Default checkbox so the selection will be used automatically each time the report is run.</p> 
2	<p>Load Answers: (A) Select Load Answers to open the pop-up to (B) select a previously saved filter selection to include in the report.</p> 
3	<p>Rename or Delete a filter selection: Select the (A) More options link, this opens another pop-up, (B) select a saved filter then use the buttons to (C) rename or delete a saved filter selection(s) following the prompts.</p> 

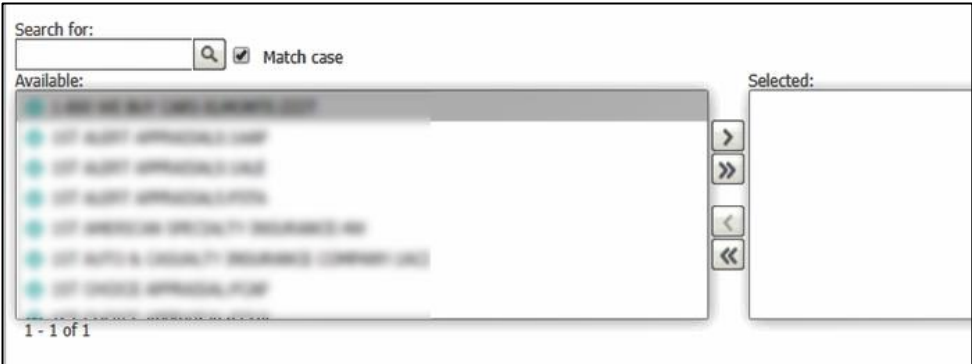
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Method of Inspection Analytics – March 2020, Continued

Dashboard Controls, continued

Filtering *(continued)*

Part	Description
B	Search for a company or enter a company code. Select the Match case checkbox to restrict the search results only to those that match the case entered. Click the search icon to run search.
C	Use the single arrows to add/remove items in the selected area. The double arrows add/remove all items in the selected area.

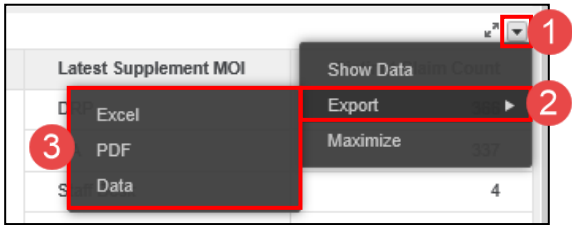
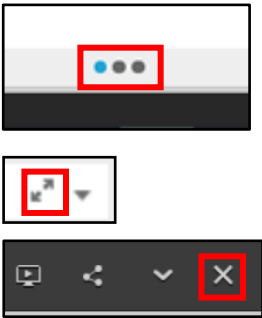
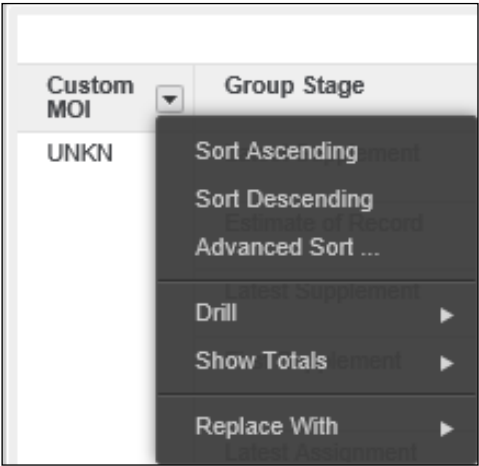


The screenshot shows a search interface with the following elements:

- Search for:** A text input field with a search icon (magnifying glass) to its right.
- Match case:** A checked checkbox next to the text "Match case".
- Available:** A list box containing several items, each with a small teal icon to its left. The items are partially obscured but appear to be company names or codes.
- Selected:** An empty list box on the right side.
- Navigation:** Four arrow buttons are positioned between the 'Available' and 'Selected' lists: a single right arrow (>), a double right arrow (>>), a single left arrow (<), and a double left arrow (<<).
- Footer:** The text "1 - 1 of 1" is displayed at the bottom left of the list area.

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Method of Inspection Analytics – March 2020, Continued

<p>Dashboard Controls, continued</p>	<p>Grid Navigation</p> <ul style="list-style-type: none"> • Export: The Export Data feature allows you to export the report to an Excel, .csv, or PDF. Note: The Data (.csv) format populates each cell with data, use this format to jump this to a pivot table. <table border="1"> <thead> <tr> <th>Step</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Select the downward arrow in the upper right corner of a report.</td> </tr> <tr> <td>2</td> <td>Select Export.</td> </tr> <tr> <td>3</td> <td>Select an export type.</td> </tr> <tr> <td>4</td> <td>The Exported report opens, if necessary follow the prompts on screen to save the file.</td> </tr> </tbody> </table>  <ul style="list-style-type: none"> • Panels: Navigate between panels by clicking the circular icons at the bottom of the report. The selected filters will remain intact throughout each panel in the same dashboard. • Maximize: Select to enlarge graph view. • Close: Click the X in the upper right corner to close a report and return to Standard Reports. • Columns: Use the column drop-downs to replace a column header, select a drill down option, or select show totals option(s). <p>Note: Custom MOI will display MOI data based on your settings.</p>  	Step	Action	1	Select the downward arrow in the upper right corner of a report.	2	Select Export.	3	Select an export type.	4	The Exported report opens, if necessary follow the prompts on screen to save the file.
Step	Action										
1	Select the downward arrow in the upper right corner of a report.										
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3	Select an export type.										
4	The Exported report opens, if necessary follow the prompts on screen to save the file.										

