

OEM Network Dashboard

Introduction

This job aid discusses the functionality of the **OEM Network Dashboard**. This dashboard provides shops with a comprehensive view of analytic data allowing shops to measure the performance of their certified collision repair networks (OEM specific certifications).

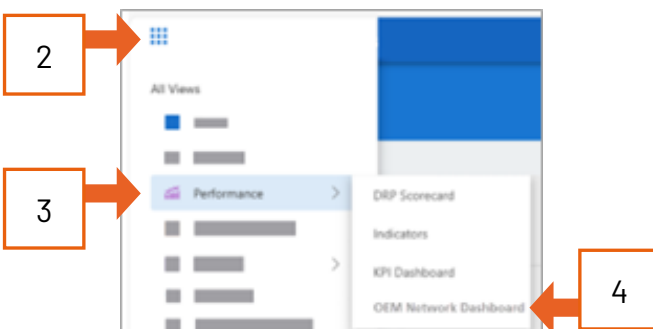
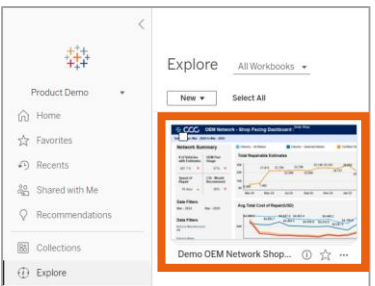
This dashboard provides shops with the ability to understand:

- How is my OEM Parts Usage trending compared to Industry or the rest of my OEM's Certified Network?
- What is the average Would Recommend % for the Industry last month and how does this compare to my Shop?
- What is the average number of days from Arrival to Delivered for my shop?
- How often are vehicles returned to my shop for work and how does this compare to the industry?

Note: This product will only show data for shops who opt-in to share data back to their respective OEM. Appropriate "Manage Network Invitations" permission is required to access this dashboard.

Access OEM Network Dashboard

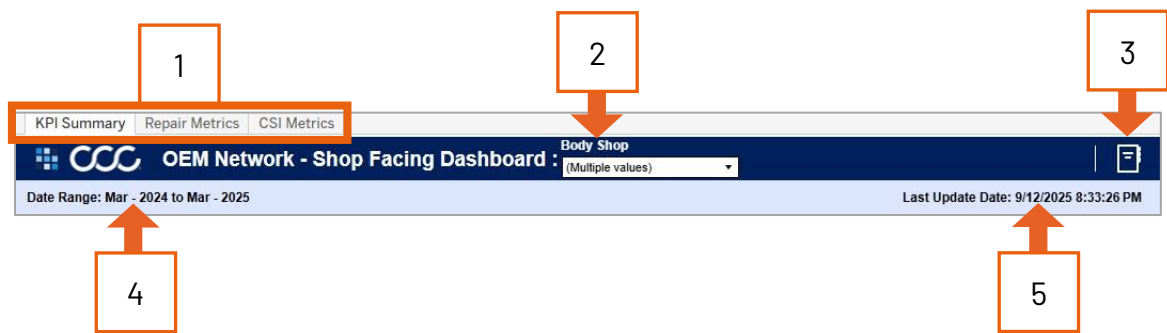
Follow the steps below to access the **OEM Network Dashboard** on cccone.com.

Step	Action	
1	Enter your User ID and Password to login to cccone.com .	
2	Select the Menu icon.	
3	Then Performance .	
4	Then OEM Network Dashboard .	
5	Click Explore on the left-side panel.	
6	Select All Workbooks from the drop-down.	
7	Select the OEM Network Dashboard .	

