

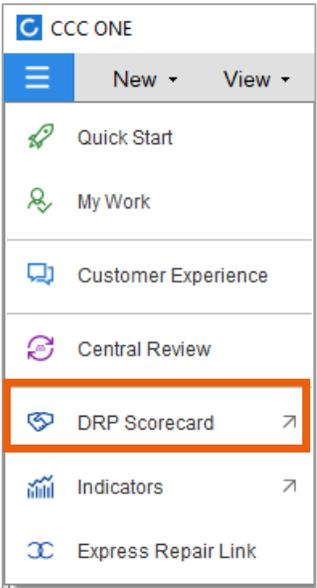
CCC® Scorecard - MSO Manager Scorecard

Introduction The CCC® Scorecard is designed to bring transparency to the Multi-Shop Operator (MSO) participating in a Direct Repair Program (DRP). CCC Scorecard contains insights that enable MSO managers to better manage DRP relationships.

This job aid provides guidance on how you can utilize the CCC Scorecard to manage an MSO's performance within a DRP. The CCC Scorecard consists of different views (scorecards) for you to view data. You can identify individual shops and carriers based on their performance levels, location, gain insights into their performance, and take action.

MSO Manager is specifically designed for the Manager of an MSO who is responsible for the performance of the repair facilities in the MSO they operate.

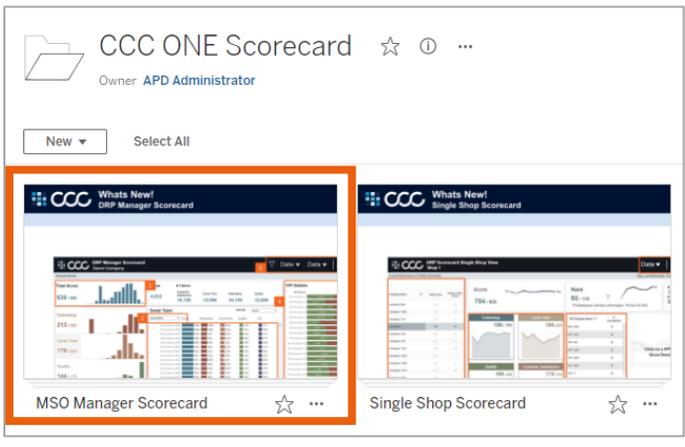
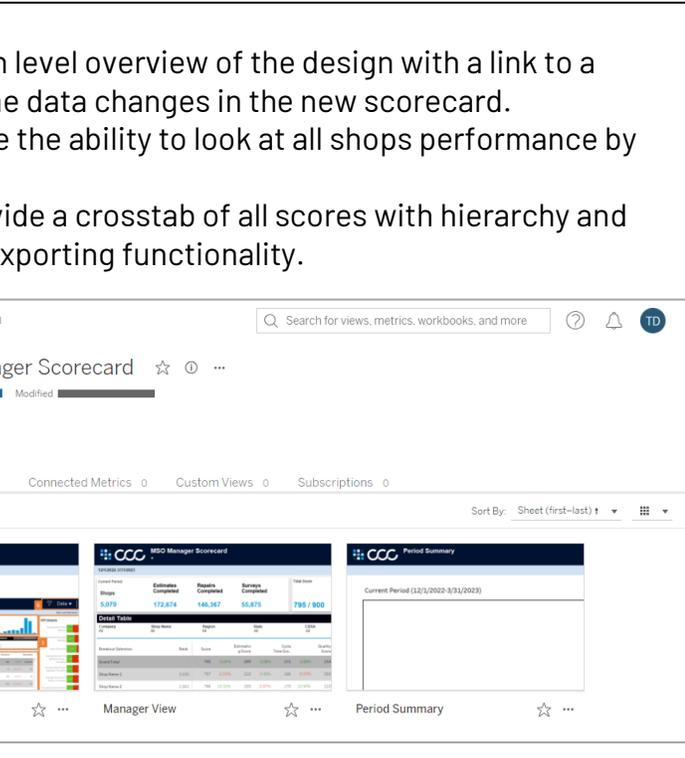
Access Scorecard Dashboards

Step	Action
1	From within CCC Estimating, select the menu icon, then DRP Scorecard . 

