CCC® Scorecard - DRP Manager Scorecard

Introduction The CCC[®] Scorecard is designed to bring transparency to the Direct Repair Program (DRP) by providing insights into shop performance.

> This job aid provides guidance to DRP managers on how to best utilize the DRP Manager Scorecard to track shop performance across their entire network. Managers can use this to get a holistic view of training opportunities, whether their program needs to be altered due to ease of obtaining high scores, etc.

Access Scorecard Dashboards

Step		Description
1	Enter your User ID and P	assword to login to the CCC® Portal.
2	Click the Tableau Report Analytics link in the Anal section of the CCC Porta page. A new Analytics wi opens.	Ling & CCC Portal Welcome, lytics Quick Search for Claim Folders Analytics I home Claim Reference ID: • Tableau Reporting & Analytics Indow starts with 🖌 • Tableau Reporting & Analytics
3	Click Explore on the left side panel.	<
4	Select All Workbooks from the dropdown.	Image: Constraint of the select All New ▼ Select All ☆ Favorites ☆ Constraint of the select All ☆ Constraint of the select All
5	Select the DRP Manager Scorecard .	• Second s



CCC[®] Scorecard - DRP Manager Scorecard, Continued

Dashboard Filters

Whats New Manager View Period Summary **CCC** DRP Manager Scorecard: Demo Company Data 🤜 3/1/2023-6/30/2023 Data Last Refreshed: 8/2/2023 4:07:02 AM

- 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** date range for the time period selected. •
- Shows the Data Last Refreshed date and time. New claim data is brought into the scorecard every Sunday. Hierarchy and configuration changes update daily.

Select the **Data** dropdown for the ability to filter data by hierarchy or shop information.

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

Repair Facility Filters

- Shop Name: Select shop name(s) from the dropdown.
- **State:** Select States(s) from the dropdown. •
- CBSA (Core Bases Statistical Area): Select CBSA(s) from the dropdown.
- MSO (Multi-Shop Operator) Name: Select • MSO(s) from the dropdown.
- Active Flag: Select Yes (Y) to display shops that are currently active in the carrier's DRP program or select No (N) to display shops that were once in the carrier's DRP program but have been removed during one of the scoring periods. Alternatively, you can select All to view both.



Detail Table:

- Breakout: Select a detail category from the dashboard to view by Hierarchy, Shop Name, MSO, State, or CBSA.
- Hierarchy 1-7: Filtering based on the insurance carrier's defined hierarchy for the • DRP coordinator and their management. Each carrier will have different names and number of filters available in this section based on implementation in CLEAR management solution.

	Breakout	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7
Detail Table	Shop Name 🔻	Hier Lvl 1 N 🔻						



Dashboard Navigation

Step			Α	ctior								
1	Hover over a value and a tooltip will display showing	Score		Estimat Score	ing	Cycle T Score	ime	Quality Score		C SI Score		Claims
	the prior vs current period	954	28.05%	330	25.95%	275	42.49%	192	23.87%	190	40.74%	
	values for each quadrant in a	954	66.1 A	I			KDI (Juadrant				144
	bar chart.	952	64.9		Patimatic	0.010			Customer	Grand		256
		948	10.1	Prior Period	262	193	15	5	135	Grand	745	80
		942	5.8	urrent Period	330	275	19	2	190		954	112
		941	5.97%	297	20.73%	270	-1.10%	192	2.13%	182	0.55%	272
2	Select one or multiple shops to filer the dashboard to display results related to your selection		Grand Shop F Shop F	Total Region 24 Region 11				Scor 71. 80. 79.	e 4 14.7 5 6.9 4 67.7	Est 5% 6%	imating Sc 274 305 296	c 14.21% 1.40% 47.93%
4	Select to sort shop data in ascende descending order.	nding	or		Grand To Shop Re	otal gion 26				Score 714 659	E 14.75% -16.55%	stimating Score 274 249