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Method of Inspection Analytics – March 2020, Continued

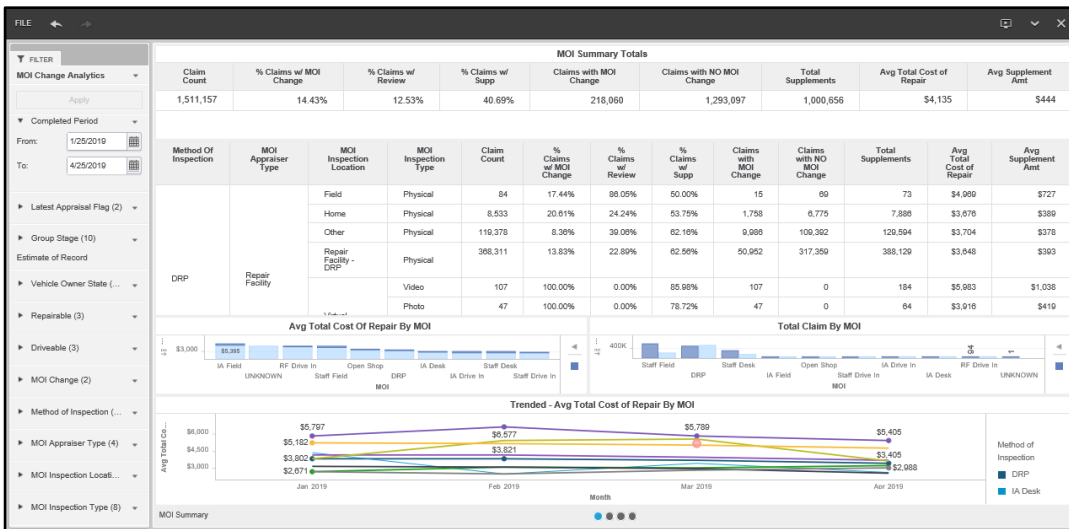
MOI Dashboards

This section shows the dashboards located in the **Method of Inspection Dashboards** folder.

MOI Summary

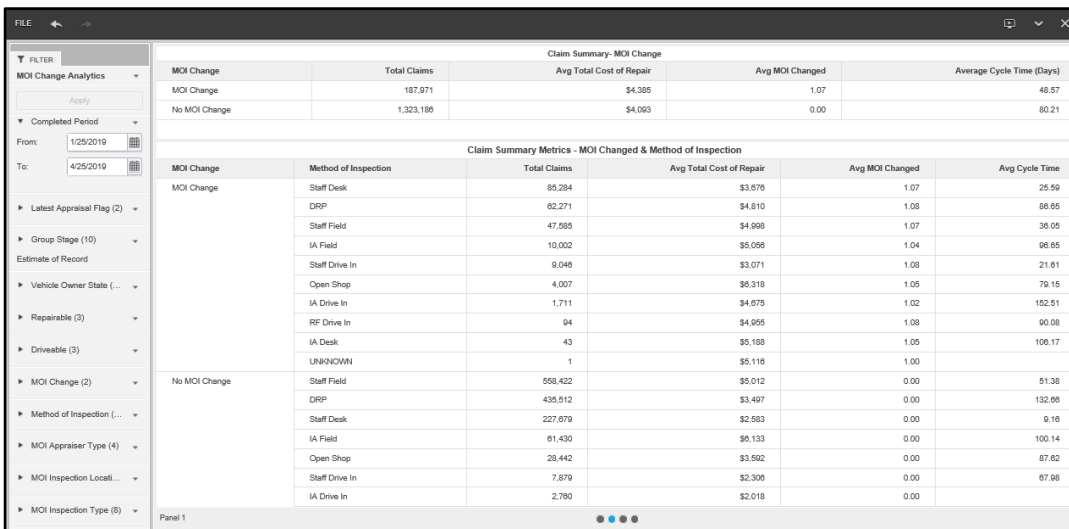
The **Method of Inspection Summary** report provides insight into top KPI metrics for MOI reporting.

MOI Summary:



These grids provide MOI Summary Report detail and are broken down into bar graphs and line charts. **Note:** A single circle means there isn't enough data to show a trend.