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CCC® Scorecard - MSO Manager Scorecard, Continued

Access Scorecard Dashboards, continued

Step	Action
2	<p>The MSO Manager Scorecard opens in a web browser, click on the MSO Manager Scorecard option.</p>  <p>The screenshot shows the 'CCC ONE Scorecard' interface. At the top, it says 'Owner: APD Administrator'. Below that is a 'New' dropdown and a 'Select All' button. Two scorecard thumbnails are visible: 'MSO Manager Scorecard' (highlighted with an orange border) and 'Single Shop Scorecard'. Both thumbnails show various charts and data tables.</p>
	<p>Select one of the 3 sheets:</p> <ul style="list-style-type: none"> • What's New provides high level overview of the design with a link to a document explaining some data changes in the new scorecard. • Manager View will provide the ability to look at all shops performance by different attributes. • Period Summary will provide a crosstab of all scores with hierarchy and location information for exporting functionality.  <p>The screenshot shows the 'MSO Manager Scorecard' interface. On the left is a navigation menu with options like Home, Favorites, Recents, Shared with Me, Recommendations, Collections, and Explore. The main area shows three sheets: 'What's New', 'Manager View', and 'Period Summary'. The 'Manager View' sheet is active and displays a 'Crosstab Table' with columns for 'Shop', 'Estimates Completed', 'Reports Completed', 'Surveys Completed', and 'Task Score'. The 'Period Summary' sheet shows a 'Current Period (12/1/2022-3/31/2023)'.</p>

CCC® Scorecard - MSO Manager Scorecard, Continued

Dashboard Filters

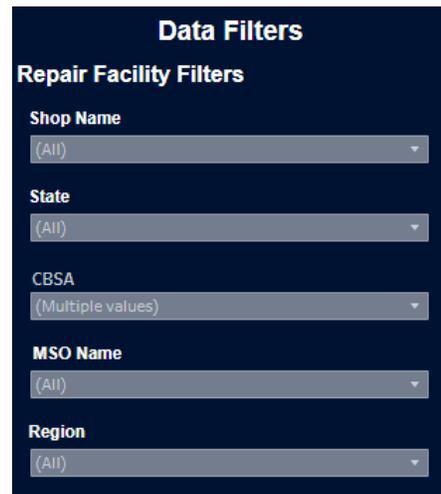


- Select the **Book** icon to view the glossary.
- Select the **Question Mark** icon to enable a help overlay for dashboard tips.
- Shows the **Current Period** and the latest **Data Last Refreshed** date.

Select one or multiple of the following repair facility filter options then click **Apply**.

Data:

- **Shop Name:** Select the shop name you would like to view from the dropdown.
- **Shop State:** Select the shop state you would like to view from the dropdown.
- **Shop CBSA:** Select the shop CBSA you would like to view from the dropdown.
- **MSO Name:** Select the MSO name you would like to view from the dropdown.
- **Region:** Select the Region you would like to view from the dropdown.



Detail Table:

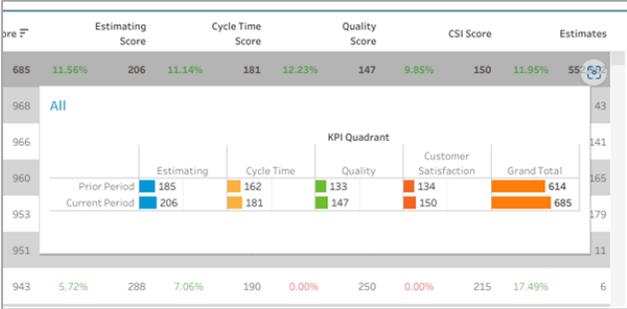
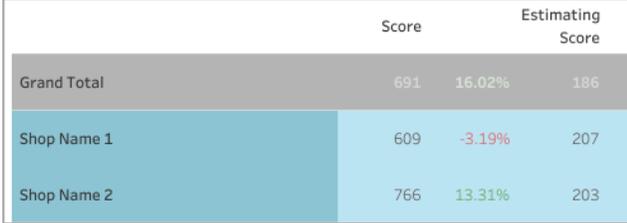
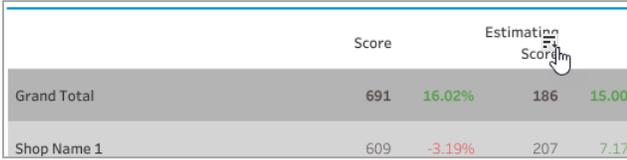
- **Breakout:** Select a detail category from the dashboard to view by **Level, Shop Name, MSO, Region, State, or CBSA**.
- **Filters:** Lists the filters according to the configured hierarchy levels.