Continued on next page



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DRP Manager Scorecard

Whats New Manager View Period St	Summary								
IRP Manager	Scorecard: Der	no Company	/					Data 🔻	? 🗉
3/1/2023-6/30/2023						7	Data Las	t Refreshed: 8/2/20	23 4:07:02 AM
Current Period	1	[Total Score	•	2		KPI Details		
Shops Completed C 3,721 37,765	RepairsSurvCompletedCom32,06913	eys pleted ,830	954 / 900				Avg # of Exceptions per Last Audit	90%	
Detail Table Shop Name	Level 1	Level 2 Hier Lvl 1 N 🔻	Level 3 Hier Lvl 1 N 🔻	Level 4 Hier Lvl 1 N 💌	Level 5 Li Hier Lvl 1 N V	evel 6 Level 7 lier Lvl 1 N • Hier Lvl 1 N •	Kept Informed %	66%	34%
Breakout Selection	Rank Sco	Est Sco	timating ore	Cycle Time Score	Quality Score	CSI Score Claims	Vehicle In to Vehicle Out (TCoR less than \$2,000)	56%	44%
Grand Total	954	4 28.05% 33	30 25.95%	275 42.49%	192 23.87%	190 40.74% 808,592	Supplement Change Requested on Verv-high	53%	47%
Shop Name 449	1 954	4 66.20% 30	03 37.73%	275 37.50%	192 24.68%	184 144	& High		
Shop Name 898	2 952	2 64.99% 30	D1 18.04%	275 42.49%	192 48.84%	184 256	Survey Response Rate	50%	50%
Shop Name 3240	3 948	8 10.10% 31	19 25.10%	261 -4.04%	192 27.15%	176 -3.83% 80	per Repair		
Shop Name 2020	4 942	2 5.84% 29	98 3.11%	275 8.27%	192 12.94%	177 0.00% 112	Vehicle In to Vehicle Out	49%	51%
Shop Name 307	5 941	1 5.97% 29	97 20.73%	270 -1.10%	192 2.13%	182 0.55% 272	(1000 \$4,000 10 \$10,000)		
Shop Name 2704	6 941	1 2.39% 32	21 16.73%	244 -8.96%	192 0.00%	184 0.00% 80	Average Part Amount % of Total Repair Cost		52%
Shop Name 3047	7 937	7 8.07% 30	08 15.79%	272 12.40%	182 -5.21%	175 4.79% 224			
Shop Name 1201	8 936	8 2.52% 31	17 10.84%	244 -8.27%	192 7.87%	183 0.00% 48	Survey % of On Time Delivery		53%
Shop Name 3572	9 933	3 13.37% 2 9	90 -0.68%	274 36.32%	192 15.66%	177 7.93% 208			
Shop Name 1992	10 933	3 41.58% 28	84 2.90%	275 43.98%	192 0.00%	182 128	Assignment Sent to Estimate Sent		54%
Target Score	900	0 30	00	250	175	175	•		

Store	Description
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 that have an active DRP relationship during the selected time interval.
	• 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 view the distribution of shops by Customer Satisfaction , Cycle Time , Estimating , Quality , or Total Score . Selecting a value in this distribution will filter the shops in the view.
	 Displays a distribution of scores by Count of Shops. Allows for easy identification of how well shops are doing in the program relative to a given quadrant. How many shops are scoring highly vs. on the low end. A user can also click on a given bar in the chart to filter the dashboard to shops within that quadrant's range of scores. If you want to identify shops that scored under 100 points for Estimating, you can click and drag to select multiple bins to filter the dashboard.
	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.