Panel 1:



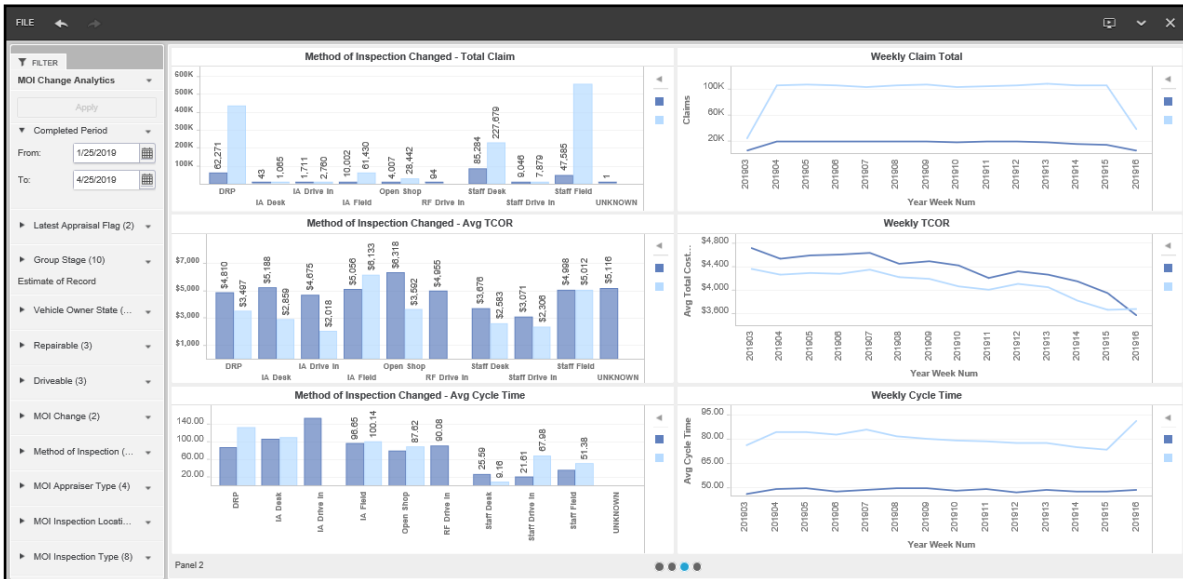
The MOI Change Analytics grids provide detailed information comparing **MOI Change** versus **No MOI Changed**.

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Method of Inspection Analytics – March 2020, Continued

MOI Summary, continued

Panel 2:



These grids provide expanded **MOI Changed** versus **No MOI Change** details and weekly trending reports by **Total Claim**, **Avg TCOR**, and **Avg Cycle Time** with a WeekInYear code to allow for tracking across multiple years. (i.e. 201842, Y: Year W: Week YYYYWW)

Panel 3:

MOI Change	Method Of Inspection	MOI Inspection Type	Total Claims	Avg Total Cost of Repair	Avg MOI Changed	Avg Cycle Time
MOI Change	DRP	Physical	62,108	\$4,808	1.08	88.85
		Video	107	\$5,983	1.21	
		Photo	47	\$3,916	1.06	
		Unknown	12	\$7,582	1.25	
	IA Desk	Physical	25	\$6,014	1.04	121.18
		Photo	16	\$4,150	1.08	79.38
		Unknown	2	\$3,197	1.00	
	IA Drive In	Physical	1,711	\$4,675	1.02	152.51
	IA Field	Physical	9,997	\$5,039	1.04	96.06
		Photo	5	\$33,571	1.43	80.36
	Open Shop	Physical	4,007	\$6,318	1.05	79.15
	RF Drive In	Physical	94	\$4,955	1.08	90.08
Photo		81,491	\$3,547	1.07	25.41	
Staff Desk	Video	2,751	\$7,156	1.11	28.16	
	Physical	877	\$4,818	1.08	37.41	
	Quick Estimate	116	\$2,109	1.08	14.16	
	Unknown	69	\$7,810	1.17	54.25	
Staff Drive In	Physical	6,082	\$3,304	1.08	26.46	
	Photo	2,971	\$2,603	1.07	10.63	
	Video	13	\$1,856	1.00	51.78	
Staff Field	Physical	32,180	\$5,689	1.08	48.58	
	Photo	14,983	\$3,377	1.04	7.74	

This grid expands **MOI Change** versus **No MOI Change** detail by including **Inspection Method** data.

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Method of Inspection Analytics – March 2020, Continued

MOI Productivity

The **Method of Inspection Productivity** report provides a single source to report individual level activity throughout the claim life cycle.

This feature leverages data collected to count the total number of PMOI, assignments, supplement assignments, estimates, supplements & reinspection's completed by everyone in the organization.

Using the filtering options, quickly search for a single individual via open search using the 'User Name' filter, as well as run reports across dates, driveable & repairable and various inspection methods. This report contains the following two panels:

Panel 1: MOI Productivity - Activity Totals

User Name	Activity Type	PMOI	Assignment	Supplement Assignment	Estimate	Supplement	Reinspection
		Active User	Total	Total	Total	Total	Total
	Y		8,476	1,216	7,611	4,521	2,274
	Y		43	1,684	5,209	3,479	1
	Y		6,123	112	5,054	3,141	3
	Y		571	1,530	3,423	2,633	
	Y		3,828	728	2,383	1,898	
	Y		2,531	189	2,126	920	15
	Y		548	705	1,946	1,527	30
	Y		479	509	1,938	1,204	3
	Y		2,447	343	1,882	778	1,222
	Y		295	437	1,734	1,017	20
	Y		2,135	231	1,649	1,399	2,888
	Y		1,808	427	1,618	982	44
	Y		1,379	75	1,407	548	740
	Y				1,368		
	Y				1,382		
	Y		171,387	34,782	1,303	2,790	
	Y				1,251		
	Y				1,248		
	Y				1,231		
	Y				1,219		
	Y				1,216		

This grid report provides the total **PMOI, Assignments, Supplement Assignments, Estimates, Supplements, Reinspections**, and **Unknowns** for each user.

