CCC[®] Scorecard - MSO Manager Scorecard

Introduction The CCC[®] Scorecard is designed to bring transparency to the Mulit-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,	Co	CC ONE
		≡	New - View -
		R	Quick Start
		&	My Work
		Q	Customer Experience
		S	Central Review
		S	DRP Scorecard 7
		ай	Indicators 7
		x	Express Repair Link

Continued on next page



Access Scorecard

Dashboards, continued

Step		Action
2	The MSO Manager Scorecard opens in a web browser, click on the MSO Manager Scorecard	CCC ONE Scorecard ☆ ① … _{Owner} APD Administrator New ▼ Select All
		Image: Scorecard Image: Scorecard Image: Scorecard Image: Scorecard
	 Select one of the 3 sheets What's New provides hid document explaining so Manager View will provide different attributes. Period Summary will pro- location information for 	s: gh level overview of the design with a link to a me data changes in the new scorecard. de the ability to look at all shops performance by ovide a crosstab of all scores with hierarchy and exporting functionality.
	Explore / MSO Manager Scon III MSO Ma Owner Owner Edit Workbook Owner Edit Workbook Weres a Data Source	seard Q. Search for views, metrics, workbooks, and more Q. A. To nager Scorecard A. O Modified s 1 Connected Metrics 0 Custom Views 0 Subscriptions 0
	Shared with Me Select All C Recommendations Collections Collections Collections	Sort By: Sheet (first-last) + • III • Sort By: Sheet (first-last) + • III • Correct Period (12)/(202-3/31/2023) Correct Period (12)/(202-3/31/2023)
	Whats New	숬 ··· Manager View ☆ ··· Period Summary 슜 ···



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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Dashboard Navigation

Step		Action	
1	Hover over a value and a tooltip will display showing the prior vs current period values for each quadrant in a bar chart.	Price # Estimating Score Cycle Time Score Quality Score CSI Score 685 11.56% 206 11.14% 181 12.23% 147 9.85% 150 968 All Estimating Cycle Time Quality Statistican 960 Prior Period 185 162 Quality Statistican 953 Current Period 206 181 147 150 943 5.72% 288 7.06% 190 0.00% 250 0.00% 215	Estimates 11.95% 55 (3) 43 43 141 165 179 11 17.49% 6
2	Select one or multiple shops to filer the dashboard to display results related to your selection.	Score Score Grand Total 691 16.02% Shop Name 1 609 -3.19% Shop Name 2 766 13.31%	Estimating Score 186 207 203
4	Select to sort shop data in ascending or descending order.	Score Est Grand Total 691 16.02% Shop Name 1 609 -3.19%	imating Score 186 15.009 207 7.179



MSO Manager Scorecard

	MSO Manager	Scored	card										🏹 Data 🔻	
12/1/2022-3/31/2023								2			Data Last Refreshed: 4/5/2023			
Current Period	Estimates Completed	Repairs Comple	; eted	Surve	ays pleted		Total Score		•				KPI Details	
5,070	172,674	146,3(67	55,8	75		795 / ទ	3 00					Survey % of On Time Delivery	3 3,961
Detail Table Company	Shop Name	Regior	1		State		CBS	A	Bre	akout:	Shop Nan	ie 🔻	% of Files Scored Very-high and High	77 3,701
(All) •	(All)	• (All)			(All)		▼ (All)		•	i			• Kept Informed % 2,0	177 3,35
Breakout Selection	Rank	Score		Estimatin g Score		Cycle Time Sco		Quality Score		CSI Score		Estimates	Average Vehicle In to Vehicle Out Days - 1.19	3.225
Grand Total		795	5.02%	209	3.98%	171	6.88%	214	5.61%	201	3.61%	172,674	Driveable	
Shop Name 1	3,030	757	-2.20%	213	2.40%	166	-9.29%	250	9.60%	128	-18.47%	83	Average Labor Hrs per Appraisal - Driveable	3,150
Shop Name 2	2,862	766	13.31%	203	-2.87%	173	10.90%	210	46.67%	180	-9.55%	46	Average Total Cost of	
Shop Name 3	3,729	712	12.30%	217	13.02%	128	34.74%	201	27.36%	166	-17.41%	49	Repairs - Driveable	2 3,112
Shop Name 4	3,730	712	17.69%	222	0.45%	167	21.90%	158	18.99%	165	38.66%	31	Average Assignment Sent	1 3,033
Shop Name 5	3,542	727	11.16%	202	-0.98%	153	4.08%	191	17.28%	181	24.83%	83	to venicie in privatice	
Shop Name 8	2,565	779	-2.99%	210	2.44%	136	-5.56%	226	-3.54%	207	-5.91%	65	Average Repair Quality Score	3 3,011
Shop Name 13	4,183	646	-3.44%	175	-7.41%	95	4.40%	203	10.34%	173	-16.43%	18	Average Non-OEM% of Part	.,682 2,
Target Score		900		250		250		225		250			Amount	

