### CCC<sup>®</sup> Scorecard - Coordinator Dashboard

#### Introduction The CCC<sup>®</sup> 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 Pass	sword to login to the CCC <sup>®</sup> Portal.	
2	Click the <b>Tableau Reporting</b> <b>&amp; Analytics</b> link in the Analytics section of the CCC Portal home page. A new Analytics window opens.	G     CCC Portal     Welcome,       Quick Search for Claim Folders     Analytics       Claim Reference ID:     • Tableau Reporting & Analytics	
3	Click <b>Explore</b> on the left side panel. Select <b>All Workbooks</b> from the dropdown.	Explore All Workbooks      Explore All Workbooks      New      Select All     Explore      Explore      Explore      Core Select All	
5	Select the <b>Coordinator</b> Scorecard.	☆ Favorites         ③ Recents         &§ Shared with Me         ♀ Recommendations         Coordinator Scorecard         ★ ···	



### **Dashboard Filters**

**DRP Scorecard Coordinator View:** Demo Company

Current Performance (3/1/2023-6/30/2023)

Whats New Coordinator Scorecard Claim Detail Dashboard

- 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.

Control Panel	DRP Coordinator	Shop Name	Shop State	Shop CBSA
Control Panel	Coordinator 1	• (All) •	(All)	(All)

Continued on next page

Data Last Refreshed: 8/10/2023 12:06:20 AM



### **Dashboard Navigation**

Stage		Description
1	Hover over dashboard elements to vie details. Additionally, you can filter the <b>View</b> and <b>Claim Detail</b> dashboards by KPI (Key Performance Indicator) tile t for that tile only.	ew additional <b>Coordinator</b> selecting the o show data <b>Cycle Time</b> <b>240</b> /225 <b>V Keep Only @ Exclude III</b> <b>11/1/2021-11/28/2022</b> Cycle Time Score: 171 Repairs Completed: 13 Exceptions: 3
2	Filter the <b>Coordinator View</b> and <b>Claim Detail</b> dashboards by selecting the shops name to show data for that.	Coordinator 1
3	Select the <b>Accending/Desending</b> icon to change the order of metrics displayed in the list.	Shop 46201         1         961         102           Shop 199993         1         948         47           Shop 54409         1         944         52
4	To view shops that have no estimates current period, you can look for this <b>c</b> the left side pane. This means the sho their Estimating and Quality scores fr period due to a lack of volume. Once a written the score will calculate on the and the icon will disappear.	RankScoreCla =Iock icon on op maintained om the prior an estimate is e new volume470Image: Cla =-470Image: Cla =Image: Cla =-6081Image: Cla =
5	Click on a <b>KPI</b> to show the details in a line chart for the current and prior periods. <b>Note:</b> 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.	KPI Display Name F       #         Grand Total       02.124         Average Assignment Sent       02.124         Average Assignment Sent       0.1         Average Vehicle In - Driveable       3,352         Average Vehicle In - Driveable       3,352         Average Vehicle In - Driveable       3,270         Driveable       3,270         Driveable       3,174         Average Repair Quality       3,174         Average Repair Quality       3,157         Average Recommended       3,102
6	Click the <b>Claim Details</b> button to n Details tab.	avigate to the Claim



#### **Coordinator Scorecard**



Stage	Description
1	View the shops the coordinator(s) oversees:
	<ul> <li>Shop Name: Displays shop(s) that completed work in the current period based on the filters selected.</li> </ul>
	• 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.
	• <b>Claims:</b> 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.
	<b>Note:</b> To view shops a specific coordinator oversees select their name from the <b>Control Panel</b> .
2	The <b>Score</b> and <b>KPI Tiles</b> 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.
	Click a <b>KPI Tile</b> to filter the dashboard by that KPI. <b>Note:</b> The Cycle Time KPI tile is selected above.
	<b>Note:</b> Hover over the Score and Quadrant Score trend lines to view how the score changed over time.