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Method of Inspection Analytics – March 2020, Continued

MOI Productivity, continued

Panel 2: MOI Productivity – Claim Details

Claim #	Quick Estimate Assigned Flag	Quick Estimate Claim Flag	Activity Type	Created Datetime	Method Of Inspection	MOI Inspection Location	MOI Appraiser Type	MOI Inspection
	N	N	Assignment	1/25/2019 7:50:25 PM	DRP	Repair Facility	Repair Facility	Physical
				1/29/2019 9:24:13 PM	Staff Field	Other	Staff Appraiser	Physical
				1/29/2019 9:15:20 PM	Staff Field	Other	Staff Appraiser	Physical
				1/30/2019 2:01:20 AM	Staff Field	Other	Staff Appraiser	Physical
				2/2/2019 8:17:21 PM	Staff Field	Other	Staff Appraiser	Physical
				2/4/2019 6:24:41 PM	Staff Field	Other	Staff Appraiser	Physical
				2/4/2019 7:00:48 PM	Staff Field	Other	Staff Appraiser	Physical
				2/7/2019 4:17:38 PM	Staff Field	Other	Staff Appraiser	Physical
				2/7/2019 6:48:18 PM	Staff Field	Other	Staff Appraiser	Physical
				2/11/2019 3:42:49 PM	Staff Field	Other	Staff Appraiser	Physical
				2/11/2019 4:41:36 PM	Staff Field	Other	Staff Appraiser	Physical
				2/18/2019 5:15:01 PM	Staff Field	Other	Staff Appraiser	Physical
				2/18/2019 9:49:31 PM	Staff Field	Other	Staff Appraiser	Physical
				2/20/2019 9:57:40 PM	Staff Field	Other	Staff Appraiser	Physical
				2/21/2019 1:32:19 AM	Staff Field	Other	Staff Appraiser	Physical

This grid report provides a detailed view of the associated claims in an aggregate view. In this report, users can capture multiple claims based on **Activity Type, Created Datetime, MOI, and MOI attributes.**

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Method of Inspection Analytics – March 2020, Continued

MOI Claim Life Cycle

The **Method of Inspection Claim Life Cycle** report provides insight into how MOIs change as claims move through the claim life cycle. Users will have the ability to analyse MOI changes starting with first assignment through to the latest supplement.

This report contains the following two panels:

Panel 1: First Assignment MOI to Latest Supplement MOI

First Assignment MOI	Latest Assignment MOI	Estimate Of Record MOI	First Supplement MOI	Latest Supplement MOI	Latest Appraisal MOI	Distinct Claim Count
DRP	DRP	DRP	DRP	DRP	DRP	18,784
				IA Field	IA Field	4
				NA	DRP	25,420
				Open Shop	Open Shop	2
				Staff Desk	Staff Desk	9
				Staff Field	Staff Field	376
			IA Field	IA Field	IA Field	4
				NA	IA Field	9
			NA	NA	DRP	28,803
			Open Shop	NA	Open Shop	27
				Open Shop	Open Shop	17
				Staff Field	Staff Field	84
			Staff Desk	NA	Staff Desk	40
				Staff Desk	Staff Desk	10
				Staff Field	Staff Field	4
			Staff Field	DRP	DRP	14
				NA	DRP	1
				Staff Field	Staff Field	2,047
				Open Shop	Open Shop	3
				Staff Desk	Staff Desk	5
				Staff Field	Staff Field	303

This panel shows claims that moved from **First Assignment MOI, Latest Assignment MOI, Estimate of Record MOI, First Supplement MOI, Latest Supplement MOI, to Latest Appraisal MOI**. The **Distinct Claim Count** shows how MOI's shifted for claims through this process.

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Method of Inspection Analytics – March 2020, Continued

MOI Claim Life Cycle, continued

Panel 2: Stage by Stage Method of Inspection

		First Assignment to Latest Assignment							Latest Assignment to Estimate of Record								
Metrics		DRP	IA Desk	IA Drive In	IA Field	NA	Open Shop	RF Drive In	Metrics		DRP	IA Desk	IA Drive In	IA Field	Open Shop	RF Drive In	Staff Desk
First Assignment MOI									Latest Assignment MOI								
DRP		74,190	58		1,408	2,375	1,408	82	DRP		306,680		3	300	199	42	66
IA Desk		64	1,519		27		79		IA Desk		24	1,071	1	5,675	2		1,314
IA Field		3,592	81		7,447	1,205	481	1	IA Drive In				10				
NA		251,116	6,042	7	33,411	425,180	14,215	3,408	IA Field		801	24	208	50,210	92		67
Open Shop		530	59		423	46	9,161	5	NA		118,084	8	4,252	13,369	3		151,021
RF Drive In		173			2		32	253	Open Shop		218	1		356	31,462	47	33
Staff Desk		2,143	343		758	30	694	19	RF Drive In		4,715			5			
Staff Drive		171		1	2		24	217	Staff Desk		469	1	2	317	47		99,828