Stage	Description
1	 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	 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.



MSO Manager Scorecard, continued

	MSO *	Manager	Score	card										7	Data	•	
12/1/2022-3/31/2023															Data Last	Refreshe	d: 4/5/2023 9:11:46 PM
Current Period 🔻	Estim	ates	Repairs	5	Surve	eys		Total Score		•				KPI Deta	ls		
Shops 5,070	172,	674	146,3	67	55,8	75		795 / 9	9 00					Survey	% of On Time Delivery	1,313	3,961
Detail Table Company	Shop Na	me	Regior	n		State		CBS	A	Bre	eakout:	Shop Nar	ne 🔻	% of Files Scor	ed Very-high and High	1,677	3,701
(All) •	(All)		▼ (All)		•	(All)		 (All) 		•				- Kept	Informed %		3,353
Breakout Selection		Rank	Score		Estimatin g Score		Cycle Time Sco		Quality Score		CSI Score		Estimates	Average	Vehicle In to	1 100	2.226
Grand Total	1.		795	5.02%	209	3.98%	171	6.88%	214	5.61%	201	3.61%	172,674	venic	Driveable	1,199	3,225
Shop Name 1	4	3,030	757	-2.20%	213	2.40%	166	-9.29%	250	9.60%	128	-18.47%	83	Average L Appraisa	abor Hrs per II - Driveable	1,274	3,150
Shop Name 2		2,862	766	13.31%	203	-2.87%	173	10.90%	210	46.67%	180	-9.55%	46	Average	Fotal Cost of		
Shop Name 3		3,729	712	12.30%	217	13.02%	128	34.74%	201	27.36%	166	-17.41%	49	Repair	s - Driveable	1,312	3,112
Shop Name 4		3,730	712	17.69%	222	0.45%	167	21.90%	158	18.99%	165	38.66%	31	Average Assi to Vehicle I	gnment Sent n - Driveable	1,391	3,033
Shop Name 5		3,542	727	11.16%	202	-0.98%	153	4.08%	191	17.28%	181	24.83%	83	Average Pr	oair Quality		
Shop Name 8		2,565	779	-2.99%	210	2.44%	136	-5.56%	226	-3.54%	207	-5.91%	65	Average in	Score	1,413	3,011
Shop Name 13		4,183	646	-3.44%	175	-7.41%	95	4.40%	203	10.34%	173	-16.43%	18	Average Non-O	EM% of Part	2,682	2,736
Target Score			900		250		250		225		250				Amou	F	
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Stage	Description
4	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.
	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.
	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.
	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.
5	Displays the KPI name , the number of repair facilities that have an exception for the KPI.
	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.