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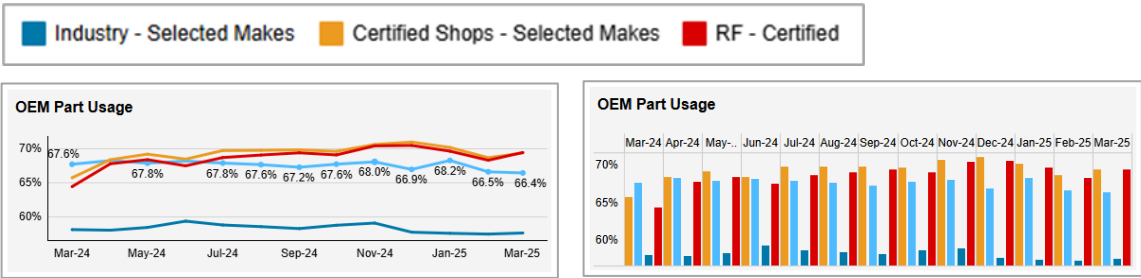
OEM Network Dashboard, Continued

Dashboard Navigation



Part	Description
1	Select the KPI Summary , Repair Metrics , CSI Metrics tabs to switch between dashboard views.
2	In the Body Shop dropdown select a body shop to include in the dashboard.
3	Select the Book icon to view the glossary.
4	Displays the Date Range displayed in the dashboard.
5	Displays last date the dashboard was updated.

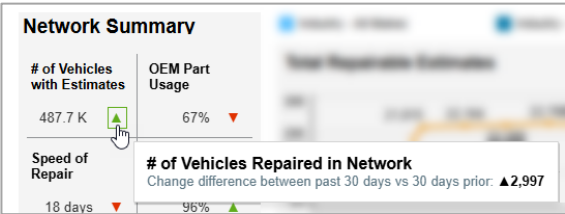
Use the toggle to switch between a **Line Chart** / **Bar Chart** view.



Select the **Dashboard** button to download the selected dashboard data to Excel® or CSV.



Hover over select dashboard elements to view additional details.



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OEM Network Dashboard, Continued

Dashboard Navigation, continued

Network Summary:

Part	Description
A	<p>The Network Summary section displays the Current Year to Date (YTD) value and an arrow indicating an upward or downward trend based on a rolling 30-day comparison of the most recent 30 days versus the prior 30 days for the following metrics:</p> <ul style="list-style-type: none"> # of Vehicles with Estimates OEM Part Usage Arrival to Delivered Would Recommend % <p>Hint: Hover over the arrow to view the change from the prior period. A rolling 30 days compares the most recent 30-day period (e.g., Jun 18–Jul 17) to the prior 30 days (e.g., May 18–Jun 17).</p>
B	<p>The Date Filters section allows you to select Start and End Month – Year dates from the dropdowns, these changes will persist throughout the OEM Network Dashboard view.</p>
C	<p>The Data Filters section allows you to select one Vehicle Manufacturer, then one or multiple metrics to include in the dashboard from the following dropdowns based on the Vehicle Manufacturer selected:</p> <ul style="list-style-type: none"> Vehicle Make Vehicle Age Group Workfile Type Referral Source <p>Hint: If a vehicle manufacturer produces multiple vehicle makes; for instance, Example Motors may include Make A and Make B.</p>

