

CCC® Mobile: Quick Estimate Operational Reporting

Introduction

Insurance Carriers have access to Quick Estimate Operational Reporting through the CCC Portal; the report contains information about claims sent via the mobile app channel. This job aid shows you how to run, read, and save the report.

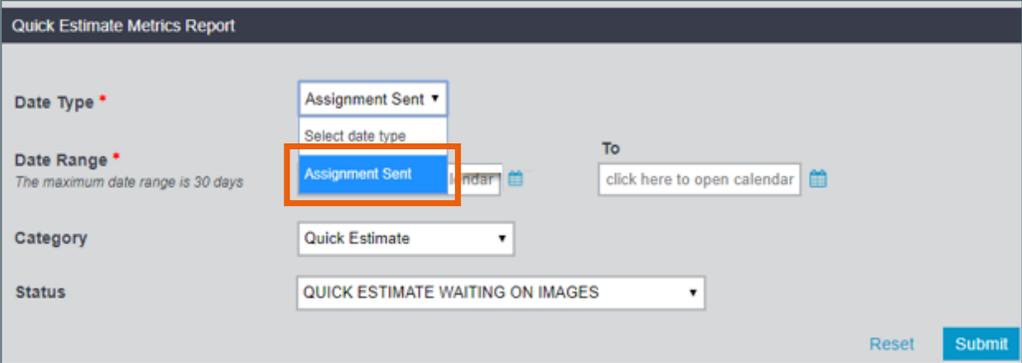
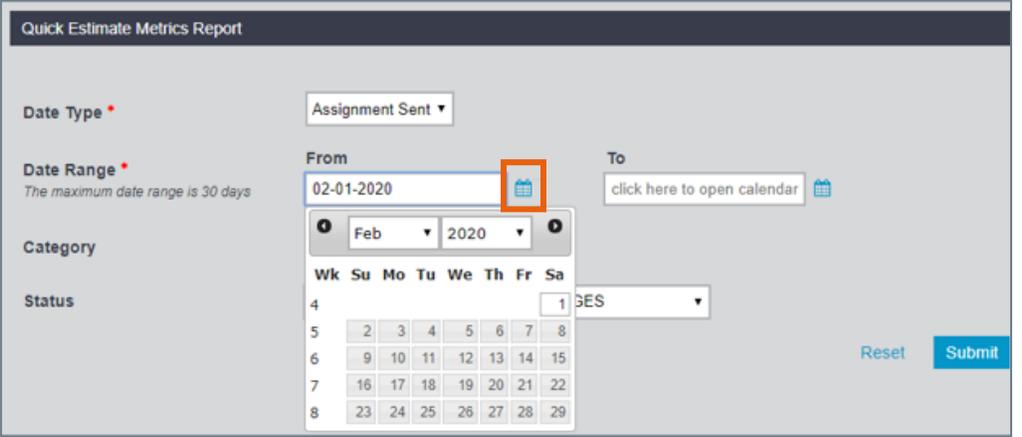
Running the Report

Step	Action
1	<p>To access the operational reporting feature in the Portal, select the Smart Claims Reports link in the left side panel's Claim Management section.</p> <div data-bbox="1127 667 1396 1213" style="border: 1px solid #ccc; padding: 5px;"> <p>Claim Management</p> <ul style="list-style-type: none"> Create/Modify Assignment Customize Assignment Entry Review Matched Files Review Unmatched Files Search for Appraiser Operational Reports Cycle Time Report Claim Volume Report Productivity Report Search for Repairs to Manage Open Shop Facility Search Open Shop Reports Estimate Review Summary Reports Estimate Review Supervisor Report Send Rideshare Code <li style="border: 2px solid orange;">Smart Claims Reports Maintain Email-Text Messages Reminder Operational Report Manage Tow Assignment </div>
2	<p>The Quick Estimate Metrics Report page opens. Fields marked with a red asterisk (*) are required.</p> <div data-bbox="386 1331 1295 1709" style="border: 1px solid #ccc; padding: 10px;"> <p>CCC Mobile SDK Reports Welcome, [User Name]</p> <p>Quick Estimate Metrics Report</p> <p>Date Type * Assignment Sent ▼</p> <p>Date Range * From To</p> <p><small>The maximum date range is 30 days</small></p> <p>click here to open calendar click here to open calendar </p> <p>Category Quick Estimate ▼</p> <p>Status QUICK ESTIMATE WAITING ON IMAGES ▼</p> <p style="text-align: right;">Reset <input type="button" value="Submit"/></p> </div>

