# **CCC® Indicators Dashboard**

#### The CCC<sup>®</sup> Indicators is designed for shops to better understand their own Introduction processes and how they measure on certain metrics relative to the market. This dashboard can help shops understand what is going well and what can be improved both from a high-level point of view and drill down to specific claims.

This dashboard allows you to investigate:

- What claims are driving high severity for a given time period? ٠
- How am I performing relative to the market? •
- Am I improving across certain KPIs as time progresses? •
- Do I see certain metrics being an issue for a given shop or Insurance • partner?

#### **Access Scorecard Dashboards**

Step	Action					
1	From within CCC Estimating, select the menu icon, then	CCC ONE				
	Indicators.	New - View -				
	<i>≴2</i> Qu	uick Start				
	& My	Work				
	🖵 Cu	ustomer Experience				
	E Pro	Production Schedule				
	E Ca	alendar				
	🖨 Pa	irts				
	C <sup>®</sup> La	bor				
	Es Act	counting				
	S DR	RP Scorecard 7				
	ណ៍ Ind	dicators 7				
2	The Indicators Dashboard opens in a web browser, click on the Indicators Summary option.	Bertily Steet Org Geo() + • ■ • User Specific View epot				



# CCC<sup>®</sup> Indicators Dashboard, Continued

## **Dashboard Filters**

What's New Indicators Summary Detail Report

## Indicators

Date Range: August 2023

- Select the **Book** icon to open the glossary page to learn more about the different elements in • the dashboard and more definitions around each KPI available in Scorecard.
- Select the **Question Mark** icon to enable a help overlay giving the user additional information • for using the dashboard along with a link to a help page with further documentation around the data differences and how to use the dashboard.
- Shows the **Date Range** selected from the Period dropdown in the Control Panel. •

## **Indicators Summary Tab**

#### Control Panel:

Click **Apply** to apply your selections to the dashboard.

- **Insurance Company:** Select the insurance company • or companies the shop worked with in the selected time period.
- **Repair Facility:** Select the individual shop(s) that completed work in the selected time period (can be estimates, repairs, or surveys).
- **Region:** Select the repair facility specified region • defined in CLEAR.
- **Period:** Select the Date Range used in the Dashboard • (updates the Control Panel and KPI Filters).
- **Repair Status:** Select to display whether the claims • in view were repaired, appraised, or both (All).
- **Drivable Flag:** Select to display whether the claims • in view were drivable, non-drivable, or both (All).
- **CBSA:** Select the Core Based Statistical Area(s) • (CBSA) to display in the dashboard. The CBSA shown a defined in CLEAR.
- State: Select the State(s) to display in the • dashboard. The States shown a defined in CLEAR.

Control Panel			
Insurance Company		Period	
(All)	•	Current Month	٠
Repair Facility		Repair Status	
(All)	•	All	•
Region		Driveable Flag	
NOT APPLICABLE	•	All	٠
CBSA		State	
(All)	•	(AII)	

(?)



# CCC® Indicators Dashboard, Continued

## **Dashboard Navigation**

Stage	Description					
1	Hover over select dashboard elements to view additional details.					
2	Click the <b>KPI Settings</b> b Filter option section an view will also persist so they always wish to kee KPI Filter Avg Total Cost of Repairs • Avg Total Cost of Repairs \$5998.02	Dutton to reveal the KPI filter dropdowns in the KPI d select the desired KPI to customize your view. This that users do not have to readjust these settings if the same KPIs. Repair % of Total Labor  Very Settings () Repair % of Total Labor  Very Settings () Non-OEM % of Part Amt Labor Amt 25.49% OF Part Amt 54.62% Very Settings () Non-OEM % of Part Amt 45.38%				
3	Click on a <b>KPI filter</b>					
	option to show the details in a line and bar chart for the selected date range.	Surveys         Non-OEM % of Part Amt           2         Percentage of total part amount where the part type is not OEM           2         40           Repairs Completed         30				
4	Select a <b>Breakout</b> attribute of Repair Facility, Region, or Insurance Company to populate the bar chart focusing your analysis.	3     10       Int     3       The local market is calculating based on the 75th percentile of all shops across the United States due to all shops across the Uni				
5	Select to <b>Acs</b> or <b>Desc</b> to show the companies below in Ascending or Descending order.	Id Survey % of On Time Delivery 100.00% Company 3169 Company 5 20.59%				
6	Click the <b>Claim</b> <b>Details</b> button to navigate to the Detail Report tab to view the data for the selected KPI.					



