

CCC® Indicators Dashboard

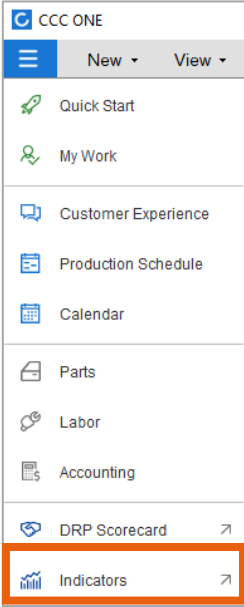
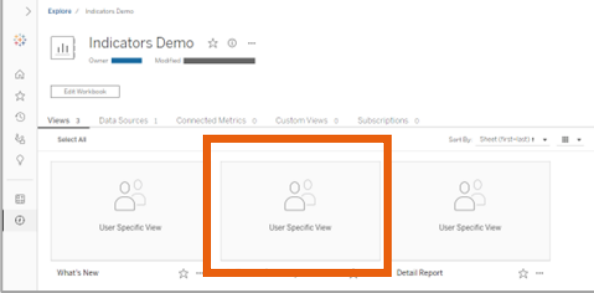
Introduction

The CCC® Indicators is designed for shops to better understand their own 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?
- 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?

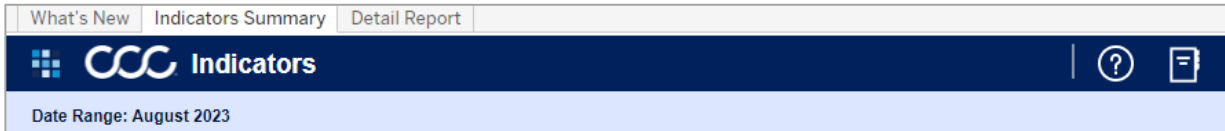
Access Scorecard Dashboards

Step	Action
1	<p>From within CCC Estimating, select the menu icon, then Indicators.</p> 
2	<p>The Indicators Dashboard opens in a web browser, click on the Indicators Summary option.</p> 

Continued on next page

CCC® Indicators Dashboard, Continued

Dashboard Filters



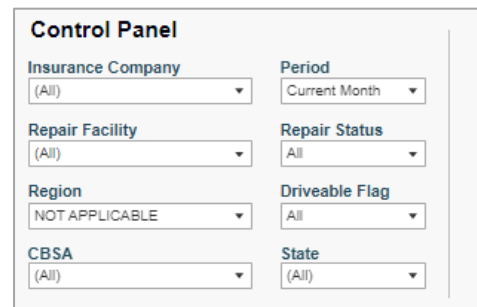
- Select the **Book** icon to open the glossary page to learn more about the different elements in the dashboard and more definitions around each KPI available in Scorecard.
- Select the **Question Mark** icon to enable a help overlay giving the user additional information for using the dashboard along 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.

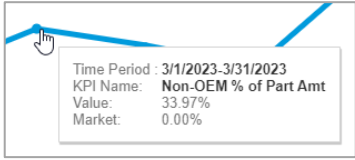
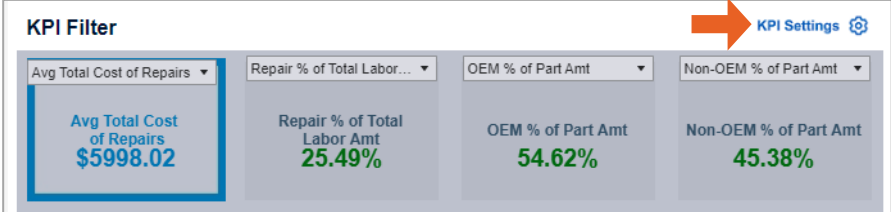