### Coordinator Scorecard, continued

Current Partermance (b1/02024/0400022)       Data Last Refreshed: 8/10/       4         Control Panel       DRP Coordinator       Shop Name       Shop State       Shop CBSA       3       4         Shop Xame       Rank       Score       Courted state       Shop State       Shop CBSA       3       4         Shop Xame       Rank       Score       Stop State       Shop State       Shop CBSA       3       4         Shop Xame       Rank       Score       843       963 / 900       1       1       3       # Claims         Shop Xame       Rank       1       963 / 900       1       7       8       8       1       1       3       1       3       1       1       4       Claims       227         Shop Xame       1       963 / 900       1       1       3       1       3       1       3       1       1       3       1       1       3       1       1       3       1       <	Whats New Coordina	tor Scorecard	Claim D	etail Dashbo	ard						~ ¬
Current Partelmanace (J1/2023-4/30/2023)         Stop Name         Shop State         Shop State         Shop CBSA         Call         Call         Call         Call         Call         Shop State         <		P Scorec	ard Co	ordinat	or View: Demo C	ompany					() E
Control Panel         DRP Coordinator         Shop Name	Current Performance (3/1	/2023-6/30/2023	)							Data Last Ref	reshed: 8/10/2 M
Shop Name       Rank       Score       Claims         Shop 243099       1       963       12         Shop 1005       1       963       22         Shop 4067       1       963       10         Shop 207755       1       943       11         Shop 1013       1       943       13         Shop 1013       1       943       13         Shop 1013       1       943       13         Shop 114177       2       942       12	Control Panel	DRP Coordi Coordinator 1	nator		Shop Name  (All)		Shop State  (All)	Shop CBSA		- 3	4
Shop 24399       1       963       12         Shop 10035       1       963       22         Shop 10035       1       963       963       900       # Claims       22         Shop 10035       1       963       10       5       5       5       10       963       900       # Claims       22         Shop 10035       1       963       16       227 / 225       250 / 225       10       250 / 225       10       Average Part % per Total Cost of Repairs       Average Part % per Total Cost of Repairs       Total dollar correlated parts as a percent of the Total Cost of Repairs         Shop 230765       1       943       10       250 / 225       236 / 225       1       Average Part % per Total       1         Shop 270901       1       943       13       250 / 225       236 / 225       1       36 / 250 / 225       236 / 225       1       Average Part % per Total       1       Average Part % per Total       1       3.84%       5	Shop Name	Rank	Score 7	Claims	Score	843	963	Rank			= 1 Shops
Shop 1003S       1       9/3       22         Shop 1003S       1       9/3       2         Shop 4087       1       9/5       8         Shop 4087       1       9/5       8         Shop 4087       1       9/5       16         Shop 4087       1       9/5       16         Shop 4087       1       9/5       16       227 / 125       250 / 125       16       201 / 101       Average Part % per Total Cost of Repairs         Shop 40851       1       9/43       10       11       9/43       10       11       14/5       14       13       11       11       14/3       13       11       14/3       13       11       11       12/50 / 125       12/50 / 125       12/50 / 125       13/50 / 125	Shop 243699	1	965	12	963 / 900			1/3		$\sim$	# Claims
Shop 10095       1       057       16         Shop 6087       1       055       8         Shop 40839       1       053       18         Shop 40839       1       053       18         Shop 408511       1       943       10         Shop 230785       1       043       10         Shop 10913       1       043       13         Shop 10913       1       043       13         Shop 124377       2       942       12	Shop 303381	1	963	22				49740-Yuma, AZ			22
Shop 4087       1       955       8         Shop 40837       1       953       16         Shop 405311       1       943       10         Shop 309085       1       943       10         Shop 27705       1       943       11         Shop 10131       1       943       13         Shop 124377       2       942       11         Shop 124377       942       12       250 / 225       250 / 225       1       1       943       11         Shop 124377       2       942       12       2       2       2       2       2       2       2       2       2       0       2       0       1       942       11       942       11       942       11       942       11       942       11       942       11       942       11       942       11       942       11       942       11       942       11       943       13       13       14       12       13       14       14       13       14       14       14       14       14       14       14       14       14       14       16       16       16       16	Shop 10095	1	957	16	Estimati	ng	Cycle Time	KPI Display Name 루	# Exceptions		
Shop 43539       1       953       16       Repair         Shop 43531       1       943       36         Shop 339685       1       943       10         Shop 237785       1       943       11         Shop 237785       1       943       11         Shop 237785       1       943       34         Shop 1013       1       943       13         Shop 124377       2       942       12	Shop 6987	1	955	8		<b>227</b> / 225	250 / 225	0		Average	Part % per Total Cost of
Shop 45511       1       945       36         Shop 369655       1       943       10         Shop 237765       1       943       11         Shop 237775       1       943       13         Shop 10413       1       942       11         Shop 124377       2       942       12	Shop 43639	1	953	18				Grand Total		Total dollar	Repair r cost on replaced parts as a
Shop 339885       1       943       10         Shop 237785       1       943       11         Shop 237991       1       943       34         Shop 19013       1       943       13         Shop 19133       1       943       13         Shop 1924377       2       942       12	Shop 405511	1	945	38		Ť	$\sim$	Average Part % per Total Cost of Repair	1	percent o	f the Total Cost of Repairs
Shop 227785         1         943         11           Shop 279091         1         943         34           Shop 19013         1         943         13           Shop 97077         1         942         11           Shop 124377         2         942         12	Shop 369685	1	943	10				Average Part Price per Appraisal	1		40.13%
Shop 279991         1         943         34           Shop 19013         1         943         13           Shop 97077         1         942         11           Shop 124377         2         942         12	Shop 287785	1	943	11	Qualit	,	Customer Satisfaction	Avg Quality Score		35.84%	M
Shop 19013         1         943         13           Shop 97077         1         942         11           Shop 124377         2         942         12	Shop 279091	1	943	34		250/225	236/225	N. of Filer Scored Very high			( )
Shop 97077         1         942         11           Shop 124377         2         942         12	Shop 19013	1	943	13				and High	0	5	$\lambda$
Shop 124377 2 942 12 Avg Recommended Shop 0 Claim Detail	Shop 97077	1	942	11			$\sim \sim$	Avg Paint Labor Hrs per Claim		5	V
	Shop 124377	2	942	12				Avg Recommended Shop Score	0	٩	Claim Detail

Stage	Description
3	The <b>Rank</b> 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. <b>Note:</b> The trend line indicates the rank's change over time. To view estimates completed, hover over the Estimating trend line.
4	<ul> <li># of Shops: Displays the number of shops based on the current filters selected.</li> <li># Claims: Displays the number of claims processed based on the current filters selected.</li> </ul>
5	Displays the <b>KPI Metrics</b> associated to the KPI tiles. Select a KPI to show the trend line for the value and target. The <b># Exceptions</b> shows the combined number of targets that are missed by the repair facility.



