

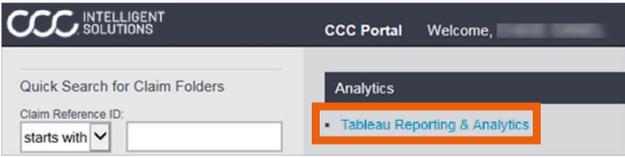
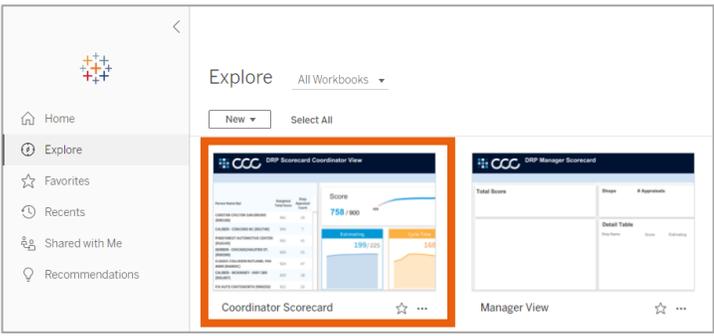
CCC® Scorecard - Coordinator Dashboard

Introduction The CCC® Scorecard is designed to bring transparency in the Direct Repair Program (DRP).

This job aid provides guidance on how you can utilize the CCC Scorecard to manage shop performance. The CCC Scorecard consists of different views (scorecards) for you to view data. You can identify shops based on their performance levels, gain insights, and take action.

The Coordinator View is specifically designed for the individual at the Insurance Carrier who is responsible for the performance of repair facilities in the DRP.

Access Scorecard Dashboards

Step	Description
1	Enter your User ID and Password to login to the CCC® Portal.
2	Click the Tableau Reporting & Analytics link in the Analytics section of the CCC Portal home page. A new Analytics window opens. 
3	Click Explore on the left side panel.
4	Select All Workbooks from the dropdown.
5	Select the Coordinator Scorecard . 

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CCC® Scorecard - Coordinator Dashboard, 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 Performance** date range.
- Shows the **Data Last Refreshed** date and time. New claim data is brought into the scorecard every Sunday; hierarchy and configuration changes update daily.

Coordinator Scorecard tab

Control Panel:

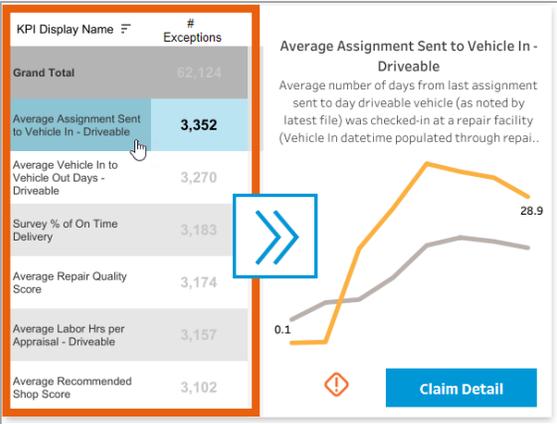
- **DRP Coordinator:** Select the **Coordinator** you would like to view from the **DRP Coordinator** dropdown (This will be named differently depending on the insurance carrier configuration)
- **Shop Name:** Select shop(s) from the dropdown.
- **Shop State:** Select the **State(s)** the shop is located from the dropdown.
- **Shop CBSA:** Select the **Core Based Statistical Area(s)** the state is located from the dropdown.



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CCC® Scorecard - Coordinator Dashboard, Continued

Dashboard Navigation

Stage	Description
1	<p>Hover over dashboard elements to view additional details. Additionally, you can filter the Coordinator View and Claim Detail dashboards by selecting the KPI (Key Performance Indicator) tile to show data for that tile only.</p> 
2	<p>Filter the Coordinator View and Claim Detail dashboards by selecting the shops name to show data for that.</p>
3	<p>Select the Accending/Desending icon to change the order of metrics displayed in the list.</p>
4	<p>To view shops that have no estimates written in the current period, you can look for this clock icon on the left side pane. This means the shop maintained their Estimating and Quality scores from the prior period due to a lack of volume. Once an estimate is written the score will calculate on the new volume and the icon will disappear.</p>
5	<p>Click on a KPI to show the details in a line chart for the current and prior periods.</p> <p>Note: The exclamation point reiterates there is an exception for that KPI. An exception is when a shop fails to meet or exceed the local market target for a given KPI.</p> 
6	<p>Click the Claim Details button to navigate to the Claim Details tab.</p> 