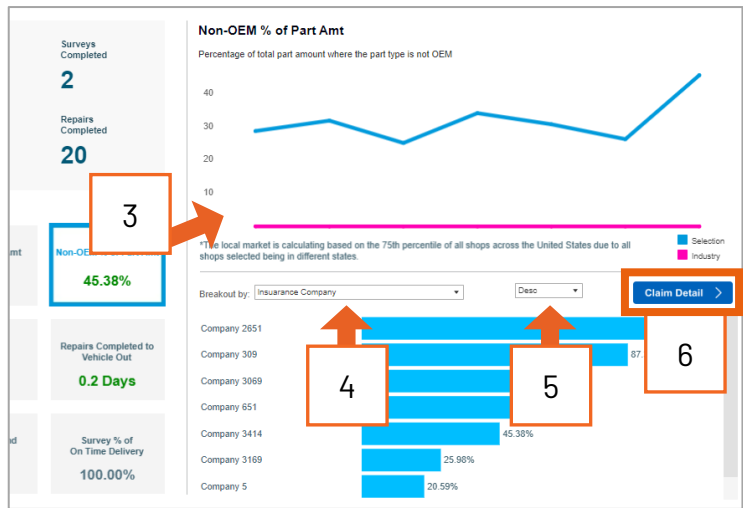
Control Panel	
Insurance Company (All) ▼	Period Current Month ▼
Repair Facility (All) ▼	Repair Status All ▼
Region NOT APPLICABLE ▼	Driveable Flag All ▼
CBSA (All) ▼	State (All) ▼

Continued on next page

CCC® Indicators Dashboard, Continued

Dashboard Navigation

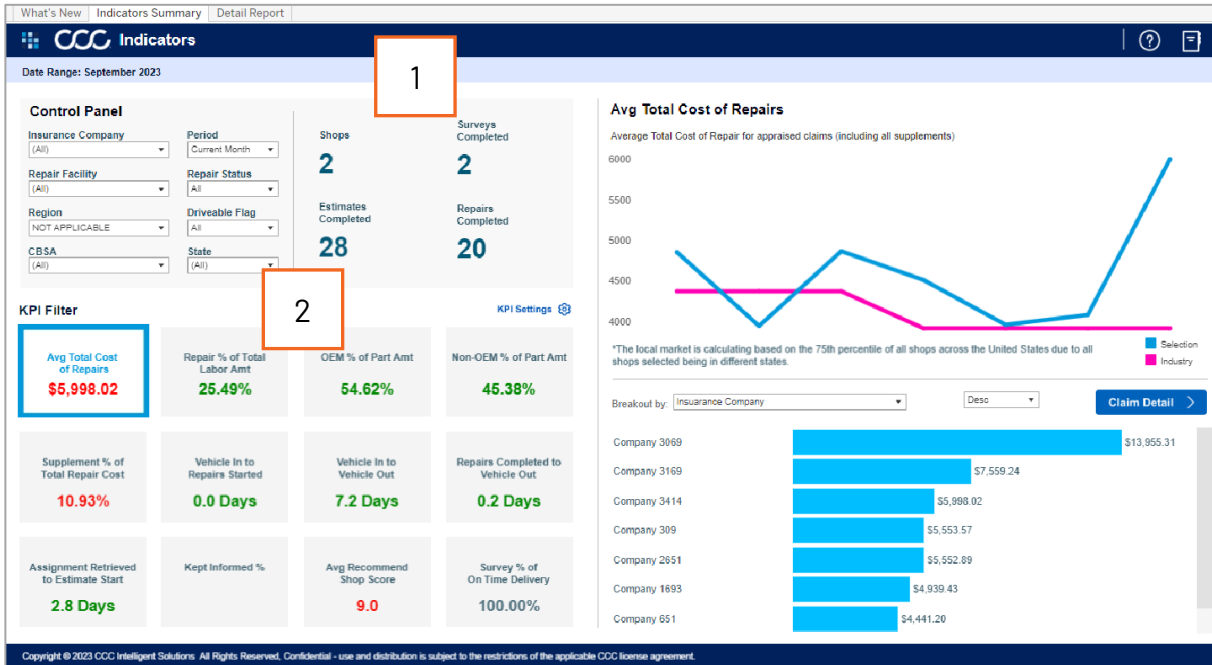
Stage	Description
1	Hover over select dashboard elements to view additional details. 
2	Click the KPI Settings button to reveal the KPI filter dropdowns in the KPI Filter option section and select the desired KPI to customize your view. This view will also persist so that users do not have to readjust these settings if they always wish to keep the same KPIs. 
3	Click on a KPI filter option to show the details in a line and bar chart for the selected date range.
4	Select a Breakout attribute of Repair Facility, Region, or Insurance Company to populate the bar chart focusing your analysis.
5	Select to Asc or Desc to show the companies below in Ascending or Descending order.
6	Click the Claim Details button to navigate to the Detail Report tab to view the data for the selected KPI.