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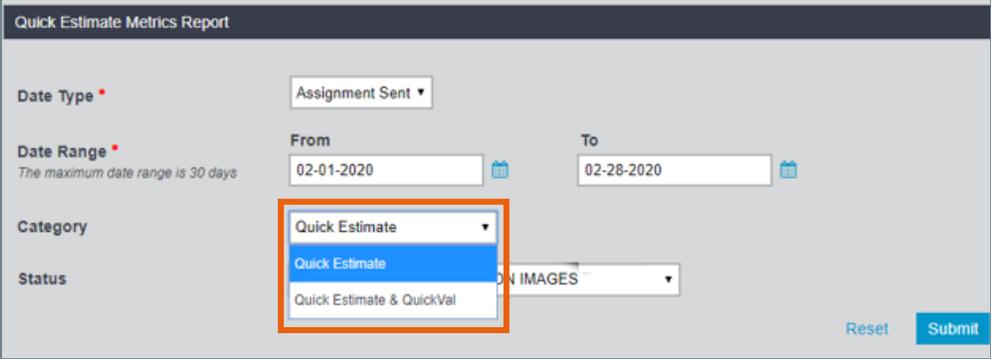
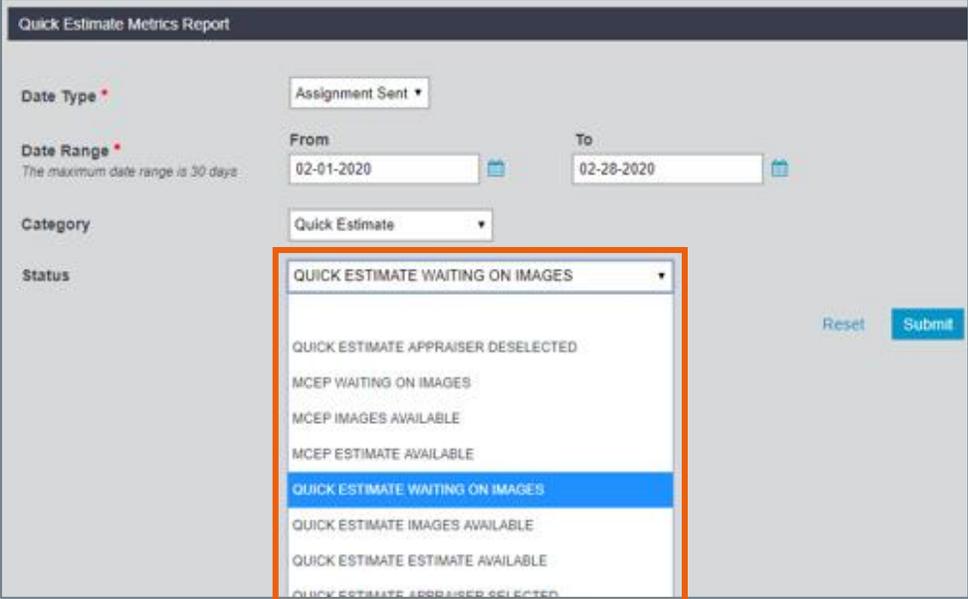
Running the Report, continued

Step	Action
3	<p>Select Assignment Sent from the Date Type dropdown menu.</p> 
4	<p>In the Date Range section, select 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 select a Day within the calendar.</p> 
5	<p>Select 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>

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Running the Report, continued

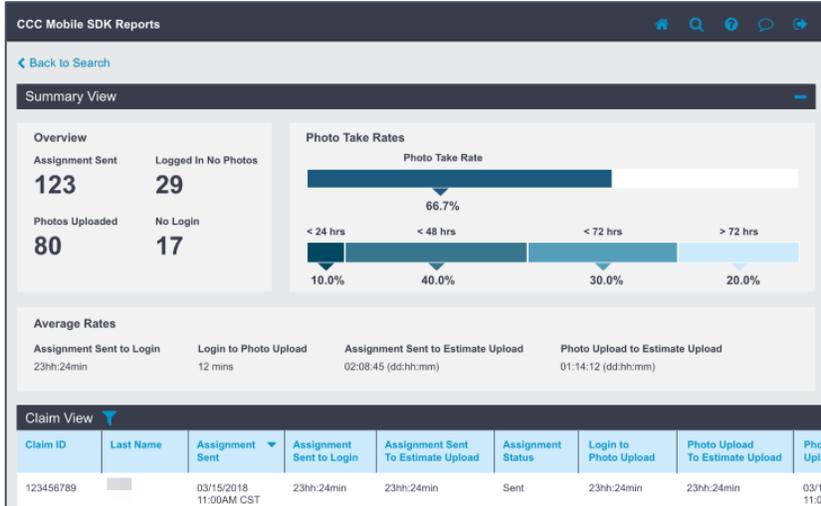
Step	Action
6	<p>Select Quick Estimate or Quick Estimate & Quick Val from the Category menu.</p> 
7	<p>Select the desired value from the Status dropdown menu. Status options vary depending on your choice in Step 6.</p> 
8	<p>Select the Submit button to the lower right to generate the report.</p>
9	<p>The report opens. See following pages for details.</p>