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CCC® Scorecard - MSO Manager Scorecard, Continued

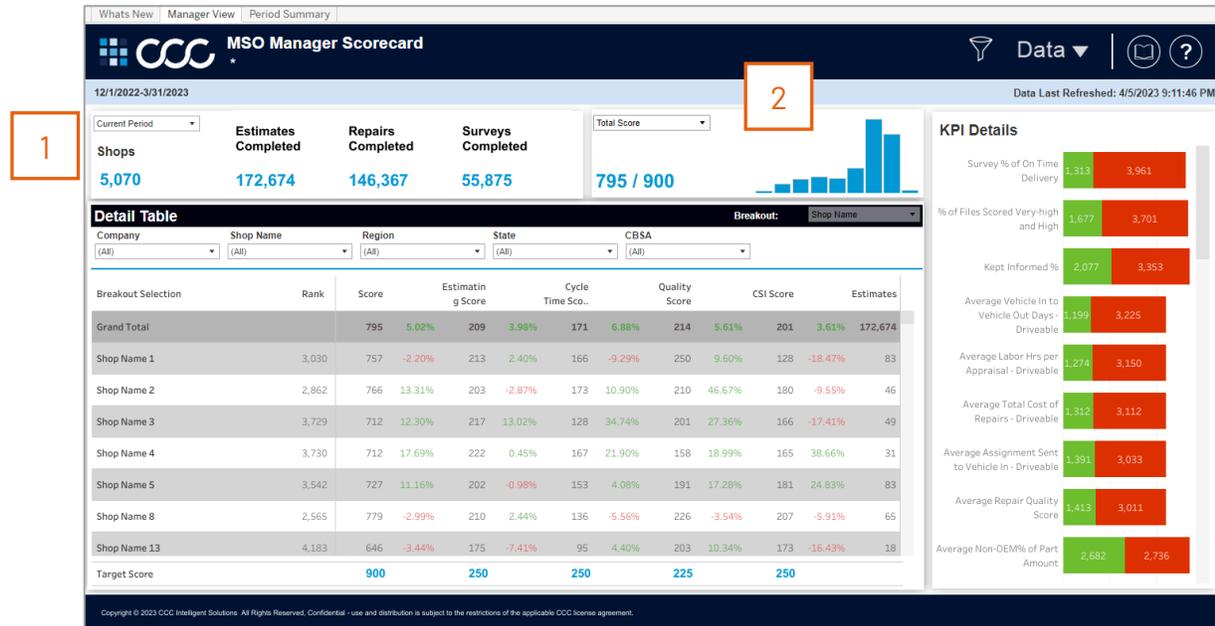
Dashboard Navigation

Step	Action																					
1	<p>Hover over a value and a tooltip will display showing the prior vs current period values for each quadrant in a bar chart.</p>  <table border="1" data-bbox="771 415 1398 724"> <thead> <tr> <th colspan="2">KPI Quadrant</th> <th>Estimating</th> <th>Cycle Time</th> <th>Quality</th> <th>Customer Satisfaction</th> <th>Grand Total</th> </tr> </thead> <tbody> <tr> <td>Prior Period</td> <td></td> <td>185</td> <td>162</td> <td>133</td> <td>134</td> <td>614</td> </tr> <tr> <td>Current Period</td> <td></td> <td>206</td> <td>181</td> <td>147</td> <td>150</td> <td>685</td> </tr> </tbody> </table>	KPI Quadrant		Estimating	Cycle Time	Quality	Customer Satisfaction	Grand Total	Prior Period		185	162	133	134	614	Current Period		206	181	147	150	685
KPI Quadrant		Estimating	Cycle Time	Quality	Customer Satisfaction	Grand Total																
Prior Period		185	162	133	134	614																
Current Period		206	181	147	150	685																
2	<p>Select one or multiple shops to filter the dashboard to display results related to your selection.</p>  <table border="1" data-bbox="771 766 1398 989"> <thead> <tr> <th></th> <th>Score</th> <th>Estimating Score</th> </tr> </thead> <tbody> <tr> <td>Grand Total</td> <td>691</td> <td>186</td> </tr> <tr> <td>Shop Name 1</td> <td>609</td> <td>207</td> </tr> <tr> <td>Shop Name 2</td> <td>766</td> <td>203</td> </tr> </tbody> </table>		Score	Estimating Score	Grand Total	691	186	Shop Name 1	609	207	Shop Name 2	766	203									
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4	<p>Select to sort shop data in ascending or descending order.</p>  <table border="1" data-bbox="771 1018 1398 1178"> <thead> <tr> <th></th> <th>Score</th> <th>Estimating Score</th> </tr> </thead> <tbody> <tr> <td>Grand Total</td> <td>691</td> <td>186</td> </tr> <tr> <td>Shop Name 1</td> <td>609</td> <td>207</td> </tr> </tbody> </table>		Score	Estimating Score	Grand Total	691	186	Shop Name 1	609	207												
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CCC® Scorecard - MSO Manager Scorecard, Continued