Continued on next page

CCC® Indicators Dashboard, Continued

Indicators Summary

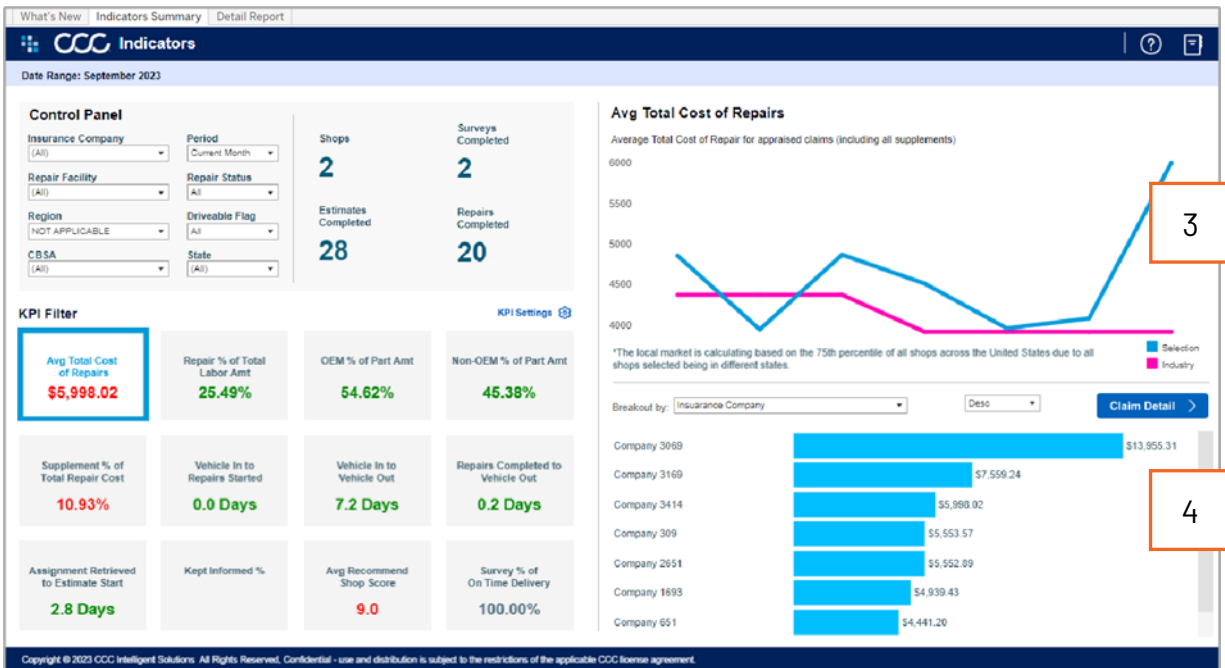


Stage	Description
1	<p>View the Lead KPI data:</p> <ul style="list-style-type: none"> • Shops: Displays the number of repair facilities included based on the data filters. • Surveys Completed: Displays the number of multi-question CSI surveys completed in the current time period. • Repairs Completed: Displays the number of repairs completed by the shop(s) as defined by the vehicle out business event. • Estimates Completed: Displays the number of estimates completed by the shop(s) in the selected time period as defined by the latest estimate completion.
2	<p>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.</p> <ul style="list-style-type: none"> • Red: Underperforming relative to the market. • Green: Outperforming the market. • Gray: A market comparison does not provide value. <p>Hint: Select the KPI Settings button to reveal the KPI filter dropdowns to customize your view (see <i>Dashboard Navigation</i> section for additional details).</p>

