

CCC® Inspection Scheduling – Operational Reporting

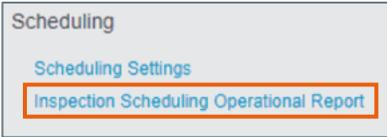
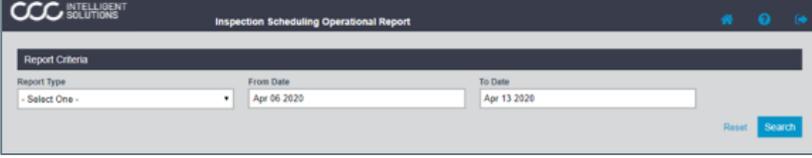
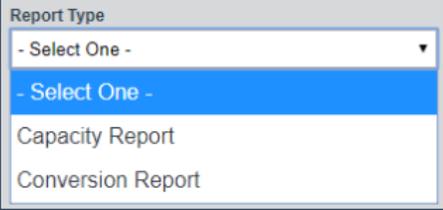
Introduction

This document describes how to run CCC® Inspection Scheduling Operational Reports. There are two report types available:

- **Capacity Report:** Displays the drive-in capacity based on booked appointments
- **Conversion Report:** Displays how many sent invitations were converted to actual booked appointments

Running Reports

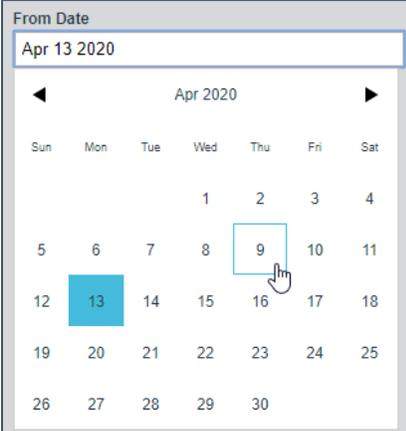
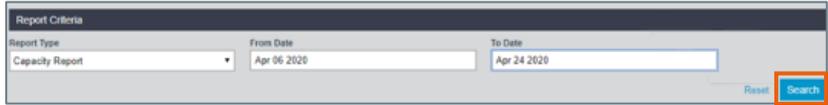
Follow these steps to run either report type:

Step	Action
1	Log in to the CCC Portal.
2	<p>Select the Inspection Scheduling Operational Report link under the Scheduling header in the left side-panel.</p>  <p>The Operational Report page opens:</p> 
3	<p>Select the desired report type from the Report Type menu: either Capacity Report or Conversion Report.</p> 

Continued on next page

CCC® Inspection Scheduling – Operational Reporting, Continued

Running Reports, cont.

Step	Action
4	<p>Regardless of the report type selected at Step 3, you must next select a From Date and To Date. Select the From Date field to select a start date from the calendar that appears.</p> 
5	<p>Next, select a To Date from the calendar that appears when you select in the To Date field.</p> <p>Note: For the <i>Capacity Report</i>, a From Date can't be more than four (4) weeks ago. For the <i>Conversion Report</i>, a To Date can't be more than four (4) weeks after a selected From Date and a From Date can't be more than 180 days ago.</p>
6	<p>Once you've selected your report type and valid From and To dates, select Search.</p>  <p>The report opens. See next page for details.</p>

Continued on next page

CCC® Inspection Scheduling – Operational Reporting, Continued

Reading Reports

Report Criteria

Report Type: Capacity Report | From Date: Apr 05 2020 | To Date: Apr 24 2020

Total capacity overall booked (%): 0

Drive-In Booked Capacity Report

Name	Address	Booked Capacity(%)
DRIVE IN LOC 1	Chicago, IL, 60654-1001	0
DRIVE IN LOC 1	Chicago, IL, 60606-1315	0
RF DRIVE-IN 1	Tampa, FL, 33609-2035	0
RF DRIVE-IN 2	Tampa, FL, 33607-2521	0
DRIVE-IN	Chicago, IL, 60654-1001	0

5 Results

The **Capacity Report** (above) displays the following:

- Total capacity overall booked percentage (above report name header)
- Drive-in name (first column); select a drive-in name to see bay IDs and bay booked capacity percentages
- Drive-in address (second column)
- Booked capacity percentage (third column)

Report Criteria

Report Type: Conversion Report | From Date: Nov 01 2019 | To Date: Nov 26 2019

Customer Conversion Rate

Claim Reference Id	Invite Sent Date	Drivable(Y/N)	Appointment Created(Y/N)	Appointment Date	Logged-in Date
	2019-11-22 03:10:54.0	Y	Y	23-Nov-2019	11/22/2019 03:17
	2019-11-15 19:00:20.0	Y	Y	21-Nov-2019	11/15/2019 19:00

Export To Excel

< 1 - 2 of 2 >

The **Conversion Report** (above) displays the following:

- Export to Excel link (to the far right in the report name header)
- Claim Reference ID (first column)
- Invite Sent Date (second column)
- Whether the vehicle is drivable (Y/N)(third column)
- Whether an appointment was created (Y/N)(fourth column)
- Appointment Date (fifth column)
- Logged-in Date (sixth column)