MSO Manager Scorecard

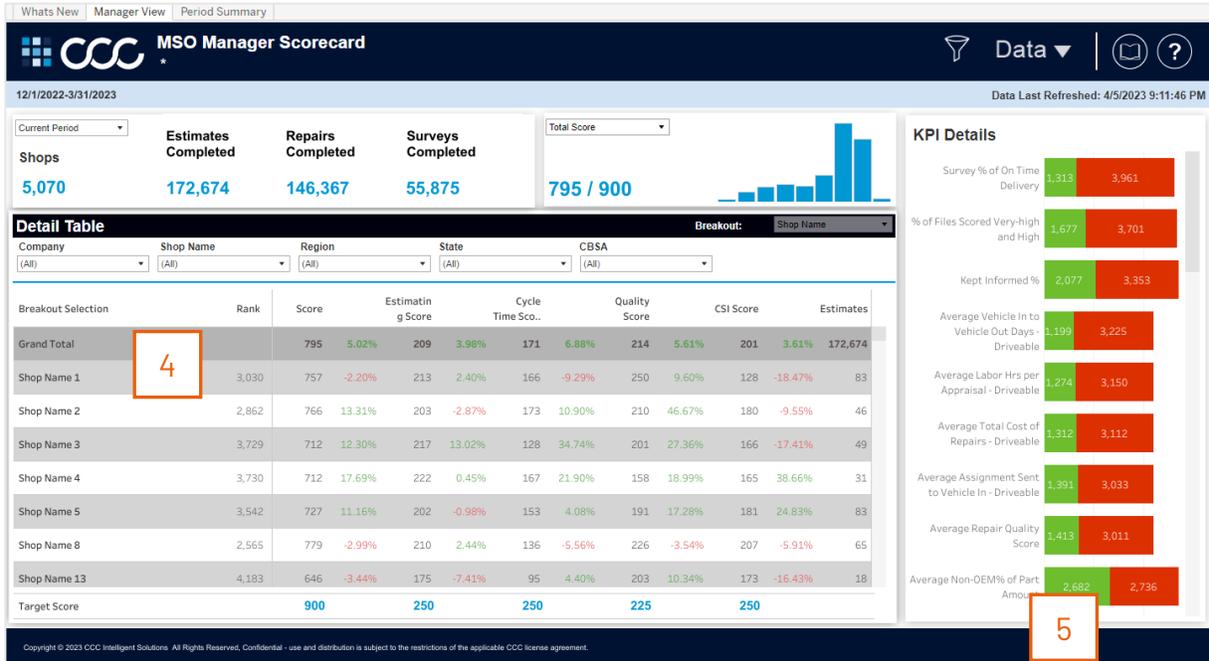


Stage	Description
1	<ul style="list-style-type: none"> Select the dropdown to filter the dashboard by different time periods. By default, Current Period is selected. Select a listed time period of Current Period, Current YTD, Prior Month, Rolling 3 Months, or Rolling 12 Months from the dropdown. Shops displays the number of shops displayed in the dashboard. An overview of how many Estimates, Repairs, and Surveys were completed in the selected time period based on the filters applied.
2	<ul style="list-style-type: none"> Select an option to sort the Detail Table by Total Score, Customer Satisfaction, Cycle Time, Estimating, Quality, or Total Score. Displays the average Total Score of all the shops in the carrier's DRP program based on filters applied. The chart shows the distribution of shop scores along with the # of shops in each bin. The bins take the total score and divides into 11 bins. In this example 900/10 means each bin is 90-point increments. (0-90, 91-180, 181-270, 271-360, 361-450, 451-540, 541-630, 631-720, 721-810, 811-900). The last bin is any value greater than the target if the carrier awards bonus points.

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CCC® Scorecard - MSO Manager Scorecard, Continued

MSO Manager Scorecard, continued



Stage	Description
4	<p>This crosstab view shows the weighted scores for the selected breakout values along with a Grand Total value. Here you can also see period-over-period variance for each shop by quadrant and Total Score.</p> <p>Any column can be sorted by clicking on the header. For example, if you want to see shops with the highest negative variance period over period you can click on the blank space above the period-over-period variance value.</p> <p>The Target Score shows an individual carrier's target values for the total score and each quadrant. The Total Score will not be visible if multiple carriers are selected.</p> <p>Note: If looking at current YTD, the prior period will be the prior year. Rolling 3 months would then compare to 3 months prior to the rolling 3 months and so on.</p>
5	<p>Displays the KPI name, the number of repair facilities that have an exception for the KPI.</p> <p>The red signifies the # of shops with an exception for the given KPI where as the green notes the number of shops without an exception. Clicking on the red or green color for a given KPI can help you identify which shops or which staff members are seeing the most trouble with a given KPI. Also, helps the insurance company identify which KPIs are a constant struggle across their program.</p>

