CCC[®] Scorecard - MSO Manager Scorecard

Introduction The CCC[®] Scorecard is designed to bring transparency to the Mulit-Shop Operator (MSO) participating in a Direct Repair Program (DRP). CCC Scorecard contains insights that enable MSO managers to better manage DRP relationships.

This job aid provides guidance on how you can utilize the CCC Scorecard to manage an MSO's performance within a DRP. The CCC Scorecard consists of different views (scorecards) for you to view data. You can identify individual shops and carriers based on their performance levels, location, gain insights into their performance, and take action.

MSO Manager is specifically designed for the Manager of an MSO who is responsible for the performance of the repair facilities in the MSO they operate.

Access Scorecard Dashboards

1 From within CCC Estimating, select the menu icon, then DRP Scorecard. Image: CCC ONE image: CCCC ONE image: CCC ONE image: CCC ONE image: CCC ONE im	
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indicators	7
3C Express Re	pair Link

Continued on next page



Access Scorecard

Dashboards, continued

Step		Action
2	The MSO Manager Scorecard opens in a web browser, click on the MSO Manager Scorecard option.	CCC ONE Scorecard & ① … Owner APD Administrator New Select All
		Image: Scorecard Image: Scorecard Image: Scorecard Image: Scorecard
	 document explaining so Manager View will provi different attributes. 	gh level overview of the design with a link to a ome data changes in the new scorecard. ide the ability to look at all shops performance by ovide a crosstab with scores for all selected shop(s)
	 ✓ Explore / MSO Manager Sco ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓	anager Scorecard 🕸 0 …
	Recommendations Collections Explore	Image: Section of the section of



CCC[®] Scorecard - MSO Manager Scorecard, Continued

Dashboard Filters

Whats New Manager View Period Summary MSO Manager Scorecard: Data 3/1/2023-6/30/2023 Data Last Refreshed: 8/2/2023 4:06:38 AM

- Select the **Book** icon to view the glossary. •
- Select the **Question Mark** icon to enable a help overlay for dashboard tips.
- Shows the Current Period and the latest Data Last Refreshed date. •

Select one or multiple of the following repair facility filter options then click **Apply**.

Manager View Tab

Data Filters:

Shop Active Flag: Select Yes(Y) to display • shops that are currently active in the carrier's DRP program or select No (N) to display shops that were once in the carrier's DRP program but have been removed during one of the scoring periods. Alternatively, you can select **All** to view both.

Data Filters
Shop Active Flag
Y -

Detail Table:

- Breakout: Select a detail category from the dashboard to view by Shop Name, MSO • Region, State, CBSA, or Company.
- **Company:** Select the company name you would like to view from the dropdown.
- **Shop Name:** Select the shop name you would like to view from the dropdown. ٠
- **Region:** Select the Region you would like to view from the dropdown. •
- **State:** Select the shop state you would like to view from the dropdown. •
- **CBSA:** Select the shop CBSA you would like to view from the dropdown.

Detail Table	Breakout	Company	Shop Name	Region	State	CBSA
	Shop Name	(All)	(All)	(All)	(All)	(All)



Dashboard Navigation

Stage		Description		
1	Hover over a value and a tooltip will display showing the prior vs	pre = Estimating Cycle Time Score Score	Quality CSI Score	Estimates
	current period values for each quadrant in a bar chart.	300		11.95% 55 (2) 43 43 41 141 165 179 11 17.49% 6
2	Select one or multiple shops to filter the dashboard to display		Score	Estimating Score
	results related to your selection.	Grand Total		
		Shop Name 1	609 -3.199	% 207
		Shop Name 2	766 13.319	% 203
4	Select to sort shop data in ascending or descending or descending or descending or descending or der.		Score Es	timati <u>ng</u> Scorellm
		Grand Total	691 16.02%	186 15.00%
		Shop Name 1	609 -3.19%	207 7.179