Note: The dashboard and report described on the following pages will vary slightly depending on your choice in Step 6, i.e. some additional data points are available if the **Quick Estimate & Quick Val** value is selected.

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Reading the Report



Note: A few additional data points are displayed if QE&QV is selected for Step 6.

The **Summary View** section (QE pictured) contains the following data:

Overview	
Assignment Sent	Total number of Quick Estimate download invitations sent to consumers
Logged In No Photos	How many consumers logged into the app but did not upload photos
Photos Uploaded	How many consumers completed the photo upload process
No Login	How many consumers received an invitation but did not login to the app

Photo Take Rate	
Photo Take Rate	Total percentage of consumers who received an invite and completed the photo upload process; average completion times are also included here

Average Rates	
Assignment Sent to Login	Average time between sending a download invitation and consumer login
Login to Photo Upload	Average time between consumer login and photo upload
Assignment Sent to Estimate Upload	Average time between sending a download invitation and estimate upload
Photo Upload to Estimate Upload	Average time between photo upload and estimate upload

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Reading the Report, continued

Claim ID	Last Name	Assignment Sent to Login	Login to Photo Upload	Assignment Sent to Estimate Upload	Photo Upload to Estimate Upload	Assignment Sent	Login	Photo Uploaded	Estimate Uploaded	Estimate Viewed	Vehicle Owner State	Assignment Status	Claim Office	Adjuster Name	Appraiser Name	Claim Status	Smart Total Prediction	Estimate Amount	Claim Folder Status	Vehicle Owner ZipCode
		00:00:47:55	00:00:05:28			02/17/2020 02:44:10 PM	02/17/2020 03:32:04 PM	02/17/2020 03:37:33 PM				SENT				QUICK ESTIMATE IMAGES AVAILABLE			OPEN	
		00:00:00:02	00:00:04:51			02/19/2020 04:47:16 PM	02/10/2020 04:47:18 PM	02/10/2020 04:52:09 PM				SENT				QUICK ESTIMATE IMAGES AVAILABLE			OPEN	

The report below the Summary View section contains the following information divided into columns.

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

Column	Description
Claim ID	The Claim ID number associated with 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**
Estimate Viewed	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
Appraiser Name	The appraiser's name
Claim Status	The current status of the claim
Smart Total Prediction	Repairable, Total Loss, Unknown, or Invalid
Estimate Amount	Dollar value of the estimate sent to the Quick Estimate app.
Claim Folder Status	Open or Closed
Vehicle Owner Zip Code	The vehicle owner's ZIP

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

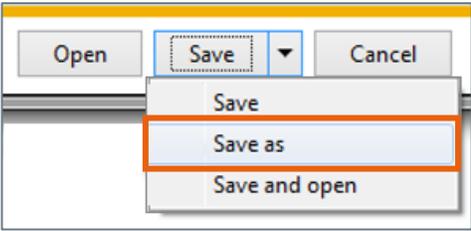
**Date and time format: mm/dd/yyyy hh:mm:ss AM/PM (e.g. 03/07/2018 12:05:44 PM)

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Exporting and Saving the Report

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

Step	Action
1	<p>Select the Download icon towards the upper right corner of the Claim View report.</p> 
2	<p>You might see the following options along the bottom of the screen: Open, Save, and Cancel.</p>  <p>Click Open to open the report as a spreadsheet.</p> <p>Click Save > Save as to choose a file type for saving.</p>  <p>Click the Cancel button to dismiss these options.</p> <p>If you don't see the options listed here, the report was automatically downloaded.</p>