# CCC<sup>®</sup> Indicators Dashboard, Continued

## Indicators Summary



Stage	Description
1	<ul> <li>View the Lead KPI data:</li> <li>Shops: Displays the number of repair facilities included based on the data filters.</li> <li>Surveys Completed: Displays the number of multi-question CSI surveys completed in the current time period.</li> <li>Repairs Completed: Displays the number of repairs completed by the shop(s) as defined by the vehicle out business event.</li> <li>Estimates Completed: Displays the number of estimates completed by the</li> </ul>
2	shop(s) in the selected time period as defined by the latest estimate completion. Displays the KPI tiles with the values beneath the name. These values are color coded to provide immediate feedback on which KPIs have improved and which have receded. Users can select one specific KPI to investigate more deeply. Upon selecting a KPI, the remaining dashboard will update.
	<ul> <li>Red: Underperforming relative to the market.</li> <li>Green: Outperforming the market.</li> <li>Gray: A market comparison does not provide value.</li> </ul>
	<b>Hint:</b> Select the <b>KPI Settings</b> button to reveal the KPI filter dropdowns to customize your view (see Dashboard Navigation section for additional details).





## Indicators Summary, continued



# CCC® Indicators Dashboard, Continued

## **Detail Report**

Make         Model           Audi         A4 Sedan           Subaru         Forester           Subaru         Forester           Lexus         ES 350           Locan         Nautilus           Hyundai         Kona           Toyda         RAV4           Cadilac         SRX           Subaru         Impreza Wa           Lincoin         MKZ           Honda         Accord Sedi           Toyota         Prius           Honda         Fit           Toyota         Prius           Honda         Accord Sedi           Toyota         RAV4 Hybric           Honda         Accord Sedi           Toyota         RAV4 Hybric           Nosan         Rogue		Driveable Flag DRIVEABLE DRIVEABLE DRIVEABLE DRIVEABLE	Vehicle Lo Condition Cc Repaired Lia Repaired Co	oss ategory ability	Loss Datetime (Detail)				1 Show Crossta (a) Yes (b) No Last Estimate Assignment	ab?
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onda Fit Vyota Prius onda Accord Sed vyota RAV4 Hybric a Sorento ssan Rogue	VD	DRIVEABLE	Appraised Co	ollision	2023-02-24 1:01:00 AM	2023-05-03 8:02:33 PM	2023-03-23 14:33:40	2023-02-24 01:01:00	2023-03-23 2:53:18 PM	2023-
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Stage						Description				

	Note: In order to change the claim detail report, adjustments must be made in the
	Indicators Summary tab on the current filtering options.
2	This section displays all the attributes, metrics, and data points.
3	Use the slider to view more metrics.



## CCC® Indicators Dashboard, Continued

## Additional Notes

For more details regarding the enhancements made to Indicators, please refer to the data changes document, which is available on the What's New tab by clicking Here.

What's New Indicators Summary Detail Report					
Indicators					
			Welcome to the new and improved Indicators in Tableau!		
*** CCC Indicators		7 0 8	We have redesigned indicators with the feedback that we've gathered so far. With the new indicators, it should be much easier to get the same insights as before as the data is presented in a simplified and consolidated manner. This is a high-level overview of the new dashboard.		
2 Control Panel		4 Avg Total Cost of Repairs	1. Control Panel – Filter the data based on several different criteria.		
Insurance Company Period Stops (AS Consult Marth * Repair Facility Suppliment Status *	616 5,466	Average Total Cost of Repert for appresed classe (including all sugglements)	<ol> <li>Lead KPIs – High level KPIs that offer an overview of the data. These cannot be changed.</li> </ol>		
Region         Directels Flag         Calification	ates Bepars School Completed 5,566 7,082	×	3. KPI Display – KPI cards that display the values and are color coded based on how that value is relative to the industry standard. These cards can be adjusted by clicking on the KPI Settings, and then changing the KPI cards by selecting from a dropdown menu.		
Ang Tribel Cost Ang Tribel Cost Labor Ant \$4,297.13 Heads & COM	% of Part Ant Non-OEM % of Part Ant 54.43% 35.57%	X     The contractive is exclusive, basis of the TMB services of all deep serves to (sheet deeps as is as is all being the service)     The contractive is an exclusive, basis of the efficiency     S	4. Performance to Industry – This panel displays how a KPI changes over time. It will show the KPI value for the shop(s) and the industry value. This panel is dependent on what KPI is selected from the KPI Display. The time period for the graphs is set at the last 6 months.		
Supplement % of Vehicle in to Vehicle in to Vehicle in to Vehicle in to Vehicle in the Vehicle i	ehicle In to Naticle Out Repairs Completed to Valida Out 5.0 Days 2.0 Days	Company 3199 Company 3414	<ol> <li>Breakout – The last panel that will allow users to add one more additional breakout by insurance company, region, and repair facility.</li> </ol>		
Asseignment Batrinoved Kept Informed % Areg to Extende Start Sa	Recommend Survey 's of itop Score On Time Delivery	Company 300 Company 2051 Company 205 Compan	<ol> <li>Claim Detail – Click this button to navigate to claim detail based on the current filters.</li> </ol>		
9.7 Days 96.50%	9.6 97.57%	Company 1973	<ol> <li>Extras – Book icon is for the glossary and the question mark is for the help overlay.</li> </ol>		
en synopen og til från sin spyl stater och regen reakvell, kombiner en	er nær nær nærn fri frædges i til for rækkarna ef he opplær	-	Click <u>HERE</u> for more detailed information on these updates. For additional help, visit <u>cocis convleam</u> to find your local CCC representative.		
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