		Estimate of Record to First Supplement							First Supplement to Latest Supplement								
Metrics		DRP	IA Desk	IA Drive In	IA Field	NA	Open Shop	RF Drive In	Metrics		DRP	IA Desk	IA Drive In	IA Field	NA	Open Shop	RF Drive In
Estimate Of Record MOI									First Supplement MOI								
DRP		293,855		1	151	185,203	977	1	DRP		138,985			30	169,082	35	
IA Desk			211		14	878	1		IA Desk		66	1	2	356	1		
IA Drive In		237		94	1,235	2,867			IA Drive In		2		36	10	187		
IA Field		1,172	18	11	17,382	50,835	109		IA Field		49	1	7	4,825	15,918	4	
Open Shop		43			42	9,193	20,511		NA		8			900,800			
RF Drive In						62		28	Open Shop		36			47	11,790	10,562	
Staff Desk		6,642	237	104	469	201,123	922		RF Drive In					26			9
Staff Drive		776		21	592	12,365	25	1	Staff Desk		487	20	12	70	52,419	33	

These grids provide a stage by stage description from the following:

- **First Assignment to Latest Assignment**
- **Latest Assignment to Estimate of Record**
- **Estimate of Record to First Supplement**
- **First Supplement to Latest Supplement**

Using these stage by stage descriptions you can also break down how many claims stayed **DRP** or went **IA Field**, **Open Shop**, or **Staff Field**.

Continued on next page

Method of Inspection Analytics – March 2020, Continued

MOI Claim Detail

The **Method of Inspection Claim Detail** report provides the ability to report on MOI for the full lifecycle of the claim at the detail level from first assignment to the latest supplement. This report provides stage by stage detailed insight for every MOI captured, date and time of occurrence, PMOI data, and the associated user & cost metrics.

Panel 1: Claim Details

Claim #	Group Stage	Completed Period	Completed Time	User Name	Method Of Inspection	Custom MOI	MOI Appraiser Type	MOI Inspection Location	MOI Inspection Type	Driveable
	Estimate of Record	1/29/2019	4:32 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Physical	Non-Driveable
	Assignment	2/27/2019	5:58 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Unknown	Unknown Driveable
	Assignment	1/31/2019	2:38 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Unknown	Unknown Driveable
	Latest Assignment	1/31/2019	2:38 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Unknown	Unknown Driveable
	Estimate of Record	2/6/2019	8:22 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Physical	Driveable
	Assignment	4/15/2019	12:27 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Unknown	Unknown Driveable
	Latest Supplement	4/3/2019	12:20 AM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Physical	Driveable
	Assignment	4/16/2019	1:14 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Unknown	Unknown Driveable
	Latest Assignment	4/16/2019	1:14 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Unknown	Unknown Driveable
	Estimate of Record	4/19/2019	2:18 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Physical	Driveable
	First Supplement	4/19/2019	7:00 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Physical	Driveable
	Middle Supplement	2/19/2019	4:45 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Physical	Driveable
	Latest Supplement	3/1/2019	9:03 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Physical	Driveable
	Assignment	2/19/2019	4:13 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Unknown	Unknown Driveable
	Latest Assignment	2/19/2019	4:13 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Unknown	Unknown Driveable
	Estimate of Record	2/19/2019	3:35 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Physical	Driveable
	First Supplement	2/19/2019	7:30 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Physical	Driveable
	Latest Supplement	3/19/2019	7:00 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Physical	Driveable
	Assignment	3/13/2019	5:56 PM		Open Shop	Open Shop	Repair Facility	Demand Estimate	Unknown	Unknown

The **Claim Details Grid** provides users with stage level reporting for each claim.

Panel 2: Claim Counts and TCOR

Method Of Inspection	MOI Appraiser Type	MOI Inspection Location	Stage Name (Group)	First Assignment	Assignments	Latest Assignment	Estimate Of Record	First Supplement	Middle Supplements	Latest Supplement
			MOI Inspection Type	Claim Count	Claim Count	Claim Count	Claim Count	Claim Count	Claim Count	Claim Count
Open Shop	Repair Facility	Demand Estimate	Photo Analytics		1	1				
			Estimate In Hand	17	9	11				
			Photo	75	436	83		775	172	267
			Physical	9,704	10,808	20,842	29,959	25,032	6,704	14,459
			Quick Estimate	30	147	34		6	2	2
			Unknown	5,401	18,198	7,256				
AVG TCOR										
Method Of Inspection	MOI Appraiser Type	MOI Inspection Location	Stage Name(Group)	Estimate Of Record	First Supplement	Middle Supplements	Latest Supplement			
			MOI Inspection Type	AVG TCOR	AVG TCOR	AVG TCOR	AVG TCOR			
Open Shop	Repair Facility	Demand Estimate	Photo		\$3,056	\$3,079	\$3,065			
			Physical	\$3,632	\$3,575	\$5,124	\$4,649			
			Quick Estimate		\$6,356	\$8,099	\$9,608			

The **Claim Counts by Stage and MOI** and **AVG TCOR** grids provide the ability to analyse the MOI groups for Total Cost of Repair (TCOR) and claim totals. Use this panel to view the date across different claim stages, such as PMOI, Latest Assignment, and Middle Supplement.