MSO Manager Scorecard

		ger Scorecar														
3/1/2023-6/30/2023														Data Last F	Refreshed: 8/2	/2023
Current Period	Ŧ				Total Sco	ire	•]			2			KPI Details		
Shops	Estimates Completed	Repairs Completed 184	Surveys Complet		896	/ 90	0							Avg # of Exceptions per Last Audit	88%	
	Breakout	Company		Shop			Region		State		(BSA		Avg Last Audit Score per Claim	100%	
Detail Table	Shop Name	• (All)		• (All)	Estimating	•	(All) Cvcle Ti		• (All) Quality		• CSI	(All)	•	Non-Driveable Avg Repair % of Total Labor Hours	100%	
Breakout Selection		Rank	Score 896	5.16%	Score 235	35.06%	Score	24.00%	Score 250		Score 276	CI	aims 5,358	Non-Driveable Parts % of Total Repair Cost	100%	
Shop Name 7		1	896	-0.55%	141	4.44%	279	-3.79%	200	0.00%	276	0.00%	1,260	Driveable Avg Repair % of Total Labor Hours	75%	ł
Shop Name 3		2	876	10.61%	234	16.42%	239	94.31%	198	-26.26%	205	-5.96%	624			
Shop Name 1		3	865	22.70%	224	26.55%	168	23.53%	250	0.00%	223	57.04%	480	Non Driveable Avg Paint Labor Hrs per Claim	75%	
Shop Name 4		4	842	-9.17%	233	9.91%	166	-33.33%	224	10.27%	238	-10.19%	1,368	Non-Driveable Avg Labor Hrs per Appraisal	75%	
Shop Name 5		5	832	-0.12%	213	-1.84%	166	-21.33%	233	13.73%	220	7.84%	552	Non-Driveable Last		
Shop Name 2		6	813	-12.77%	235	-3.69%	239	-9.47%	116	-45.69%	223	-12.55%	120	EstAsgnSent to Veh In Days Avg	75%	
Shop Name 6		7	655	-18.53%	105	-28.08%	146	-28.43%	200	3.00%	204	-21.54%	954	Over Estimated Amount as a % of TCoR on H and VH Claims	75%	2
Target Score			900		250		270		225		270			Driveable Avg Total Cost of Repairs	67%	33

Stage	Description
1	 Select the dropdown to filter the dashboard by different time periods. By default, Current Period is selected. Select a listed time period of Current Period, Current
	YTD, Prior Month, Rolling 3 Months, or Rolling 12 Months from the dropdown.
	• Shops displays the number of shops that have an active DRP relationship during the selected time interval.
	• An overview of how many Estimates , Repairs , and Surveys were completed in the selected time period based on the filters applied.
2	 Select an option to sort the Detail Table by Total Score, Customer Satisfaction, Cycle Time, Estimating, Quality, or Total Score.
	• Displays the average Total Score of all the shops in the carrier's DRP program based on filters applied. The chart shows the distribution of shop scores along with the <i>#</i> of shops in each bin. The bins take the total score and divides into 11 bins. In this example 900/10 means each bin is 90-point increments. (0-90, 91-180, 181-270, 271-360, 361-450, 451-540, 541-630, 631-720, 721-810, 811-900). The last bin is any value greater than the target if the carrier awards bonus points.



1/2023-6/30/2023														Data Last F	Refreshed: 8/2	/2023 4:06:3
urrent Period	•				Total Sc	ore	*							KPI Details		
hops	Estimates Completed	Repairs Completed 184	Surveys Complete	d	896	5 / 90	0							Avg # of Exceptions per Last Audit	88%	
	Breakout	Company		Shop	Name		Region		State			CBSA		Avg Last Audit Score per Claim	100%	
Detail Table	Shop Name	(All) Rank		(All)	Estimatin		(All) Cycle Tir		(All) Quality		▼ CSI Score	(All)	•	Non-Driveable Avg Repair % of Total Labor Hours	100%	
Grand Total		капк	Score 896	5.16%	Score 235	35.06%	Score 279	24.00%	Score 250	17.20%	276	12.20%	aims 5,358	Non-Driveable Parts % of Total Repair Cost	100%	
Shop Name 7		1	896	-0.55%	141	4.44%	279	-3.79%	200	0.00%	276	0.00%	1,260	Driveable Avg Repair % of Total Labor Hours	75%	25%
Shop Name 3	3	2	876	10.61%	234	16.42%		94.31%	198	-26.26%	205	-5.96%	624	Non Driveable Avg Paint	75%	25%
Shop Name 1		3	865	22.70%	224	26.55%		23.53%	250	0.00%	223	57.04%	480	Labor Hrs per Claim	1510	
Shop Name 4 Shop Name 5		5	842	-9.17%	233	9.91%	166	-33.33%	224	10.27% 13.73%	238	-10.19%	1,368	Non-Driveable Avg Labor Hrs per Appraisal	75%	25%
Shop Name 2		6	813	-12.77%	235	-3.69%	239	-9.47%	116	-45.69%	223	-12.55%	120	Non-Driveable Last EstAsgnSent to Veh In Davs Avg	75%	25%
Shop Name 6		7	655	-18.53%	105	-28.08%	146	-28.43%	200	3.00%	204	-21.54%	954	Over Estimated Amount as a % of TCoR on H and VH Claims	75%	25%
														Driveable Avg Total Cost of Repairs	67%	33%

