

# Using Smart Review

## Introduction What is Smart Review?

Smart Review is a CCC® Portal service that automatically scores estimates and generates a review recommendation ranging from Very Low to Very High. This recommendation can help you prioritize those estimates in need of review. Smart Review can also determine whether a claim should be Auto-Approved and not reviewed by a reinspector.

## How Does it Work?

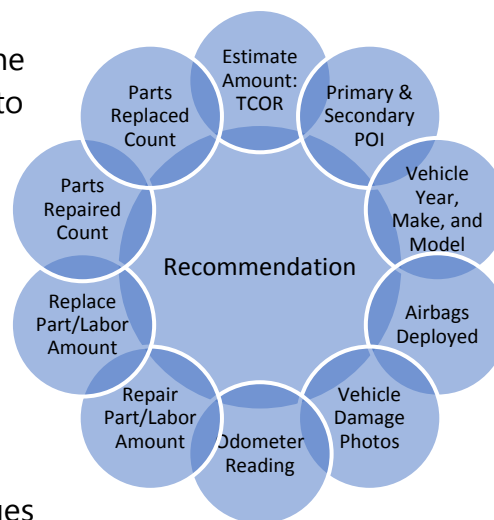
Smart Review expands CCC's Predictive Analytics model to include workfile estimate data and available photos of vehicle damage in addition to the Audit Score that is already generated.

This modeling can then be used to determine the Auto-Approve and Reinspection rules that are set up during Implementation. These rules generate recommendations that can be used to route claims to Auto-Approve or to the appropriate reinspector (desk or field).

## Predictive Scoring

Once the calculations are made, the system assigns a predictive score to the claim. This score is translated into a review recommendation, which can range from Very Low to Very High. Business rules determine which reinspector is sent the claim based on this review recommendation.

This job aid describes the Smart Review process and contains images of what Portal users will see.



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## Using Smart Review, Continued

### Smart Review Workflow

This diagram illustrates the flow of data that drives Smart Review.



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## Using Smart Review, Continued

### Smart Review Workflow

Once the Business Rules are set up, claims are automatically routed to the appropriate Reinspector based on their predictive recommendation. The Smart Review score displays in two locations:

- Under select worklists on the My Workview screen in the CCC® Portal (the worklists in which the Recommendation column appears are configurable by carrier)
- Under a claim folder's History tab

### Worklist

The **Recommendation** column in which a Smart Review recommendation appears can be added to desired worklists. This recommendation is based on a percentage score, and recommendation labels (e.g. Very Low) can be configured by carrier.

Recommendation	Ins Pay Amt	Rei Status	TCoR	Rei Modified	Recommendation	Inspection Location	Inspection Type
Low	\$ 3,397.83	Reinspection COMPLETED	\$ 3,397.83	2018-05-07 10:52:24	Low	Other	Physical
Very Low	\$ 1,812.51	Reinspection REPORT COMPLETED	\$ 1,812.51	2018-05-08 18:48:49	Very Low	Virtual	Photo
Very Low	\$ 6,489.71	Reinspection REPORT COMPLETED	\$ 6,489.71	2018-04-18 11:21:31	Very Low	Desk	Video

### Claim Folder History

A record of Business Events can be found under a claim folder's History tab. A date/time stamp and the Recommendation are listed here.

Date/Time	From	Category	Event / Note
03/14/2018 8:50 AM CST	system	Audit	Audit report added to the Claim Folder. CREATED BY: QAAR. Audit Report
03/14/2018 8:50 AM CST	system	Images	Digital image(s) added to this claim folder. CREATED BY: PWAPM. Label:LAND ROVER 07 FileName:PHOTO3
03/14/2018 8:50 AM CST	system	Images	Digital image(s) added to this claim folder. CREATED BY: PWAPM. Label:LAND ROVER 06 FileName:PHOTO2
03/14/2018 8:50 AM CST	system	Estimate/Supplement	Predictive Review completed. CREATED BY: PEREV. Recommendation:Very Low
03/14/2018 8:50 AM CST	system	Images	Digital image(s) added to this claim folder. CREATED BY: PWAPM. Label:LAND ROVER 01 FileName:PHOTO1
03/14/2018 8:50 AM CST	system	Estimate/Supplement	Claim Summary report added to the Claim Folder. CREATED BY: PWAPM. Claim Summary Report
03/14/2018 8:50 AM CST	system	Estimate/Supplement	Estimate/Supplement report added to the Claim Folder. CREATED BY: PWAPM. Estimate 01

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## Using Smart Review, Continued

### Next Step

If a Reinspection is required, use the Estimate Review link (1) in the Claim Folder's left side panel to complete the review (2).

Claim Folder Assignment Entry

Change Express Claims Status  
Update Method of Inspection

Valuation  
Request Valuation

Desk Review  
Estimate Review  
Estimate Review Reinspection  
Approve Days to Repair  
Assign Myself  
Assign Reinspection

Date/Time	Appraiser	Status	Notes
04/18/2018 5:25 AM CST	REINSPECTORTWO, SALT	Reinspection	Created By REINSPECTORTWO, SALT
04/18/2018 6:21 AM CDT	REINSPECTORTWO, SALT	Reinspection	Supplement Request for Supplement
04/18/2018 5:21 AM CST	REINSPECTORTWO, SALT	Reinspection	Line 2: REPLACE Roof g hours are too high. Redu Line 4: REPLACE RT Ro
04/18/2018 5:21 AM CST	REINSPECTORTWO, SALT	Reinspection	Reinspection Report Cor Created By REINSPECT
04/18/2018 5:21 AM CST	REINSPECTORTWO, SALT	Other	Estimate Declined Created By REINSPECT
04/18/2018 5:21 AM CST	REINSPECTORTWO, SALT	Reinspection	Reinspector has request Created By REINSPECT
04/18/2018 5:21 AM CST	REINSPECTORTWO, SALT	Estimate/Supplement	Claim Message Created By REINSPECT

CCC INFORMATION SERVICES INC. Estimate Review

Combined View Estimate Audit Assignment Review

Request Supplement  Go

Claim Reference ID: hblest14mar18-staff3

Reinspection Status	Report Complete	Estimate Version	E01	Appraiser Name	REINSPECTORTWO, SALT	Alias	SREINS2	Ok to Pay	Unknown
Audit Score	21	TCOR	\$6,499.71	Year/Make/Model	2004 RANG Discovery SE	BodyStyle	4D UTV	Odometer	Unknown
Performed	Before Repair	Assignment Type	Manual	Reinspection Type	PHYSI	Supp Status	Requested	Rental in Use	Unknown

Line	Operation	Description	Part Number	Qty	Price	Labor	Paint	Notes
1		ROOF			\$ 0.00	0	0	
2	REPLACE	Roof panel w/sunroof w/roof rack	LR061521	1	\$ 1,121.03	21	5.5	
3		Add for Clear Coat			\$ 0.00	0	2.2	
4	REPLACE	RT Roof rail	ASR1196	1	\$ 1,480.76	3.5	0	
5	REPLACE	LT Roof rail	ASR1197	1	\$ 1,480.76	3.5	0	