DRP Manager Scorecard, continued

Whats New Ma	nager View Perio	d Summary													
	DRP Manage	er Scorecard:	Demo Co	mpany										Data	- ? [
3/1/2023-6/30/2023	3												Data Las	t Refreshed:	8/2/2023 4:07:02 A
Current Period	•			Total	Score	Ŧ						_	KPI Details		
Shops 3,721	Estimates Completed 37,765	Repairs Completed 32,069	Surveys Completed 13,830	95	4 / 900)				_			Avg # of Exceptions per Last Audit	90	%
Detail Table	Breakout Shop Name	Level 1	Level 2	Lev 1 N V Hie	rel 3 r Lvl 1 N 🔻	Level 4 Hier Lvl	1 N •	Level 5 Hier Lvl 1	N •	Level 6 Hier Lvl 1 N.	L 	evel 7 Her Lvl 1 N 🔻	Kept Informed %	66%	34%
Breakout Selection	on	Rank	Score	Estimat Score	ing	Cycle Tin Score	ne	Quality Score		C SI Score		Claims	Vehicle In to Vehicle Out (TCoR less than \$2,000)	56%	44%
Grand Total			954 28.0	5% 330	25.95%	275	42.49%	192	23.87%	190	40.74%	808,592	Supplement Change Requested on Very-high	53%	47%
Shop Name 449	3	1	954 66.2	D% 303	37.73%	275	37.50%	192	24.68%	184		144	& High		
Shop Name 898	Ŭ	2	952 64.9	9% 301	18.04%	275	42.49%	192	48.84%	184		256	Survey Response Rate		50%
Shop Name 3240		3	948 10.1	0% 319	25.10%	261	-4.04%	192	27.15%	176	-3.83%	80	perivepair		
Shop Name 2020		4	942 5.8	% 298	3.11%	275	8.27%	192	12.94%	177	0.00%	112	Vehicle In to Vehicle Out (TCoR \$4,000 to \$10,000)		51%
Shop Name 307		5	941 5.9	% 297	20.73%	270	-1.10%	192	2.13%	182	0.55%	272	(1001001001001000)		
Shop Name 2704		6	941 2.3	% 321	16.73%	244	-8.96%	192	0.00%	184	0.00%	80	Average Part Amount % of Total Repair Cost		52%
Shop Name 3047		7	937 8.0	% 308	15.79%	272	12.40%	182	-5.21%	175	4.79%	224			
Shop Name 1201		8	936 2.5	% 317	10.84%	244	-8.27%	192	7.87%	183	0.00%	48	Survey % of On Time Delivery		53%
Shop Name 3572		9	933 13.3	7% 290	-0.68%	274	36.32%	192	15.66%	177	7.93%	208			
Shop Name 1992		10	933 41.5	8% 284	2.90%	275	43.98%	192	0.00%	182		128	Assignment Sent to Estimate Sent		54%
Target Score			900	300		250		175		175					
Converight @ 2023 CCC In	telligent Solutions, All Rights (Record Confidential - use o	und distribution is subject	a the restrictions of t	ba apolicable CCI	^o license anno	ement								4

Stage	Description
3	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. Based on the period selected, the prior period will reflect a similar time period from the prior year.
	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.
4	Displays the KPI name along with the percentage of repair facilities that had an exception and did not.
	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.
	Note: An exception is when a shop fails to meet or exceed the local market target for a given KPI.



Period Summary

The Period Summary view provides Shop scores in the selected period along with the carrier's configured hierarchy, KPI values, and State/CBSA.

