

CCC® Market Benchmark Report

Introduction

The **Market Benchmark Report** allows you to view details regarding selected shops (single shop/multi-shop owners) and their metrics for the market standards. Additionally, you can get insight into several metrics that could be affecting their score and industry metrics and where improvement can be focused.

Select filters based on data filters:

- Time Periods
- CBSA
- Drivable Description
- Repair Status

Dashboard Navigation



- Select the **Question Mark** icon to access a link to a help page with further documentation around the data differences and a job aid on how to use the dashboard.
- Select the **Book** icon to view the glossary.
- The **Data Last Refreshed** indicates the last date and time the data was refreshed in the dashboard.

Select the desired Filter options to display in the dashboard:

Stage	Description
1	Time Period: Select a time period of: Current YTD, Prior Month, Rolling 3 Months, or Rolling 12 Months.
2	CBSA: Select the repair facility specified CBSA region defined in CLEAR.
3	Drivable Description: Select a drivable description of: ALL DRIVABLE FLAGS, DRIVABLE, or NON-DRIVABLE.
4	Repair Status: Select a repair status of: ALL REPAIR STATUSES, Appraised, Repaired.

Time Period	CBSA	Drivable Description	Repair Status
(All) ▼	(All) ▼	(All) ▼	(All) ▼

Continued on next page

CCC® Market Benchmark Report, Continued

KPI Report by Repair Facility and Insurer Dashboard

The screenshot shows the CCC Market Benchmark Report interface. At the top, there are filter dropdowns for Time Period, CBSA, Driveable Description, and Repair Status, labeled with a '1'. To the right, there are radio buttons for 'Show Crosstab' (Yes/No) and a 'Download Crosstab' button, labeled with a '2' and a '3'. The main data table is labeled with a '4' and contains columns for Time Period Description, Source, Appraiser Name, Claim Count, Claim Estimate Count, Avg. Avg Total Cost of Repairs, Avg. Avg Vehicle Year, Avg. Luxury % of Claim Volume, Avg. Non-Driveable % of Claim Volume, and Avg. Supplement % of Total Repair Cost. A slider at the bottom of the table is labeled with a '5'. The footer contains copyright information for CCC Intelligent Solutions.

Stage	Description
1	Use these filters to select the data displayed in the dashboard. See the <i>Dashboard Navigation</i> section for additional details about these filters.
2	Click Yes from the Show Crosstab section to populate the Data Details section.
3	Click Download Crosstab to download the Detail Data in an Excel or CSV format.
4	This section displays all the attributes, metrics, and data points.
5	Use the slider to view more metrics.