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Coordinator Scorecard

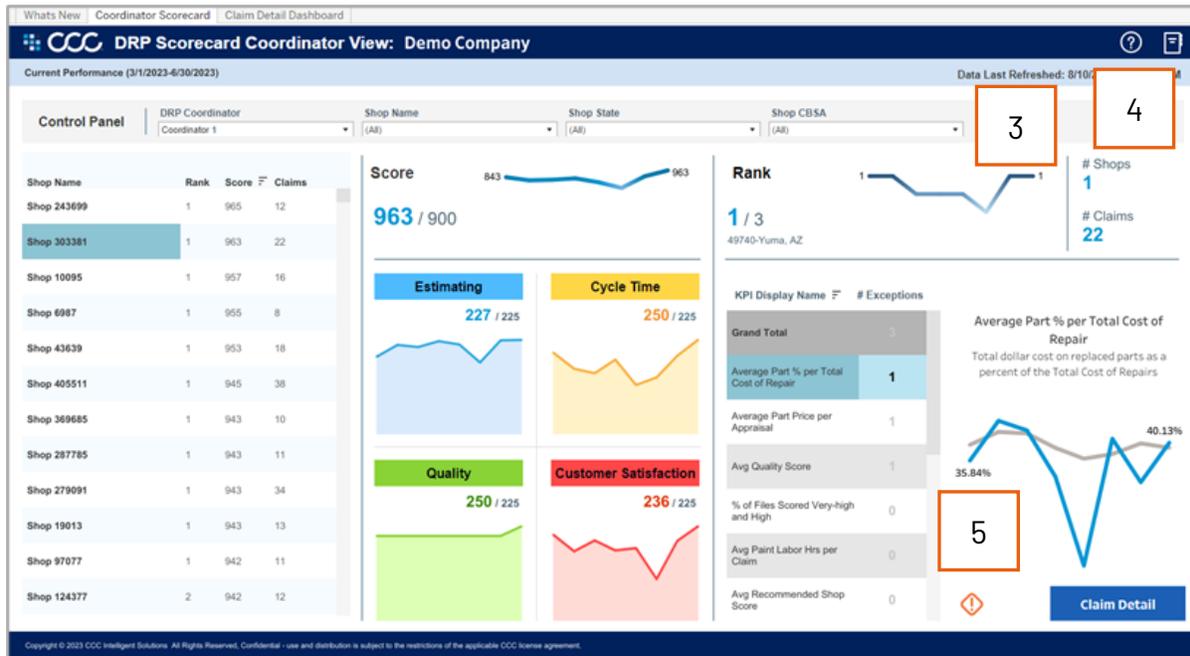
The screenshot displays the 'Coordinator Scorecard' interface. On the left, a table lists various shops with columns for Shop Name, Rank, Score, and Claims. A box labeled '1' highlights the 'Shop Name' column header. The main area features a 'Score' section with a line chart showing a score of 848 out of 900, and four KPI tiles: Estimating (225/225), Cycle Time (159/225), Quality (250/225), and Customer Satisfaction (214/225). A box labeled '2' highlights the 'Score' section. To the right, a 'Rank' section shows a rank of 2 out of 14 and a table of exceptions. A 'Claim Detail' button is located at the bottom right.

Stage	Description
1	<p>View the shops the coordinator(s) oversees:</p> <ul style="list-style-type: none"> • Shop Name: Displays shop(s) that completed work in the current period based on the filters selected. • Rank: Displays the shop rank in the current period for that repair facility. • Score: Displays the shop's total score in the current time period. • Claims: Displays the number of claims that had work done by a DRP shop in the current period. This can be writing an estimate, completing repairs, or receiving a completed Customer Satisfaction survey. <p>Note: To view shops a specific coordinator oversees select their name from the Control Panel.</p>
2	<p>The Score and KPI Tiles area displays a weighted scoring when no shop is selected in the left pane. When a single shop is selected, their performance is provided for the current period as well as over the last 7 periods.</p> <p>Click a KPI Tile to filter the dashboard by that KPI. Note: The Cycle Time KPI tile is selected above.</p> <p>Note: Hover over the Score and Quadrant Score trend lines to view how the score changed over time.</p>

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Coordinator Scorecard, continued



Stage	Description
3	The Rank for the repair facility is determined based on the score of the selected repair facility relative to the CBSA or State (based on carrier configuration). It is calculated only when a repair facility works on a minimum of 6 estimates in the current time period. When no shop is selected the rank card will not show any values. Note: The trend line indicates the rank's change over time. To view estimates completed, hover over the Estimating trend line.
4	<ul style="list-style-type: none"> • # of Shops: Displays the number of shops based on the current filters selected. • # Claims: Displays the number of claims processed based on the current filters selected.
5	Displays the KPI Metrics associated to the KPI tiles. Select a KPI to show the trend line for the value and target. The # Exceptions shows the combined number of targets that are missed by the repair facility.

