

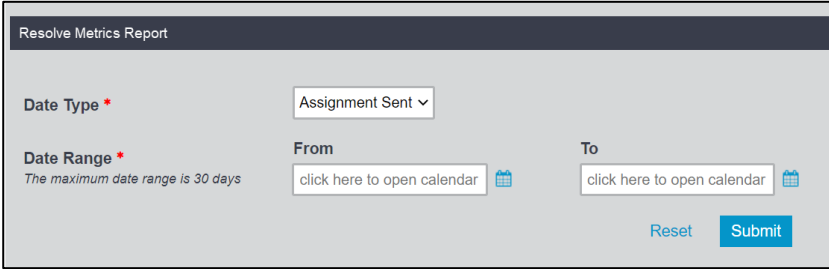


CCC® Mobile: CCC Resolve Operational Reporting

Introduction

Insurance Carriers have access to CCC Resolve Operational Reporting through the CCC Portal; the report contains details of CCC Resolve claims. This job aid shows you how to run, read, and save the report.

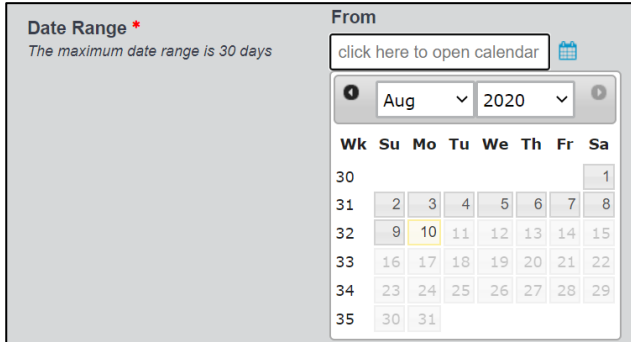
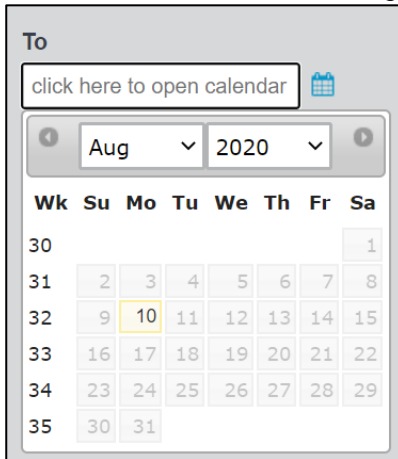
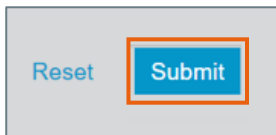
Running the Report

Step	Action
1	<div></div> <p>To access the operational reporting feature in the Portal, click on the Smart Claims Reports link in the left side panel's Claim Management section.</p>
2	<div></div> <p>Select the Resolve Metrics Report link from the left panel.</p>
3	<p>The Resolve Metrics Report page opens. Fields marked with a red asterisk * are required. The Date Type field defaults to Assignment Sent.</p> <div></div>

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Running the Report, cont.

Step	Action
4	<p>In the Date Range section, click the Calendar icon next to the From field to select a start date for your search range. Select a Month and Year from the respective dropdown menus, and then click on a Day within the calendar.</p> 
5	<p>Click the Calendar icon next to the To field to select an end date for your search range.</p> <p>Note: The maximum date range is 30 days.</p> 
6	<p>Click the Submit button to generate the report.</p> 
7	The report opens. See following page for details.

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Reading the Report

The report contains the following information divided into columns.

Note: You can click a blue column heading to sort that column.


Column	Description
Claim ID	The Claim ID number associated with the claim Note: This is a clickable link that will open the claim.
Last Name	The vehicle owner's last name
Assignment Sent to Login	Duration*
Login to Photo Upload	Duration*
Assignment Sent to Estimate Upload	Duration*
Photo Upload to Estimate Upload	Duration*
Assignment Sent	Date and time**
Login	Date and time**
Photo Uploaded	Date and time**
Estimate Uploaded	Date and time**
Vehicle Owner State	The vehicle owner's home state
Assignment Status	The status of the assignment
Claim Office	The claim office
Adjuster Name	The adjuster's name
Claim Status	The current Resolve claim status (except claims where status is Cancelled)

*Duration format: dd:hh:mm:ss (e.g. 02:00:23:04)

**Date and time format: mm/dd/yyyy hh:mm:ss AM/PM
(e.g. 03/07/2018 12:05:44 PM)

Exporting and Saving the Report

The report can be opened as a spreadsheet or saved to your computer.

Step	Action
1	Click the Download icon towards the upper right corner of the report. 
2	<p>You see the following options along the bottom of the screen: Open, Save, and Cancel.</p> <ul style="list-style-type: none"> Click Open to open the report as a spreadsheet. Click Save > Save as to choose a file type for saving. Click Cancel to dismiss these options. 