

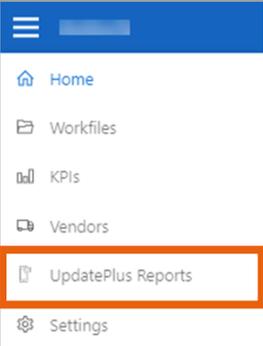
CCC ONE® UpdatePlus Reports & cccone.com

Introduction

In addition to the existing CCC ONE® UpdatePlus Reports already available from within CCC ONE® Estimating and CCC ONE® Repair Workflow, there are six additional Reports available in cccone.com. Repair Facility users must have **UpdatePlus Status** or **Status and CSI** enabled to access these Reports.

This series of job aids shows you how to access the additional UpdatePlus Reports, their settings, and a short description of each Report.

Access UpdatePlus Reports

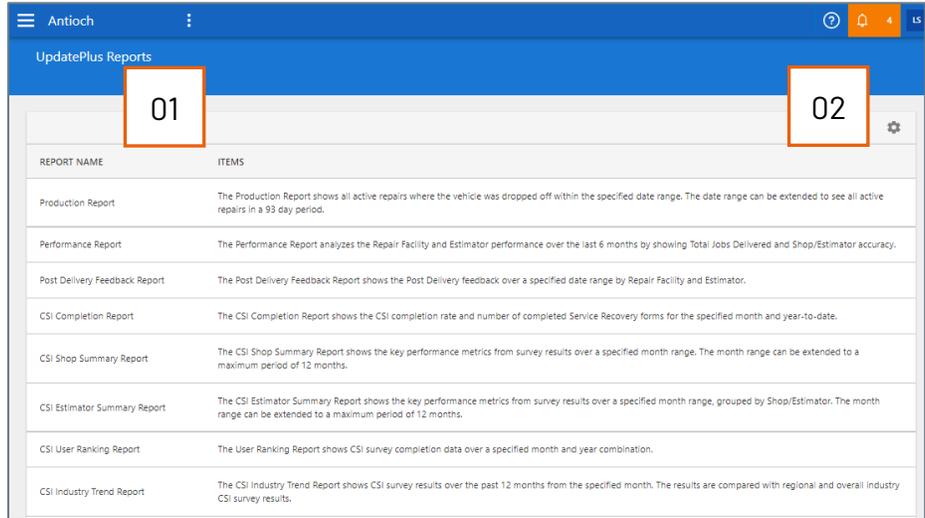
Step	Action
1	Open your web browser and type cccone.com . 
2	Enter your User Name and Password .
3	Click LOG IN . The cccone.com homepage opens.
4	Click the menu icon. Then select UpdatePlus Reports . The UpdatePlus Reports page opens. 

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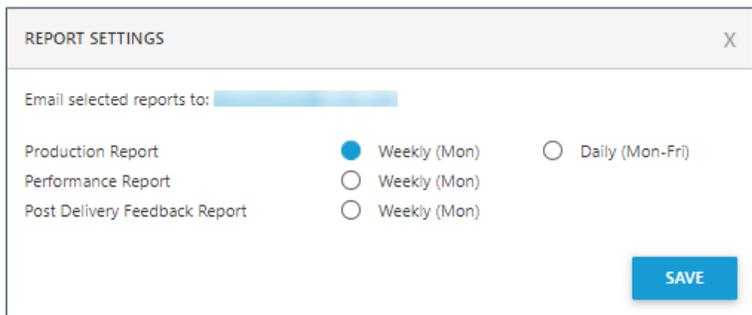
CCC ONE® UpdatePlus Reports & cccone.com, Continued

Customer's Page, Reports Tab The available Reports display on the UpdatePlus Reports page.

Part	Description
1	Click on a Report row to open the Report. All available UpdatePlus Reports display along with a description.



Part	Description
2	The Settings icon allows you to configure three Reports to be emailed to you on a Weekly or Daily basis. To use it, select a Report and then click on the desired options. When ready, click Save .



The next sections provide a description of each Report and the criteria used to produce them.

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Production Report

The Production Report shows **all active repairs where the vehicle was dropped off** within the specified date range.

The date range can be extended to see all active repairs in a **93-day period**.