A

of Vehicles with Estimates

487.7 K ▲

OEM Part Usage

61% ▲

Speed of Repair

16 days ▼

CSI - Would Recommend

96% ▼

B

Date Filters

Mar - 2024 ▼

Mar - 2025 ▼

C

Data Filters

Vehicle Manufacturer

Vehicle Manufacturer 1 ▼

Vehicle Make

(Multiple values) ▼

Vehicle Age Group

(All) ▼

Workfile Type

(All) ▼

Referral Source

(All) ▼

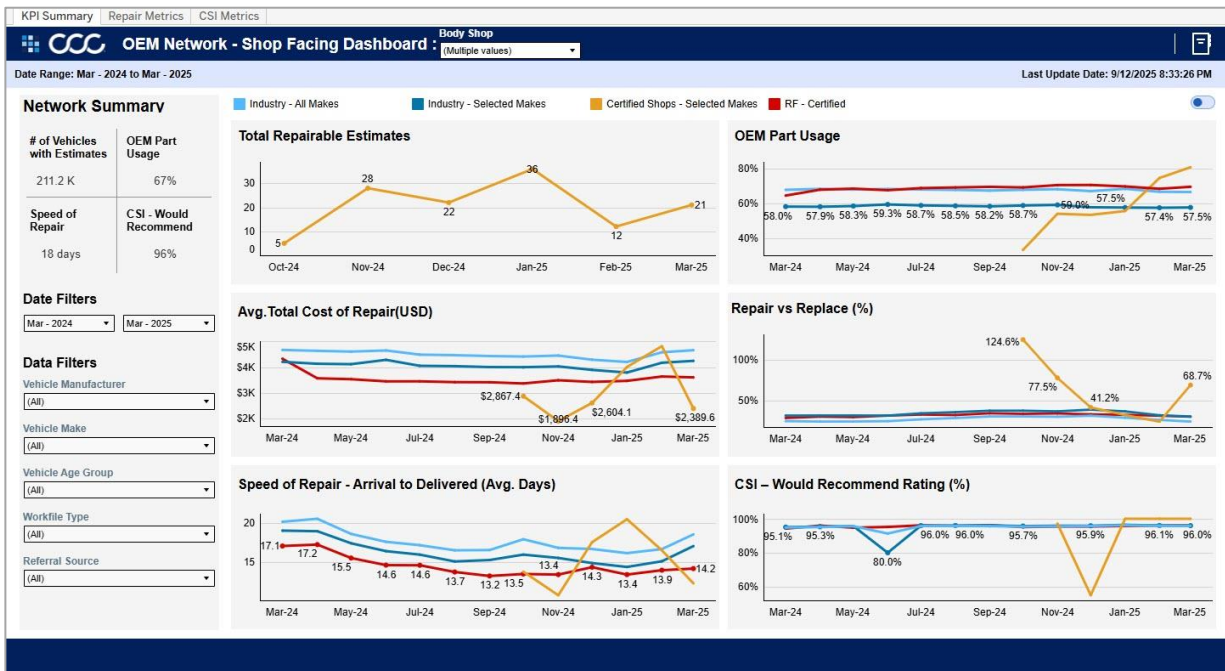
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OEM Network Dashboard, Continued

KPI Summary

This dashboard tab provides trending summary graphs of a few Key KPIs. The **KPI** section shows graphs that compare your **Certified Shop vs. Certified Network for OEM** vs. **Vehicles for Selected Vehicle Makes vs. Industry All Makes**.

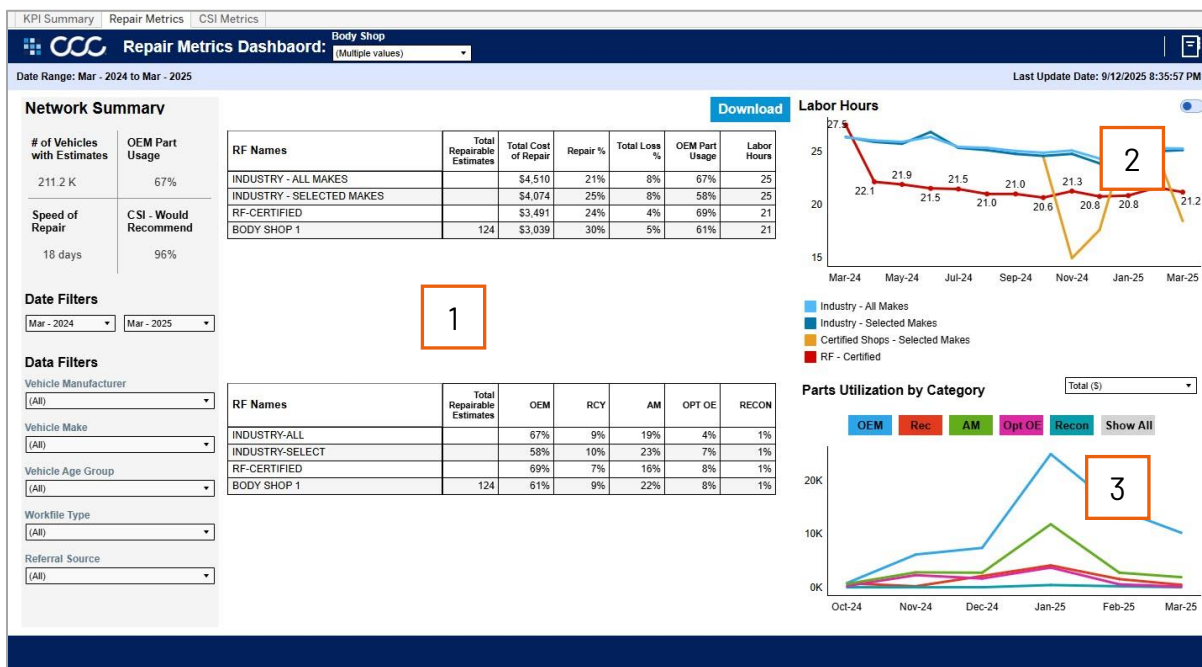
- Certified network average for OEM
- Industry Vehicles for selected OEM
- Industry All Vehicles