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Method of Inspection Analytics – March 2020, Continued

MOI Claim Detail, continued

Panel 3: Claim Counts and TCOR Custom

The screenshot displays a software interface with a filter sidebar on the left and two data tables in the main area. The filter sidebar includes sections for 'Claim Details', 'Completed Period' (From: 1/25/2019, To: 4/25/2019), and various dropdown filters like 'Latest Appraisal Flag (2)', 'Group Stage (10)', 'Vehicle Owner State (...)', 'Repairable (3)', 'Driveable (3)', 'Method Of Inspection...', 'MOI Appraiser Type (4)', 'MOI Inspection Locati...', and 'MOI Inspection Type (8)'. The main area contains two tables: 'Claim Counts by Stage and MOI' and 'AVG TCOR'.

Custom MOI	Metrics	Claim Count						
	Method Of Inspection	First Assignment	Assignments	Latest Assignment	Estimate Of Record	First Supplement	Middle Supplements	Latest Supplement
CHOICE	Open Shop	4,184	2,707	4,442	4,747	3,404	817	1,995
Open Shop	Open Shop	8,035	18,942	18,788	19,859	18,731	5,312	10,830
Shop of Choice	Open Shop	1,851	2,144	4,999	5,342	3,678	809	2,103

Custom MOI	Metrics	AVG TCOR					
	Method Of Inspection	Estimate Of Record	First Supplement	Middle Supplements	Latest Supplement		
CHOICE	Open Shop	\$3,709	\$3,488	\$5,617	\$4,850		
Open Shop	Open Shop	\$3,545	\$3,487	\$4,913	\$4,497		
Shop of Choice	Open Shop	\$3,888	\$4,001	\$5,675	\$5,028		

The **Claim Counts by Stage and MOI** and **AVG TCOR** grids provide the ability to analyse the MOI groups for Total Cost of Repair (TCOR) and claim totals. Use this panel to view the date across different claim stages, such as PMOI, Latest Assignment, and Middle Supplement.

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Method of Inspection Analytics – March 2020, Continued

MOI Detail Reports

This section shows the detail reports located in the **Method of Inspection Detail Reports** folder.

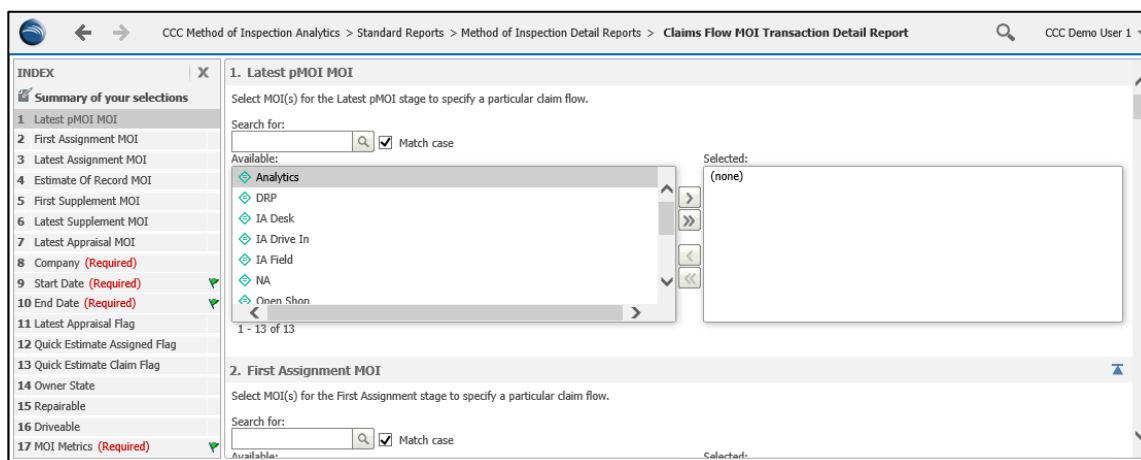
In this section there are a few notable metrics, **Quick Estimate Assigned Flag**, **Quick Estimate Claim Flag**, and **MOI Metrics**. The Quick Estimate Assigned Flag metric designates a file that is in the quick estimate workflow that has been assigned. This setting can be designated as Yes and/or No. The Quick Estimate Claim Flag filter designates when the image event occurred, when the claim became a true quick estimate claim that is chargeable or billable. This setting can be designated as Yes and/or No. MOI Metrics are divided in two folders, the **Claim Level** folder represents the total on the printed estimate and the **File Level** folder represents what changed between the current and previous transaction.

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Method of Inspection Analytics – March 2020, Continued

Claims Flow MOI Transactional Detail Report

The **Claims Flow MOI Transactional Detail Report** enables users to review claims with a prescribed workflow by filtering the detail report metrics defined by the user. The user can analyze the flow claims goes through (e.g. PMOI to Assignment to Estimate to Supplement...).