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Claim Detail

What's New | Coordinator Scorecard | Claim Detail Dashboard

CCC DRP Scorecard Claim Detail: Demo Company

Current Performance (3/1/2023-6/30/2023) Data Last Refreshed: 8/10/2023 12:06:20 AM

Shop 46201 Shop 54409 Shop 199993 **3**

Show Claim Detail? Yes No **1**
 Hide Exceptions Yes No **2**

Claim Number	Loss Category	Vehicle Make	Vehicle Model	Vehicle Year	Driveable Flag	Total Loss Flag	Average Labor Hrs per Appraisal - Driveable	Average Labor Hrs per Appraisal - Non-driveable	Average Non-OEM% of Part Amount	Average Paint Labor Hrs per Claim - Driveable	Average Paint Labor Hrs per Claim - Non-driveable
CLMNR2106	Liability	Chevrolet	Tahoe	2019	DRIVEABLE	0	21,725.66	21,725.66	21,725.66	21,725.66	21,725.66
CLMNR5127	Comprehen.	Toyota	4Runner	2021	DRIVEABLE	0					
CLMNR10526	Collision	Ford	Super Duty	2018	NON-DRIVE	0					
CLMNR11636	Liability	Toyota	Tacoma	2014	NON-DRIVE	0					
CLMNR12342	Collision	Volkswagen	Routan	2012	DRIVEABLE	0					
CLMNR12955	Collision	Ford	Edge	2017	NON-DRIVE	0					
CLMNR15354	Collision	Nissan	Murano	2017	NON-DRIVE	0					
CLMNR21342	Collision	Hyundai	Ioniq Hybrid	2019	DRIVEABLE	0	7,058.40	7,058.40	7,058.40	7,058.40	7,058.40
CLMNR21426	Liability	Ford	Mustang	2016	DRIVEABLE	0					
CLMNR26138	Collision	Ram	1500	2019	NON-DRIVE	0					
CLMNR32039	Liability	Dodge	Challenger	2016	DRIVEABLE	0	7,058.40	7,058.40	7,058.40	7,058.40	7,058.40
CLMNR33989	Liability	Toyota	RAV4	2016	DRIVEABLE	0	12,964.18	12,964.18	12,964.18	12,964.18	12,964.18
CLMNR34265	Liability	Audi	A4	2018	DRIVEABLE	0					
CLMNR36297	Collision	Ram	1500 Classic	2019	DRIVEABLE	0					
CLMNR37886	Comprehen.	Nissan	Murano	2017	NON-DRIVE	0					
CLMNR40716	Collision	Nissan	Altima	2022	NON-DRIVE	0					
CLMNR42115	Liability	Toyota	RAV4	2017	DRIVEABLE	0	7,058.40	7,058.40	7,058.40	7,058.40	7,058.40
CLMNR44266	Collision	Dodge	Journey	2016	NON-DRIVE	0					
CLMNR46368	Collision	Hyundai	Sonata	2012	NON-DRIVE	0					
CLMNR47456	Collision	Lexus	NX	2018	DRIVEABLE	0					

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Stage	Description
1	Select Yes to display the Repair Facility data. Note: It is recommended that you switch the Show Crosstab to No when switching back to the Coordinator Scorecard 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	Shows the Shop or DRP Coordinator selected. If neither a shop nor coordinator is selected in the prior screen the claim detail report will not generate.
4	This view provides the same KPI metrics calculated at a claim level along with some general loss category and vehicle information data. Users can sort this data on any of the columns in this table. Additionally, you can use the claim number to locate the Workfile in your CCC unit.
5	Use the slider to view more metrics.
6	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 - Coordinator Dashboard, 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**.

The screenshot shows the 'CCC DRP Scorecard Coordinator View' for a demo company. It features a control panel with filters for Shop Name, Shop State, and Shop CSA. The main dashboard displays a 'Score' of 673/900, a 'Rank' of 7,840, and various KPIs such as Estimating (191/225), Cycle Time (176/225), Quality (165/225), and Customer Satisfaction (141/225). A table on the left lists shop names, ranks, scores, and claim counts. A 'Claim Detail' button is visible at the bottom right. Numbered callouts 1 through 6 point to specific UI elements: 1. Control Panel filters, 2. Insurance Company List, 3. Quadrant Scores, 4. KPI Details, 5. Claim Detail button, and 6. Extras (book icon).

Welcome to the new DRP Scorecard, powered by Tableau

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

- 1. Control Panel** - Filter the data in the view based on the shop name and location.
- 2. Insurance Company List** - Click on the insurance company to update all the scores and KPI values on the right side of the dashboard
- 3. Quadrant Scores** - Shows aggregate scores in each quadrant in the selected time period. Click on the quadrant to filter the KPI list on the right.
- 4. KPI Details** - Click on an individual KPI to see how a given shop has performed relative to this metric over 7 periods. Will also display more information about the KPI.
- 5. Claim Detail** - Click this button to navigate to claim detail. Will show KPI values at a claim level for further analysis.
- 6. Extras** - Click on the book icon for a glossary. Click on the question mark for a useful help overlay.

[Click Here for more detailed information on these updates.](#)
For additional help, visit cccis.com/team to find your local