Cu	rrent Peri	iod (3/1/20	23-6/30/2	023)							1	Show Crosst ④ Yes ○ No	ab Hide Ex O Yes No	.cept
						Estimating							Cycle	Time
ls	Driveable Avg Labor Hrs per Claim	Driveable Avg Paint Labor Hrs per Claim	Driveable Avg Repair % of Total Labor H	Driveable Avg Total Cost of Repairs	Driveable Parts % of Total Repair Cost	Non Driveable Avg Paint Labor Hrs per Claim	Non-Driveable Avg Labor Hrs per Appraisal	Non-Driveable Avg Repair % of Total Labor	Non-Driveable Avg Total Cost of Repairs	Non-Driveable Parts % of Total Repair C	Non-OEM% of Part Amt	Driveable Last EstAsgnSent to Vehicle In Day	Driveable Vehicle In to Vehicle Out D	Non-Driv Last EstAsgn
	23.1	7.7	55.39%	\$3,091	36.84%	10.2	32.9	39.78%	\$5,687	47.93%	55.98%	12.0		14.7
	30.1	9.1	49.47%	\$4,156	39.68%	5.9	22.2	37.54%	\$3,791	49.81%	38.74%	2.4	10.6	9.5
	16.2	5.9	46.15%	\$2,334	40.93%	11.7	43.9	50.89%	\$6,109	43.60%	52.24%	17.4		20.2
	32.4	9.5	58.94%	\$4,074	28.91%	13.2	36.2	38.90%	\$6,643	49.02%	48.06%	11.4	12.9	4.5
	22.4	7.2	59.95%	\$2,574	28.74%	9.2	35.5	47.37%	\$5,996	40.70%	94.02%	7.4		2.2
	23.1	8.5	44.66%	\$2,892	31.64%	4.3	13.8		\$2,259	33.00%	56.18%	47.3		33.3
	32.3	10.2	42.75%	\$5,049	43.57%	16.4	56.5	-	\$8,578	42.72%	44.63%	21.0		13.3
	20.1	7.5	34.28%	\$2,996	41.06%	10.0	29.3	3	\$4,543	46.62%	50.63%	24.8		3.0
	22.6	8.5	30.61%	\$3,834	47.87%	9.3	33.1	-	\$7,012	55.28%	46.04%	16.6	16.9	1.3
	20.6	7.1	38.67%	\$2,596	33.36%	12.1	37.1		\$6,064	46.02%	48.85%	10.8		10.3
	32.1	10.4	45.86%	\$5,007	43.04%	16.9	54.2	24.15%	\$12,156	59.20%	17.94%	3.5		2.4
	20.8	8.0	38.41%	\$3,175	40.97%	14.6	41.2	35.01%	\$7,238	46.63%	56.98%	36.0	21.1	47.0
	16.1	6.2	46.76%	\$2,762	24.66%	6.6	20.6	35.18%	\$5,217	40.70%	41.64%	13.5	9.0	
	31.9	10.7	38.37%	\$4,648	42.04%	10.5	37.1	29.87%	\$6,868	52.55%	50.38%	6.2		
	20.9	8.0	34.52%	\$3,123	37.38%	11.3	38.1	42,44%	\$9,519	61.52%	13.30%	41.5	10.4	3.9
	26.6	8.6	39.31%	\$4,316	41.16%	11.1	33.9	40.64%	\$6,280	49.87%	45.74%	34.3	7.8	12.1
	33.8	10.5	51.70%	\$3,600	27.03%	19.8	95.2	17.81%	\$18,474	37.54%	7.69%	41.5	38.9	0.9
	24.0	8.5	42.39%	\$3,625	40.56%	10.3	26.7	25.26%	\$5,715	46.27%	50.68%	18.7		11.4
	24.0	7.7	41.42%	\$2,835	35.90%	13.7	50.4	31.12%	\$8,270	45.25%	44.59%	26.3	10.9	8.1
	20.0	6.8	36.35%	\$2,764	40.52%	12.5	37.7	31.11%	\$6,450	43.19%	47.10%	41:3		13.9
	19.9	7.4	29.07%	\$3,050	42.65%	11.2	38.7	22.98%	\$6,618	45.86%	42.93%	41.8	13.1	4.9

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 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.

OCC DRP Manager Scorecard: DR21213-0002123	Demo Company	5 Data + @ 🕑	Welcome to the new DRP Scorecard, powered by Tableau
Institution Institution Institution 3.7,21 3.7,87 Statution 7 Cells 1 and 1 Institution Institution 7 Cells 1 Institution Institution <th>Marriel Lored / <t< th=""><th>APP Details</th><th> With an improved layout, the new DRP Scorecard offers minteraction and better insights: 1. Overview - View overall performance of your DRP network in the selected time period. 2. Score Distribution - See distribution of shops by score for the selected attribute. 3. Detail Table - New shop performance by the selected breakout va along with period over period change. 6. KrP Details - See how many shops are (or are not) meeting designated performance thresholds. 6. Extras - select "Data" to paphy filters; click the book icon to view 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 these updates for the period help, visit cccis.com/team to find your local icon terms. </th></t<></th>	Marriel Lored / Lored / <t< th=""><th>APP Details</th><th> With an improved layout, the new DRP Scorecard offers minteraction and better insights: 1. Overview - View overall performance of your DRP network in the selected time period. 2. Score Distribution - See distribution of shops by score for the selected attribute. 3. Detail Table - New shop performance by the selected breakout va along with period over period change. 6. KrP Details - See how many shops are (or are not) meeting designated performance thresholds. 6. Extras - select "Data" to paphy filters; click the book icon to view 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 these updates for the period help, visit cccis.com/team to find your local icon terms. </th></t<>	APP Details	 With an improved layout, the new DRP Scorecard offers minteraction and better insights: 1. Overview - View overall performance of your DRP network in the selected time period. 2. Score Distribution - See distribution of shops by score for the selected attribute. 3. Detail Table - New shop performance by the selected breakout va along with period over period change. 6. KrP Details - See how many shops are (or are not) meeting designated performance thresholds. 6. Extras - select "Data" to paphy filters; click the book icon to view 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 these updates for the period help, visit cccis.com/team to find your local icon terms.



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