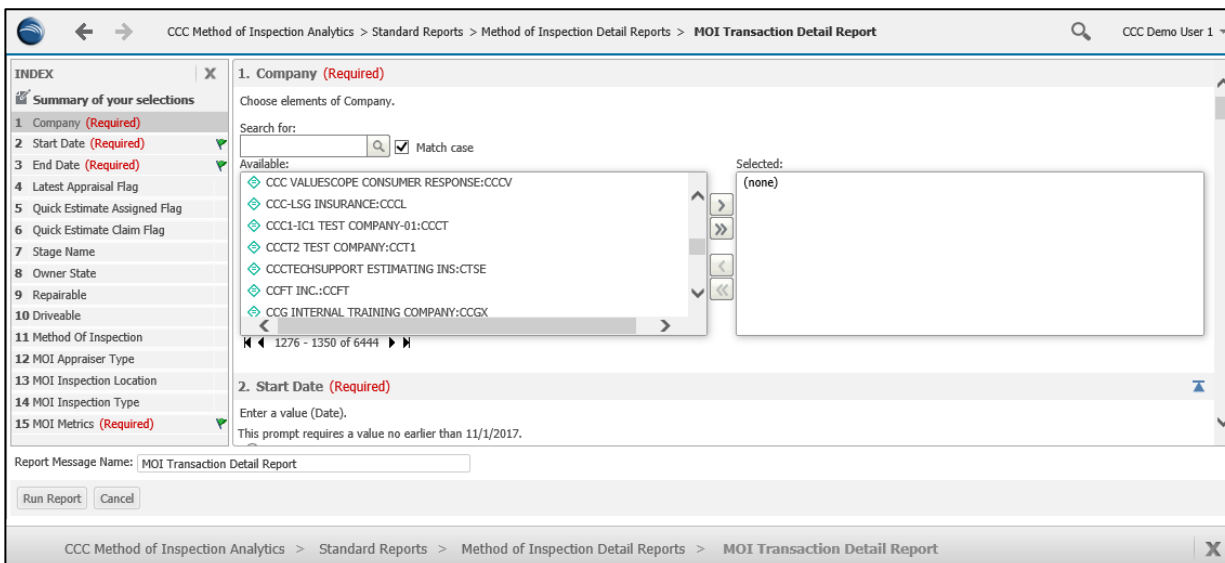


Prompts	Description
Latest pMOI, First Assignment, Latest Assignment, Estimate of Record, First Supplement, Latest Supplement, and Latest Appraisal MOI	Select an available filter for the groups of stages within a workflow. Note: The Latest Appraisal MOI filter should not be used with the filters Estimate of Record MOI, First Supplement MOI, Latest Supplement MOI.
Company	Search or select a company or company code.
Start Date and End Date	Select a date. Dates are transaction based.
Latest Appraisal Flag	Only appraisals in their very latest state.
Quick Estimate Assigned Flag	A file that is in the quick estimate workflow that has been assigned.
Quick Estimate Claim Flag	An image event occurred, when the claim became a true quick estimate claim that's billable.
Owner State	Indicate the Owner's state.
Repairable	Indicate the Repairability of the vehicle.
Driveable	Indicate if the vehicles drivable status.
MOI Metrics	MOI Metrics are divided into two folders: <ul style="list-style-type: none"> Claim Level: Represents the total on the printed estimate. File Level: Represents what changed between the current and previous transaction. Each of the above folders is divided into the following sub-folders: Labor, Materials, Other, Parts, and Severity.

Continued on next page

Method of Inspection Analytics – March 2020, Continued

MOI Transactional Detail Report The **MOI Transactional Detail Report** enables users to report on data specifically for the MOI.



Prompts	Description
Company	Search or select a company or company code.
Start Date and End Date	Select a date. Dates are transaction based.
Latest Appraisal Flag	Only appraisals in their very latest state.
Quick Estimate Assigned Flag	A file that is in the quick estimate workflow that has been assigned.
Quick Estimate Claim Flag	An image event occurred, when the claim became a true quick estimate claim that's billable.
Stage Name	Select to filter by a stage(s) of the claim.
Owner State	Indicate the Owner's state.
Repairable	Indicate the Repairability of the vehicle.
Drivable	Indicate if the vehicles drivable status.
Method of Inspection	Select to filter by the MOI of the claim.
MOI Appraiser Type	Select to filter by the type of appraiser for the claim.
MOI Inspection Location	Select to filter by where the vehicle was inspected.
MOI Inspection Type	Select to filter by how the claim was inspected.
MOI Metrics	<p>MOI Metrics are divided into two folders:</p> <ul style="list-style-type: none"> Claim Level: Represents the total on the printed estimate. File Level: Represents what changed between the current and previous transaction. <p>Each of the above folders is divided into the following sub-folders: Labor, Materials, Other, Parts, and Severity.</p>

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Method of Inspection Analytics – March 2020, Continued

MOI Claim Search Detail Report

The **Claim History Detail - Claim Search** report enables users to search and export a specific claim(s) by claim number, this report has a traditional prompted report feel.

