CCC® Indicators Dashboard

The CCC[®] 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	JE					
	Indicators.	New - View -					
	≴2 ⁹ Quict	k Start					
	Sy My W	/ork					
	🖵 Cust	tomer Experience					
	E Prod	luction Schedule					
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	e Parts	3					
	Ç [®] Labo)r					
	Es Acco	ounting					
	S DRP	Scorecard 7					
	ណ៍រំ Indic	cators 7					
2	The Indicators Dashboard opens in a web browser, click on the Indicators Summary option.	Seetly Deet Orst-last = II = O Uter Specific View t \hat{p}					



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)	

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Dashboard Navigation

Stage	Description					
1	Hover over select dashb additional details.	oard elements to view Time Period : 3/1/2023-3/31/2023 KPI Name: Non-OEM % of Part Amt Value: 33.97% Market: 0.00%				
2	Filter option section and view will also persist so t they always wish to keep KPI Filter	utton 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 • OEM % of Part Amt COEM % of Part Amt COEM % of Part Amt 54.62% Non-OEM % of Part Amt 45.38%				
3	Click on a KPI filter option to show the details in a line and bar chart for the <u>selected date range</u> . Select a Breakout attribute of Repair Facility, Region, or Insurance Company to populate the bar chart focusing your analysis.	Non-OEM % of Part Amt Percentage of total part amount where the part type is not OEM 2 Repairs 20 nt Annote 45.38% Repairs Completed to 0.2 Days Company 3069 Company 3069 Company 365 Company 365				
5	Select to Acs or Desc to show the companies below in Ascending or Descending order.	d Survey % of On Time Delivery 100.00% Company 3414 45.38% Company 3169 25.96% Company 5 20.59%				
6	Click the Claim Details button to navigate to the Detail Report tab to view the data for the selected KPI.					



CCC[®] Indicators Dashboard, Continued

Indicators Summary



Stage	Description					
1	 View the Lead KPI data: 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 					
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.					
	 Red: Underperforming relative to the market. Green: Outperforming the market. Gray: A market comparison does not provide value. Hint: Select the KPI Settings button to reveal the KPI filter dropdowns to customize 					
	your view (see Dashboard Navigation section for additional details).					





Indicators Summary, continued



Detail Report

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Gia 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-(2023-02-09 7:01:07 PM	2023-02-09 00:00:00	2023-02-09 12:59:01	2023-05-02 3:39:57 PM	2023-02-09 12:00:00 AM	Collision	Repaired	DRIVEABLE	RAV4 Hybrid	oyota
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issan Rogue DRIVEABLE Appraised Collision 2023-02-22 11:40:00 AM 2023-06-01 7:26:47 PM 2023-02-24 17:58:20 2023-02-22 11:40:00 2023-02-24 6:24:17 PM	2023-(2023-02-24 6:24:17 PM	2023-02-22 11:40:00	2023-02-24 17:58:20	2023-05-01 7:26:47 PM	2023-02-22 11:40:00 AM	Collision	Appraised	DRIVEABLE	Rogue	lissan

	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.



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 D	letail Report					
Indicators						
			Welcome to the new and improved Indicators in Tableau!			
COC 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		4 Avg Total Cost of Repairs	 Control Panel – Filter the data based on several different criteria. 			
Insurance Company Period Shops Care March • Care March • Shops Care March • 1,61	6 5,466	Average Total Cost of Reper for apprased claims (including all sugglements)	 Lead KPIs – High level KPIs that offer an overview of the data. These cannot be changed. 			
Region Drivesble Flag Altri and Altri and Alt		x	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 Total Cost of Regards Later Ant \$4,297.13 44.82% 64.4		N	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 Total Repair Cost Repairs Stand Vehicle 18.23% 2.6 Days 16.0 D	e Out Vehicle Out	Campany 3199 Campany 3814	 Breakout – The last panel that will allow users to add one more additional breakout by insurance company, region, and repair facility. 			
Avegeneent Betrinved Kept Informed 's Jug Boo to Extensis Start Story 5	nmand Survey % of Score On Time Delivery	Company 308 Company 303 Company 303	 Claim Detail – Click this button to navigate to claim detail based on the current filters. 			
9.7 Days 96.50% 9.0		Company 651	 Extras – Book icon is for the glossary and the question mark is for the help overlay. 			
Copyor P.753.052 and opt States. of High Insweet, Contracts on an	deathdarn a colladin the modularus of the applic		Click <u>HERE</u> for more detailed information on these updates. For additional help, visit <u>eccis com/leam</u> to find your local CCC representative.			
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