Continued on next page

CCC® Indicators Dashboard, Continued

Indicators Summary, continued



Stage	Description
3	<p>The Performance Panel displays the KPI Filter tile selected. You can see how the KPI you selected has changed over time, along with an industry standard for comparison. The line chart displays the current month along with the 6 prior months, additionally this chart is fixed and not adjustable. The Industry standard will change and depend on the selection from the user.</p> <ul style="list-style-type: none"> The Blue (Selection) line shows the selected data's performance. The Pink (Industry) line is the 75th percentile of the local market. This value changes based on what is selected. <ul style="list-style-type: none"> If all shops are in one CBSA then the 75th percentile is based on the CBSA. If all the shops are in multiple CBSAs, but 1 state, then the 75th percentile is based on the State. If all shops are in multiple states, then the 75th percentile is based on the nation. <p>Hint: Hovering over the trendline will also show the specific values for that specific month.</p>
4	<p>This section allows you to analyze a specific selected KPI metric by different breakout attributes.</p> <p><i>For example, a shop may see that their average total repair costs exceed the market, they will want to gain more insight into what is driving that number. Use this breakout to analyze whether work for a specific shop, region, or insurance carrier is leading to higher numbers.</i></p>

Continued on next page

CCC® Indicators Dashboard, Continued

Detail Report

What's New | Indicators Summary | Detail Report
CCC Indicators
📄 ?