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OEM Network Dashboard, Continued

Repair Metrics

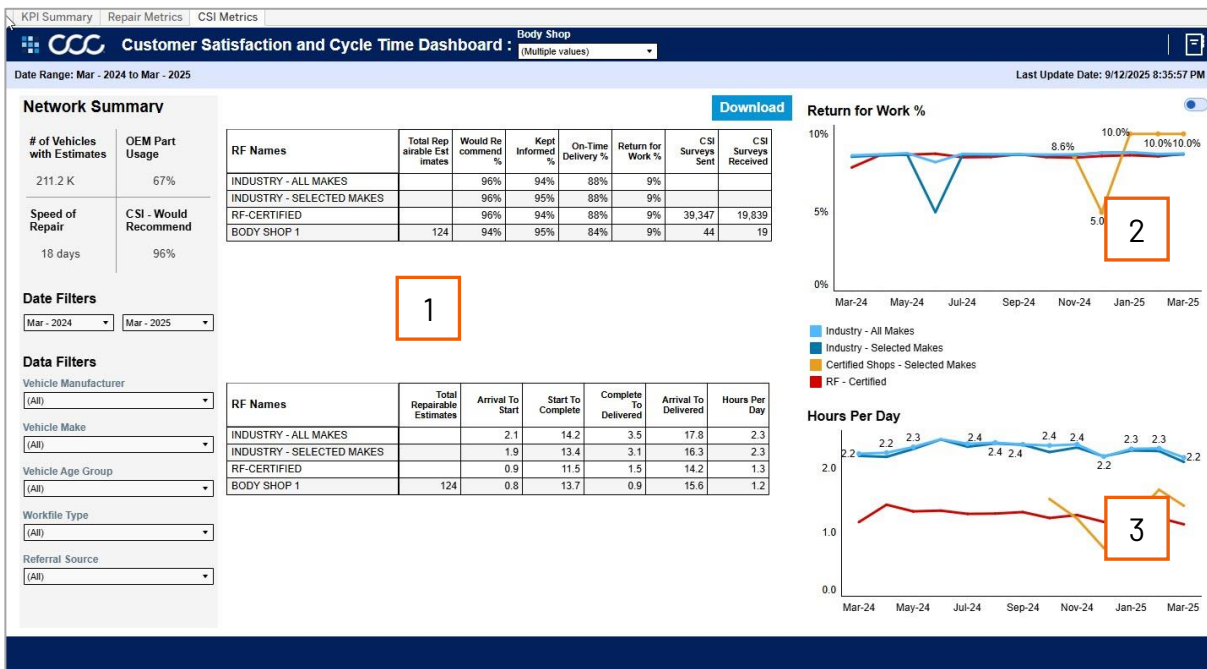


Part	Description
1	<p>The KPI section shows Labor and Part graphs that compare your Certified Shop vs. Certified Network for OEM vs. Vehicles for Selected Vehicle Makes vs. Industry All Makes.</p> <ul style="list-style-type: none"> Certified network <u>average</u> for OEM Industry Vehicles for selected OEM Industry All Vehicles
2	<p>The KPI graph (Top) displays the Labor data specific to your certified shop only. Select OEM or AM to view one part type at a time, to view all part types at once select Show All.</p>
3	<p>The KPI graph (bottom) displays the Parts data specific to your certified shop only. Select OEM or AM to view one part type at a time, to view all part types at once, select Show All.</p> <p>Use the dropdown above the Parts graph to display a Total (\$) or Variance (% YoY Change).</p> <div> <div>Total (\$)</div> <div>Total (\$)</div> <div>Variance (% YoY Change)</div> </div>

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OEM Network Dashboard, Continued

KPI Summary



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