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CCC® Scorecard - MSO Manager Scorecard, Continued

Period Summary

Current Period (8/1/2022-11/30/2022)

Company Name	Weighted Score	Weighted Est Score	Weighted CT Score	Weighted Quality Score	Appraisals	Avg # of Parts Replaced per Claim	Driveable Avg Labor Hrs per Claim	Driveable Avg Paint Labor Hrs per Claim	Driveable Avg Repair % of Total Labor H.
burgh, PA	757	213	166	250	83	5.0	25.0	8.7	41.95%
burgh, PA	373	197	41	135	1				
burgh, PA	766	203	173	210	46		25.6	8.3	40.47%
burgh, PA	712	217	128	201	49		20.4	6.8	34.61%
burgh, PA	712	222	167	158	31		19.8	7.2	39.61%
burgh, PA	727	202	153	191	83		30.1	9.8	35.72%
ta-Waterville, ME	733	169	99	250	5		10.3	4.3	43.58%
ta-Waterville, ME	654	250	235	169	5				
ork-Newark-Jersey City, NY-NJ-PA	779	210	136	226	65	13.8	25.2	8.6	40.58%
ork-Newark-Jersey City, NY-NJ-PA	562	210	236	116	8				
ork-Newark-Jersey City, NY-NJ-PA	646	175	95	203	18		31.4	11.4	48.83%
rk, ME	494	20	97	250	0		0.0	0.0	0.00%
o-Cheektowaga, NY	273	119	58	96	1	52.0			
ukee-Waukesha, WI	510	99	54	230	1		60.2	16.3	0.00%
ancisco-Oakland-Berkeley, CA	293	149	36	108	2	11.0			
ancisco-Oakland-Berkeley, CA	552	236	190	126	7	5.4			
ancisco-Oakland-Berkeley, CA	871	228	194	250	93		16.2	6.1	46.70%
on-The Woodlands-Sugar Land, TX	830	204	227	215	25		31.1	10.0	47.28%
Fort Worth-Arlington, TX	918	223	242	250	14		32.3	9.3	58.88%
gham, WA	610	137	96	250	1		6.8	4.0	0.00%
e-Tacoma-Bellevue, WA	792	226	103	233	0		0.0	0.0	0.00%

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Stage	Description
1	Click Yes from the Show Crosstab section to populate the Period Summary view. Note: It is recommended that you switch the Show Crosstab to No when switching back to the Manager View tab, otherwise it will load claim detail every time you click a new shop.
2	Select Yes to remove exception details when downloading the data out of Tableau. When No is selected, the crosstab returns two rows per claim. One row returns all KPI metrics that had an exception (Red) and another row with all metrics that met or exceeded the target (Green). When selecting yes, this level of granularity is removed and only one row per claim is returned.
3	Displays details claim level detail related to the Shop Name. KPI values are colored based on whether or not this metric would be an exception compared to the target. Red values mean that the claim did not meet the target value and green notes that the claim met or exceeded the target.
4	Use the slider to view more metrics.
5	Click Download to export the details from this view for further analysis in an Excel® or CSV file format.

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CCC® Scorecard - MSO Manager Scorecard, Continued

Additional Notes

For more details regarding the enhancements made to DRP Scorecard, please refer to the data changes document, which is available on the What's New tab by clicking **HERE**.

Whats New | Manager View | Period Summary

Whats New!
 MSO Manager Scorecard

Welcome to the new DRP Scorecard, powered by Tableau

With an improved layout, the new DRP Scorecard offers more interaction and better insights:

1. **Overview** - View overall performance of your shops in the selected time period
2. **Score Distribution** - See distribution of shops by score for the selected attribute
3. **Detail Selection** - Select attributes to filter the Detail Table
4. **Detail Table** - View shop performance by the selected breakout value along with period over period change
5. **KPI Details** - See how many shops are (or are not) meeting designated performance thresholds
6. **Extras** - select "Data" to apply filters; the book icon provides a glossary of commonly-used terms; choose the question mark icon to visualize an overlay of helpful tips.

Click [HERE](#) for more detailed information on data differences in the new scorecard.

For additional help, visit cccis.com/team to find your local CCC representative.