Date Range: August 2023

1

Show Crosstab?
 Yes
 No

Make	Model	Driveable Flag	Vehicle Condition	Loss Category	Loss Datetime (Detail)	Claim Submit Datetime (Detail)	LossRpt Date	Loss Date	Last Estimate Assignment Sent Date	EstSe
Audi	A4 Sedan	DRIVEABLE	Repaired	Liability	2023-03-12 12:00:00 AM	2023-05-03 7:03:40 PM	2023-03-13 19:48:27	2023-03-12 00:00:00	2023-04-26 8:01:30 PM	2023-
Subaru	Forester	DRIVEABLE	Repaired	Collision	2023-04-10 11:00:00 AM	2023-05-03 1:32:16 PM	2023-04-13 15:48:03	2023-04-10 11:00:00	2023-04-13 3:56:01 PM	2023-
Subaru	Forester	DRIVEABLE	Repaired	Collision	2023-03-01 12:00:00 AM	2023-05-01 10:11:49 PM	2023-03-02 13:20:47	2023-03-01 00:00:00	2023-03-02 7:34:30 PM	2023-
Lexus	ES 350	DRIVEABLE	Repaired	Collision	2023-04-13 1:00:00 PM	2023-05-03 7:08:52 PM	2023-04-14 14:22:55	2023-04-13 13:00:00	2023-04-27 10:10:28 PM	2023-
Lexus	ES	DRIVEABLE	Repaired	Collision	2023-04-28 12:00:00 AM	2023-05-02 8:44:05 PM	2023-04-29 23:34:30	2023-04-28 00:00:00	2023-04-29 11:55:08 PM	2023-
Lincoln	Nautlius	DRIVEABLE	Repaired	Collision	2023-04-18 12:30:00 AM	Null	2023-04-18 18:55:26	2023-04-18 00:30:00	2023-04-18 7:53:00 PM	2023-
Hyundai	Kona	DRIVEABLE	Repaired	Liability	2023-03-22 11:10:00 AM	Null	2023-03-22 16:54:04	2023-03-22 11:10:00	2023-03-22 8:10:31 PM	2023-
Toyota	4Runner	DRIVEABLE	Repaired	Collision	2023-03-27 12:01:00 AM	Null	2023-03-27 16:48:29	2023-03-27 00:01:00	2023-03-31 2:40:36 PM	2023-
Honda	CR-V	DRIVEABLE	Repaired	Collision	2023-04-26 3:20:00 PM	2023-04-27 5:57:10 PM	2023-04-27 18:30:14	2023-04-26 15:20:00	2023-04-27 6:38:14 PM	2023-
Toyota	RAV4	DRIVEABLE	Repaired	Liability	2022-11-21 12:00:00 AM	Null	2022-12-15 10:31:51	2022-11-21 00:00:00	2023-03-20 9:49:44 PM	2023-
Cardillac	SRX	DRIVEABLE	Repaired	Collision	2023-04-19 12:00:00 AM	Null	2023-04-19 10:44:30	2023-04-19 00:00:00	2023-04-19 3:58:11 PM	2023-
Scion	xB	DRIVEABLE	Appraised	Liability	2023-04-19 12:00:00 AM	2023-04-19 11:48 PM	2023-04-19 10:44:30	2023-04-19 00:00:00	2023-04-20 9:01:59 PM	2023-
Subaru	Impreza Wagon	DRIVEABLE	Repaired	Comprehens...	2023-04-10 12:00:00 AM	Null	2023-04-10 13:19:08	2023-04-10 00:00:00	2023-04-10 6:15:25 PM	2023-
Lincoln	MKZ	NON-DRIVEABLE	Repaired	Collision	2023-04-17 12:00:00 AM	Null	2023-04-17 21:43:05	2023-04-17 00:00:00	2023-04-17 10:03:38 PM	2023-
Honda	Accord Sedan	DRIVEABLE	Repaired	Liability	2023-04-07 12:00:00 AM	Null	2023-04-10 09:26:48	2023-04-07 00:00:00	2023-04-17 6:59:11 PM	2023-
Toyota	Tundra 4WD	DRIVEABLE	Appraised	Collision	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-
Honda	Fit	DRIVEABLE	Repaired	Collision	2023-03-29 12:00:00 AM	2023-05-02 6:06:40 PM	2023-03-30 09:41:40	2023-03-29 00:00:00	2023-04-03 7:03:04 PM	2023-
Toyota	Prius	DRIVEABLE	Repaired	Collision	2023-04-21 10:59:00 PM	2023-05-02 3:47:11 PM	2023-04-28 17:37:32	2023-04-21 22:59:00	2023-05-01 9:06:12 PM	2023-
Honda	Accord Sedan	DRIVEABLE	Repaired	Collision	2023-02-18 12:00:00 AM	2023-05-02 5:22:41 PM	2023-04-30 18:33:29	2023-02-18 00:00:00	2023-04-30 6:45:10 PM	2023-
Toyota	RAV4 Hybrid	DRIVEABLE	Repaired	Collision	2023-02-09 12:00:00 AM	2023-05-02 3:39:57 PM	2023-02-09 12:59:01	2023-02-09 00:00:00	2023-02-09 7:01:07 PM	2023-
Kia	Sorento	DRIVEABLE	Repaired	Unknown	2023-04-19 2:10:00 PM	2023-05-02 6:34:44 PM	2023-04-19 19:47:22	2023-04-19 14:10:00	2023-04-20 3:23:48 PM	2023-
Nissan	Rogue	DRIVEABLE	Appraised	Collision	2023-02-22 11:40:00 AM	2023-05-01 7:26:47 PM	2023-02-24 17:58:20	2023-02-22 11:40:00	2023-02-24 6:24:17 PM	2023-

Copyright © 2023 CCC Intelligent Solutions. All Rights Reserved. Use and distribution is subject to the restrictions of the applicable CCC license agreement.

3

Stage	Description
1	Select Yes to display the claim level data. 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.

Continued on next page

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**.

Welcome to the new and improved Indicators in Tableau!

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.

- Control Panel** – Filter the data based on several different criteria.
- Lead KPIs** – High level KPIs that offer an overview of the data. These cannot be changed.
- 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.
- 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.
- Breakout** – The last panel that will allow users to add one more additional breakout by insurance company, region, and repair facility.
- Claim Detail** – Click this button to navigate to claim detail based on the current filters.
- Extras** – Book icon is for the glossary and the question mark is for the help overlay.

Click [HERE](#) for more detailed information on these updates.
For additional help, visit cccis.com/team to find your local CCC representative.

Copyright © 2023 CCC Intelligent Solutions. All Rights Reserved. Confidential – use and distribution is subject to the restrictions of the applicable CCC license agreement.