MSO Manager Scorecard, continued

Stage	Description
3	This crosstab view shows the weighted scores for the selected breakout values along with a Grand Total value. Here you can also see period-over-period variance for each shop by quadrant and Total Score.
	Any column can be sorted by clicking on the header. For example, if you want to see shops with the highest negative variance period over period you can click on the blank space above the period-over-period variance value.
	The Target Score shows an individual carrier's target values for the total score and each quadrant. The Total Score will not be visible if multiple carriers are selected.
	Note: If looking at current YTD, the prior period will be the prior year. Rolling 3 months would then compare to 3 months prior to the rolling 3 months and so on.
4	Displays the KPI name along with the percentage of repair facilities that had an exception and did not.
	The red signifies the # of shops with an exception for the given KPI where as the green notes the number of shops without an exception. Clicking on the red or green color for a given KPI can help you identify which shops or which staff members are seeing the most trouble with a given KPI. Also, helps the insurance company identify which KPIs are a constant struggle across their program.
	Note: An exception is when a shop fails to meet or exceed the local market target for a given KPI. If multiple carrier's are selected and they use the same metrics, a shop can be counted multiple times when calculating the % of shops with an exception.



Period Summary

Current Period (3/1/20	023-6/30/2023)								Ghow Crosstab ○ Yes ● No	Hide Exceptions O Yes No
	Company Name	Weighted Score	Weighted Est Score	Weighted CT Score	Weighted Quality Score	Appraisals	Avg # of Parts Replaced per Claim	Driveable Avg Labor Hrs per Claim	Driveable Avg Paint Labor Hrs per Claim	Driveable Avg D Repair % of T Total Labor H R
urgh, PA	Demo Company 1	757	213	166	250	83		25.0	8.7	41.95%
	Demo Company 2	373	197	41	135	1	5.0			
urgh, PA	Demo Company 1	766	203	173	210	46		25.6	8.3	40.47%
urgh, PA	Demo Company 1	712	217	128	201	49		20.4	6.8	34.61%
urgh, PA	Demo Company 1	712	222	167	158	31	_	19.8	7.2	39.61%
urgh, PA	Demo Company 1	727	202	153	191	83		30.1	9.8	35.72%
ta-Waterville, ME	Demo Company 1	733	169	99	250	5	7	10.3	4.3	43.58%
	Demo Company 2	654	250	235	169	5	3			
ork-Newark-Jersey City, NY-NJ-PA	Demo Company 1	779	210	136	226	65		25.2	8.6	40.58%
	Demo Company 2	562	210	236	116	8				
ork-Newark-Jersey City, NY-NJ-PA	Demo Company 1	646	175	95	203	18		31.4	11.4	48.83%
r, ME	Demo Company 1	494	20	97	250	0		0.0	0.0	0.00%
o-Cheektowaga, NY	Demo Company 2	273	119	58	96	1	52.0			
ukee-Waukesha, WI	Demo Company 1	510	99	54	230	1		60.2	16.3	0.00%
ancisco-Oakland-Berkeley, CA	Demo Company 2	293	149	36	108	2	11.0			
ancisco-Oakland-Berkeley, CA	Demo Company 2	552	236	190	126	7	5.4			
ancisco-Oakland-Berkeley, CA	Demo Company 1	871	228	194	250	93		16.2	6.1	46.70%
on-The Woodlands-Sugar Land, TX	Demo Company 1	830	204	227	215	25		31.1	10.0	47.28%
-Fort Worth-Arlington, TX	Demo Company 1	918	223	242	250	14		32.3	9.3	58.88%
gham, WA	Demo Company 1	610	137	96	250	1		6.8	4.0	0.00%
e-Tacoma-Bellevue, WA	Demo Company 1	792	226	103	233	0		0.0	0.0	0.00%

Stage	Description
1	Click Yes from the Show Crosstab section to populate the Period Summary view. Note: It is recommended that you switch the Show Crosstab to No when switching back to the Manager View tab, otherwise it will load claim detail every time you click a new shop.
2	Select Yes to remove exception details when downloading the data out of Tableau. When No is selected, the crosstab returns two rows per claim. One row returns all KPI metrics that had an exception (Red) and another row with all metrics that met or exceeded the target (Green). When selecting yes, this level of granularity is removed and only one row per claim is returned.
3	Displays claim level detail related to the Shop Name. KPI values are colored based on whether or not this metric would be an exception compared to the target. Red values mean that the claim did not meet the target value and green notes that the claim met or exceeded the target.
4	Use the slider to view more metrics.
5	Click Download to export the details from this view for further analysis in an Excel [®] or CSV file format.