Enter your selections for each Report criteria shown below.

The screenshot shows the 'PARAMETERS' section of the CCC ONE UpdatePlus Reports interface. It includes a 'Report' dropdown menu set to 'Production Report', 'Start Date' and 'End Date' fields with calendar icons, an 'Insurance Company' dropdown set to '(ALL INSURANCE COMPANIES)', a 'Reporting Group' dropdown set to 'All Shops', and two columns of checkboxes for 'Select states' (CA, CO) and 'Select shops' (Antioch, CCC Collision Oakland, CCC Collision San Francisco, CCC Collision San Ramon, CCC Collision Walnut Creek). A toggle switch for 'Assignment only' is set to 'No'. At the bottom right, there are 'RUN' and 'CANCEL' buttons. Several callout boxes provide instructions: 'Change Reports using the drop list here rather than return to the UpdatePlus Reports page.' points to the Report dropdown; 'Make sure to enter the correct Start/End Dates.' points to the date fields; 'The default is All Insurance Companies.' points to the Insurance Company dropdown; 'Assignment only defaults to NO. to only view Assignments in your report results, toggle the button to YES.' points to the Assignment only toggle; 'Displays the Reporting Groups set up in CCC ONE under the Configure Menu.' points to the Reporting Group dropdown; 'Available Locations display based on your repair facility and your security permissions.' points to the Select shops list; and 'Only the States available to you will display to select. Use the checkboxes to select and unselect as needed.' points to the Select states list.

When you have selected all your Report parameters, click **RUN** to process the selected Report.

Note: Report selections: **Report, Insurance Company, Reporting Group, Select state,** and **Select shops** are available in all reports; callout for these selections will only be shown on this page.

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Production Report, continued

The Report processes. The Parameters bar closes and the Production Report results display.

The screenshot shows the 'PRODUCTION REPORT (25)' interface. At the top, there are tabs for 'PARAMETERS' and 'PRODUCTION REPORT (25)'. A callout box points to the 'PRODUCTION REPORT (25)' tab with the text: 'Number of results found based on selected criteria.' Another callout box points to a dropdown arrow in the top right corner with the text: 'Click here to expand the Parameters to change Reports OR Parameters.' A third callout box points to print and download icons in the top right with the text: 'Print or download the Report results.' A fourth callout box points to the horizontal scrollbar at the bottom of the table with the text: 'Use the scrollbars as needed to view all of the available data.'

Shop	Customer	Insurance Company	Claim Number	Vehicle In	Started	Completed	Promise Date	Days Added	Progress
Dublin, CA				10/05/2021 09:00 AM	10/05/2021 09:00 AM	10/05/2021 05:00 PM	10/06/2021 04:00 PM	0	99%
Dublin, CA Alan Estimator	3			10/04/2021 09:00 AM	10/04/2021 09:00 AM		10/08/2021 05:00 PM	378	99%
Dublin, CA				10/07/2021 09:00 AM	10/07/2021 09:00 AM		10/11/2021 04:00 PM	0	99%
Dublin, CA				10/04/2021 09:00 AM	10/04/2021 09:00 AM		10/11/2021 04:00 PM	0	99%
Antioch Antioch, CA				10/28/2021 08:00 AM	10/28/2021 08:00 AM		11/04/2021 04:00 PM	717	99%
Antioch Antioch, CA	4			10/29/2021 08:00 AM	10/29/2021 08:00 AM		11/04/2021 04:00 PM	266	99%
Antioch Antioch, CA	2			11/02/2021 06:30 AM	11/02/2021 06:30 AM		11/05/2021 02:30 PM	36	99%
Antioch Antioch, CA	9			11/02/2021 10:00 AM	11/02/2021 10:00 AM		11/05/2021 03:00 PM	500	99%
Antioch Antioch, CA	3			11/03/2021 06:30 AM	11/03/2021 06:30 AM		11/05/2021 04:30 PM	115	99%
Antioch Antioch, CA				11/01/2021	11/01/2021 08:00 AM		11/05/2021 06:00 PM	32	99%
Antioch Antioch, CA	2			11/02/2021 08:30 AM	11/02/2021 08:30 AM		11/08/2021 03:30 AM	42	99%

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Performance Report

The Performance Report analyzes the **Repair Facility and Estimator** performance over the **last 6 months** by showing **Total Jobs Delivered** and **Shop/Estimator Accuracy**.