**Claim Detail** 

Shop 46201 Shop 5	4409 Shop 1999	93	3						1	Show Claim Detail? Yes No	Hide Exceptions Ves No
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 Lal Hrs per Claim - N drivea
CLMNBR2106	Liability	Chevrolet	Tahoe	2019	DRIVEABLE	0	21.725.66	21,725.66	21.725.66	21.725.66	21.725
CLMNBR5127	Comprehen.	Toyota	4Runner	2021	DRIVEABLE	0					
CLMNBR10526	Collision	Ford	Super Duty	2018	NON-DRIVE.	. 0					
CLMNBR11636	Liability	Toyota	Tacoma	2014	NON-DRIVE	. 0					
CLMNBR12342	Collision	Volkswagen	Routan	2012	DRIVEABLE	0					
CLMNBR12955	Collision	Ford	Edge	2017	NON-DRIVE.	. 0					
CLMNBR15354	Collision	Nissan	Murano	2017	NON-DRIVE.	. 0					
CLMNBR21342	Collision	Hyundai	Ionig Hybrid	2019	DRIVEABLE	0	7,058.40	7,058.40	7,058.40	7,058.40	7,058
CLMNBR21426	Liability	Ford	Mustang	2016	DRIVEABLE	0					
CLMNBR26138	Collision	Ram	1500	2019	NON-DRIVE.	. 0					
CLMNBR32039	Liability	Dodge	Challenger	2016	DRIVEABLE	0	7,058.40	7,058.40	7,058.40	7,058.40	7,058
CLMNBR33989	Liability	Toyota	RAV4	2016	DRIVEABLE	0	12,964.18	12,964.18	12,964.18	12,964.18	12,964
CLMNBR34265	Liability	Audi	A4	2018	DRIVEABLE	0					
CLMNBR36297	Collision	Ram	1500 Classic	2019	DRIVEABLE	0					
CLMNBR37886	Comprehen	Nissan	Murano	2017	NON-DRIVE	. 0					
CLMNBR40716	Collision	Nissan	Altima	2022	NON-DRIVE.	. 0					
CLMNBR42115	Liability	Toyota	RAV4	2017	DRIVEABLE	0	7,058.40	7,058.40	7,058.40	7,058.40	7,058
CLMNBR44266	Collision	Dodge	Journey	2016	NON-DRIVE.	. 0					
CLMNBR46368	Collision	Hyundai	Sonata	2012	NON-DRIVE.	. 0					
CLMNBR47456	Collision	Lexus	NX	2018	DRIVEABLE	0					

Stage	Description
1	Select <b>Yes</b> to display the Repair Facility data.
	<b>Note:</b> 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 <b>Yes</b> to remove exception details when downloading the data out of Tableau. When <b>No</b> 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 <b>Shop</b> or <b>DRP Coordinator</b> 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 <b>Download</b> to export the details from this view for further analysis in an Excel <sup>®</sup> 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.

H CCC DF	RP Scorecard Coordinator V	/iew: Demo Company		Welcome to the new DRP Scorecard, powered by Tableau
Control Panel	1/2023-6/30/2023)	Shop Name Shop State	Data Last Refreshed: 6	With an improved layout, the new DRP Scorecard offers m
Shop Name Shop 232135 Shop 159573	Rank Score F Claims	Score 697	72 Rank # Shopp and a Carrier to show Rank # 2,23	Control Panel - Filter the data in the view based on the shop name and location.     Insurance Company List - Click on the insurance company to upd
Shop 444039 Shop 213095 Shop 9885	- 923 2 - 921 3 1 920 12	Estimating Cycle Time 191/225 176	KPI Display Name P # Exceptions Grant Total 69,051	all the scores and KPI values on the right side of the dashboard in the scores and KPI values on the right side of the dashboard in th 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
Shop 409031 Shop 478773	1 920 45 915 5		Survey Response Rule per 8,064 Report Bumper Cover Report % 5,563 Citick on a KPI to Show Detail	right. 4. KPI Details - Click on an individual KPI to see how a given shop ha performed relative to this metric over 7 periods. Will also display more
Shop 109113 Shop 243012 Shop 55665	1 914 23 1 913 11 - 911 5	Customer Satisfact	App Recommended Shep 6,364 2255 Barvey % of On Trive 6,248	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.
Shop 6791 Shop 200397	1 910 8 909 4		Arg Quality Score 5,238 Aremose Part No per Total 4,628 Cost of Report	6. Extras - Click on the book icon for a glossary. Click on the question mark for a useful help overlay.
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