Period Summary

Current Period (8/1/20	922-11/30/2022)							1	Show Crosstab ● Yes ○ No	Hide Exceptions O Yes O No
	Company Name	Weighted Score	Weighted Est Score	Weighted CT Score	Weighted Quality Score	Appraisals	Avg # of Parts Replaced per Claim	Driveable Av Labor Hrs pe Claim	g Driveable Avg r Paint Labor Hrs per Claim	Driveable Avg D Repair% of T Total Labor H R
irgh, PA	Demo Company 1	757	213	166	250	83		25.0	8.7	41.95%
	Demo Company 2	373	197	41	135	1	5.0			
urgh, PA	Demo Company 1	766	203	173	210	46		25.6	8.3	40.47%
urgh, PA	Demo Company 1	712	217	128	201	49		20.4	6.8	34.61%
urgh, PA	Demo Company 1	712	222	167	158	31		19.8	7.2	39.61%
urgh, PA	Demo Company 1	727	202	153	191	83	-	30.1	9.8	35.72%
ta-Waterville, ME	Demo Company 1	733	169	99	250	5	5	10.3	4.3	43.58%
	Demo Company 2	654	250	235	169	5	•			
ork-Newark-Jersey City, NY-NJ-PA	Demo Company 1	779	210	136	226	65		25.2	8.6	40.58%
	Demo Company 2	562	210	236	116	8	13.8			
ork-Newark-Jersey City, NY-NJ-PA	Demo Company 1	646	175	95	203	18		31.4	11.4	48.83%
r, ME	Demo Company 1	494	20	97	250	0		0.0	0.0	0.00%
o-Cheektowaga, NY	Demo Company 2	273	119	58	96	1	52.0			
ukee-Waukesha, WI	Demo Company 1	510	99	54	230	1		60.2	16.3	0.00%
ancisco-Oakland-Berkeley, CA	Demo Company 2	293	149	36	108	2	11.0			
ancisco-Oakland-Berkeley, CA	Demo Company 2	552	236	190	126	7	5.4			
ancisco-Oakland-Berkeley, CA	Demo Company 1	871	228	194	250	93		16.2	6.1	46.70%
on-The Woodlands-Sugar Land, TX	Demo Company 1	830	204	227	215	25		31.1	10.0	47.28%
Fort Worth-Arlington, TX	Demo Company 1	918	223	242	250	14		32.3	9.3	58.88%
ham, WA	Demo Company 1	610	137	96	250	1		6.8	4.0	0.00%
e-Tacoma-Bellevue, WA	Demo Company 1	792	226	103	233	0		0.0		0.00%

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.



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**.

	 MSO Man 	ager Scor	recard										Welcome to the new DRP Scorecard, powered by Tableau
12/1/2022-3/01/2023	1	luger ocor	oouru			-	2					6 Y Data V (1) ?	With an improved layout, the new DRP Scorecard offers mo
Current Period	Estimates	Repa	irs nieted	Surveys		Total Sco	*	•			1 .	KPI Details 5	interaction and better insights:
5,070	172,674	146	367	55,875		726	900					Survey fis of On Time Delivery 1.313 3.961	1. Overview - View overall performance of your shops in the selected
Detail Table Company (Art)	Shop Name	Rej v (Al	jion	State • (Aii)		- 1 - 1 - (/	ISA III)	8	nakout	Shop Nam		3 And Free Scored Very-Might 1677 3.701	 2. Score Distribution - See distribution of shops by score for the selected attribute.
		Score	Estimati Sco	1g C re	ycle Time Score		Quality Score		CSI Scare		Estimates	Average Vehicle In to	 Detail Selection - Select attributes to filter the Detail Table. Detail Table - View shop performance by the selected breakout value
Grand Total		726 10	.00% 20	99 30.42%	159	12.70%	296	11.26%	169		172,674	Drivebie	along with period over period change.
Shop Name 1		609 (3	19% 2	7.17%	118		206		79		83	Average Labor Hirs per Appraisal - Driveable	 KPI Details - See how many shops are (or are not) meeting designated performance thresholds.
Shop Name 2		766 13	31% 2		173		210	46.57%	180		46	Avarage Total Cost of 1932 8,112 Repairs - Driveable	6. Extras - select "Data" to apply filters; the book icon provides a
Shop Name 4		712 17	.0% 2	22 0.45%	167	21.99%	158	18.99%	165	38.66%	31	Average Assignment Sent 1.391 3.033	glossary of commonly-used terms; choose the question mark icon to
Shop Name 5		727 11	.16% 2	0.98%	153		191		181		83	Average Repair Quality	visualize an overlay of helpful tips.
Shop Name 8		779 -4	99% 2	10 2.44%	136	-5.56%	226	-3.54%	207	-5.91%	65	Score Average Non OEMMi of Part	
Shop Name 13		646 3	. 44% 1	75 -7.41%	95		203				10	Amount 2,002 2,736	Click <u>HERE</u> for more detailed information on data difference
Cupyright © 2023 COC Intel	gort Subdona All Rights Reserved	d, Confidential - use and	605-60° 2 84	4	eppficial for CCC is	iana aysoneti.							in scorecard.
													ac litional help, visit cccis.com/team to find your local