Enter your selections for each Report criteria shown below.

PARAMETERS

Report
Performance Report ▼

Insurance Company
(ALL INSURANCE COMPANIES)

Reporting Group
All Shops ▼

Tip! Change Reports using the drop list.

The Performance Report analyzes the Repair Facility and Estimator performance over the last 6 months by showing Total Jobs Delivered and Shop/Estimator accuracy.

Select states

IL

Select shops

QA CERRITOS 03 Test Lower

» RUN CANCEL

When you have selected your Report parameters, click **RUN**.

PARAMETERS

PERFORMANCE REPORT

QA CERRITOS 03

Estimators found based on selected criteria.

Click here to expand the Parameters to **Change Reports OR Parameters**.

Estimator	Accuracy over 6 months (%)							Accuracy Score (%)	Jobs Completed	Total Days Added	Customer Messages Sent	Promise Date Missed
	F	M	A	M	J	J	MTD					
Chris S	0	0	96	100	78	100	100	100	8	0	41	8
Jan H	0	0	0	100	100	100	0	100	6	0	36	6
Location Overall	0	0	96	100	90	100	100	100	14	0	77	14

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Post Delivery Feedback Report

The Post Delivery Feedback Report shows the **Post Delivery feedback** over a specified date range **by Repair Facility and Estimator**. Enter your selections for each Report criteria shown below.

PARAMETERS

Report
Post Delivery Feedback Report

The Post Delivery Feedback Report shows the Post Delivery feedback over a specified date range by Repair Facility and Estimator.

Start Date *  Set the appropriate **Start/End Dates.**

End Date *  Unsatisfactory Feedback only defaults to **NO**. To only view Unsatisfactory Feedback in your report results, toggle the button to **YES**.

Insurance Company
(ALL INSURANCE COMPANIES)

Reporting Group
All Shops

Select states
 IL

Select shops
 QA CERRITOS 03 Test Lower



When you have selected your Report parameters, click **RUN**.

PARAMETERS Click here to expand the Parameters to change **Reports** OR **Parameters**.

POST DELIVERY FEEDBACK REPORT (SATISFIED - 15 | NOT SATISFIED - 3)

QA CERRITOS 03 Satisfied - 15 | Not Satisfied - 3

CSR

Customer Name	Claim Number	Delivered Date	Survey Date	Satisfied (Yes/No)	Notes
Monica Last name		2/22/2022	3/2/2022	<input type="checkbox"/> Collision Truly Exceeded Our Expectations!	-
Monica Last name		2/22/2022	3/2/2022	Yes	It was ready

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CCC ONE® UpdatePlus Reports & cccone.com, Continued

CSI Completion Report The CSI Completion Report shows the **CSI completion rate** and **number of completed Service Recovery forms** for the **specified month** and **year-to-date**. Enter your selections for each Report criteria shown below.

PARAMETERS

Report
CSI Completion Report

The CSI Completion Report shows the CSI completion rate and number of completed Service Recovery forms for the specified month and year-to-date.

Month/Yr To * **03/2022** Set the appropriate Month/Year Dates.

Include Comm. Preference * Select the appropriate Communications Preferences to search.

Call Email Text

Insurance Company (ALL INSURANCE COMPANIES)

Include Survey Type *

Insurance Shop Select the appropriate Survey Type.

Reporting Group
All Shops

Select states

IL

Select shops

QA CERRITOS 03 Test Lower

>>
RUN
CANCEL

When you have selected your Report parameters, click **RUN**.

PARAMETERS

CSI COMPLETION REPORT

Shop	City	State	Invites Sent		Surveys Completed		Surveys Completed (%)		Service Recovery	
			Month	YTD	Month	YTD	Month	YTD	Month	YTD
QA CERRITOS 03	CERRITOS	IL	15	94	7	46	46.7%	48.9%	3	25
Total			15	94	7	46	46.7%	48.9%	3	25

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CCC ONE® UpdatePlus Reports & ccone.com, Continued

CSI User Ranking Report

The User Ranking Report shows **CSI survey completion data** over a **specified month and year combination**. Enter your selections for each Report criteria shown below.