The screenshot displays the 'Method of Inspection Claim Detail - Claim Search' report interface. At the top, the breadcrumb navigation reads 'CCC Method of Inspection Analytics > Standard Reports > 5. Method of Inspection Claim Detail - Claim Search'. The main area is titled 'Choose from all elements of 'Claim #.''. Below this, there is a search bar with a magnifying glass icon and a checked 'Match case' checkbox. The 'Available:' list on the left contains several claim numbers, including '10000-00-00000.1', '10000-00-00000.2', '10000-00-00000', '10000-00-00000.1', '10000-00-00000.2', '10000-00-00000.3', and '10000-00-00000.4'. The 'Selected:' field on the right is currently empty, showing '(none)'. Below the list, there is a 'Report Message Name' field containing '5. Method of Inspection Claim Detail - Claim Search'. At the bottom of the main area are 'Run Report' and 'Cancel' buttons. The footer of the interface repeats the breadcrumb navigation and includes a close button (X).

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Method of Inspection Analytics – March 2020, Continued

Claim Cycle Times

This **Claim Cycle Time** report builder enables users to view and sort a wide range of cycle times across claim life cycle stages, correlated to severity.

Prompts	Description
Company	Search or select a company or company code.
Date Filter	Select Estimate Complete Date Filter or First Asgn Sent Date Filter option.
Repairable	Indicate the Repairability of the vehicle.
Driveable	Indicate if the vehicles drivable status.
Owner State	Indicate the Owner's state.

Note: After selecting **Run Report** enter the **First Assignment Sent Start/End Date**.

The **Claim Cycle Times** report opens.

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Method of Inspection Analytics – March 2020, Continued

Quick Estimate Report

This section shows the grid report located in the **Quick Estimate Report** folder.

Quick Estimate Claim Detail Report

The **Quick Estimate Claim Detail Report** enables users to report on domain specific claim estimating data for assignments where Quick Estimate was sent to the customer. The reports generated are claim level reports, with a single row for each claim report. See the next page for a description of the report's metrics and filters.

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Method of Inspection Analytics – March 2020, Continued

Quick Estimate Claim Detail Report, continued

Quick Estimate Claim Detail Report grid report prompts:

Prompts	Description
Company <i>(Required)</i>	Select a company to filter results.
Date Prompts <i>(Required)</i>	The First Assignment Sent Date Prompt represents the date the claim is assigned to the quick estimate workflow. The Image Upload Date Prompt represents when the images were uploaded and coincides to the billing event. Only one option can be used at a time. Start/End date ranges are set based on this selection when Edit in Design Mode/Run Report is selected.
DateTime Attributes	Allows you to filter the grid report by the events listed, such as the First Assignment Sent (the same as the First Assignment Sent Date Prompt), Login, the Image, Estimate, and video upload.
Quick Estimate Claim Flag	This flag is specific for the image upload, it is marked a billable quick estimate event.
SE Successfully Completed Flag	Select Yes or No if both predictions were successfully generated and the Smart Estimate tool was used.
Login Flag	This flag is specific for the customer login, tracks with a date when the consumer login to the application.
Image Upload Flag	This flag is specific for when the customer uploads an image, this is tracked as a billing event to get a date of an image upload.
Estimate Upload Flag	This event is specific for an estimate that has returning estimate data from a quick estimate workflow.
Video Upload Flag	This flag is specific for the customer uploads a video, this is tracked as a billing event to get a date of a video upload.
Drivable Flag	This flag is specific for if the vehicle is deemed drivable based on the estimate uploaded.
Quick Estimate Metrics	This prompt allows the user to add more calculated metrics to the basic metrics that were provided.
Vehicle Owner State	This is specific to filtering by the vehicle owners state.
Assignment Status	This event is specific for filtering by the status of a quick estimate claim after it is sent to a customer.

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Method of Inspection Analytics – March 2020, Continued

Quick Estimate Claim Detail Report,
continued

After the Quick Estimate Claim Detail Report filters have been selected click **Edit in Design Mode** or **Run Report**.

Select the (A) **Start/End** dates based off the Date Prompts filter selected earlier for either the First Assignment Sent/Image Upload. Click (B) Edit in Design Mode or Run Report again to view the Report.

The **Quick Estimate Report** opens.

Company	Claim Number	Current Estimate Version	Quick Estimate Assign Status	First Assign Sent Year	First Assign Sent Quarter	First Assign Sent Month	First Assign Sent Datetime	Vehicle Model	Vehicle Make	Vehicle Year	E01 Estimator	SE Prediction Generated Flag	SE Jumpstart Clicked Flag	SE Prediction Error Flag	SE Successfully Completed Flag	Metrics	Quick Estimate Claim Cnt	Claim Appraisal Count
		Unknown	SENT	2019	3rd Qtr 2019	Sept 2019	9/16/2019 8:47:50 PM	Unknown Model	U	U	UNKN	N	N	N	N		0	0
		Unknown	SENT	2019	3rd Qtr 2019	Sept 2019	9/12/2019 6:54:20 PM	Unknown Model	U	U	UNKN	N	N	N	N		0	0
		Unknown	SENT	2019	3rd Qtr 2019	Sept 2019	9/12/2019 1:52:52	Unknown Model	U	U	UNKN	N	N	N	N		0	0

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