PARAMETERS

Report
CSI User Ranking Report

Month/Yr To *
03/2022

Insurance Company
(ALL INSURANCE COMPANIES)

Reporting Group
All Shops

Select states
 IL

Select shops
 QA CERRITOS 03 Test Lower

The User Ranking Report shows CSI survey completion data over a specified month and year combination.

Include Comm. Preference *
 Call Email Text

Include Survey Type *
 Insurance Shop

When you have selected your Report parameters, click **RUN**.

PARAMETERS

CSI USER RANKING REPORT

Click here to expand the Parameters to change **Reports OR Parameters**.

Shop	Estimator	Sent		Completed		Completion (%)		QU (%)		SE (%)		OT (%)		IN (%)		CL (%)		RS (%)		VR (%)		NPS	
		M	YTD	M	YTD	M	YTD	M	YTD	M	YTD	M	YTD	M	YTD	M	YTD	M	YTD	M	YTD	M	YTD
QA CERRITOS 03	CSR	0	3	0	3	-	100.0	-	-	-	90.0	-	100.0	-	80.0	-	90.0	-	90.0	-	100.0	-	100
QA CERRITOS 03	Chris S	6	52	1	23	16.7	44.2	40.0	74.3	70.0	77.4	100.0	78.3	100.0	73.9	-	66.7	60.0	74.8	0.0	60.8	-100	9
QA CERRITOS 03	Jan H	8	29	6	16	75.0	55.2	75.0	65.6	76.7	66.9	66.7	62.5	66.7	62.5	-	85.0	61.7	58.7	66.7	56.3	-33	-25
QA CERRITOS 03	Joel F	0	1	0	1	-	100.0	-	90.0	-	90.0	-	100.0	-	100.0	-	-	-	90.0	-	100.0	-	100
QA CERRITOS 03	Manisha P	1	1	0	0	0.0	0.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Overall		15	94	7	46	46.7	48.9	70.0	70.7	75.7	73.9	71.4	76.1	71.4	70.4	-	76.9	61.4	70.5	57.2	84.3	-	-

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CCC ONE® UpdatePlus Reports & cccone.com, Continued

CSI Industry Trends Report

The CSI Industry Trend Report shows **CSI survey results over the past 12 months** from the **specified month**. The results are **compared with regional and overall industry CSI survey results**. Enter your selections for each Report criteria shown below.

PARAMETERS

Report
CSI Industry Trend Report

Month/Yr To *
03/2022

Insurance Company
(ALL INSURANCE COMPANIES)

Reporting Group
All Shops

Include Comm. Preference *
 Call Email Text

Include Survey Type *
 Insurance Shop

Select states
 CA
 CO

Select shops
 Antioch
 CCC Collision Oakland
 CCC Collision San Francisco
 CCC Collision San Ramon
 CCC Collision Walnut Creek

Run **Cancel**

When you have selected your Report parameters, click **RUN**.

PARAMETERS

CSI INDUSTRY TREND REPORT

Shop Trend (03/2022)

Period	Surveys	Quality	Service	Ready When Promised	Kept Informed	Cleanliness	Recommend	Additional Work	Overall	NPS
1M										
3M										
6M										
9M										
12M										

Industry Trend (03/2022)

Period	Surveys	Quality	Service	Ready When Promised	Kept Informed	Cleanliness	Recommend	Additional Work	Overall	NPS
Apr '21		96.5%	96.8%					90.0%	94.1%	88.6
May '21		96.3%	96.6%	87.7%	94.9%	96.5%	95.8%	90.1%	93.8%	88.0
Jun '21		96.1%	96.4%	86.6%	94.4%	96.5%	95.5%	89.3%	93.3%	87.2
Jul '21		95.7%	96.0%	84.9%	93.8%	96.2%	95.0%	88.7%	92.7%	85.7
Aug '21		95.7%					94.9%	88.7%	92.4%	85.3
Sep '21		95.3%					94.5%	88.2%	91.8%	84.2
Oct '21		95.6%					94.8%	88.5%	92.2%	85.1