Additional Notes

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

Grand Telai 793 4.57% 287 0.51% 587 3.72% 285 4.69% 284 2.01% 5	Control O </th <th>Tableau With an improved layout, the new DRP Scorecard offers r interaction and better insights: 1. Overview - View overall performance of your shops in the selecte time period.</th>	Tableau With an improved layout, the new DRP Scorecard offers r interaction and better insights: 1. Overview - View overall performance of your shops in the selecte time period.
Severite	KPI Details Any r & Cranton pr Le Austin Tarray 1975 Any Le Austin Samp 1975 Ouer Edmand Amourt an Ouer Edmand Amourt an Deve Edmand Amourt an 1975 205	interaction and better insights: 1. Overview - View overall performance of your shops in the selecte
Stage Stagestime Stagestim Stagestim <th>Ag Lat Aut Scote per 99%</th> <th>interaction and better insights: 1. Overview - View overall performance of your shops in the selecte</th>	Ag Lat Aut Scote per 99%	interaction and better insights: 1. Overview - View overall performance of your shops in the selecte
4.371 125,918 130,498 50,918 793 / 900	Aug Lait Add Scine per Clare 10% Over Estimated Anount at 4% Clore in and VM 7% 21%	 Overview - View overall performance of your shops in the selecte
Default Table Ended (sequence) Company (sequence) Big Home Big Home Big Home Big Home Big Home Company (sequence) Company (sequence) Company (sequence) Distribution Big Home Big Home Big Home Distribution Company (sequence) Company (sequence) Distribution Distribution Company (sequence) Distribution Distreacontext Distreacontext	Aug Lait Add Scine per Clare 10% Over Estimated Anount at 4% Clore in and VM 7% 21%	
Defail Table Sing have Ippendicurate 1 V (an) *	Over Estimated Amount as a % of CoR on H and VH Z9% Z1%	time period
Dreaded Effection Paula Score Score Score Score C Owed Table 700 4.075 387 5.099 194 2.075 194 2.075 194 2.075 1		
Grand Telal 793 4.17% 207 0.01% 567 3.72% 215 4.05% 204 2.01% 5	ains .	 Score Distribution - See distribution of shops by score for the selected attribute.
	NON-CEMPL of Part Art 55% 45%	 3. Detail Selection - Select attributes to filter the Detail Table.
	ISSNE A CONTRACT OF A CONTRACT	4. Detail Table - View shop performance by the selected breakout vi
Shep Name 1 075 839 7.84% 207 -6.05% 178 1.71% 250 0.00% 204 51.11%	27 Kept Informed % 51% 45%	along with period over period change.
Shep Name 2 3,003 687 -15.60% 205 -1.44% 141 -19.80% 195 -25.12% 144 -21.51% Shep Name 3 3,083 752 4.01% 198 -7.87% 133 17.70% 224 0.45% 196 13.79%	Not-Drivedbe Parts % of an annual state	5. KPI Details - See how many shops are (or are not) meeting
Ship Name 4 3,023 PS2 4,81% THM -1,87% TJ3 17,70% 224 6,41% THM TE 70% Bhop Name 4 3,023 692 1,47% 114 -7,10% 153 -4,03% 187 17,11% 154 6,33%		designated performance thresholds.
Ethop Name 5 3.874 692 -4.95% 183 -13.27% 128 -10.46% 188 -4.51% 193 13.53%	25 Non-Driveable Arg Tetal Cet of Repairs	6. Extras - select "Data" to apply filters; the book icon provides a
Ohep Name 12 2,032 759 -4.53% 214 -4.31% 191 20.01% 236 -4.30% 149 -23.59%	17 Non Drivesbie Arg Paint 44% 54%	glossary of commonly-used terms; choose the question mark icon to
Dhip Name 22 1,534 816 -7,59% 226 0,09% 141 -00.69% 250 0,09% 199 -1,09%		visualize an overlay of helpful tips.
Shep Name 23 1,000 838 4.82% 204 0.00% 203 -0.57% 203 -11.82% 228 21.57%	22 His per Appraisal	
Brog Name 25 71 912 1.45% 222 4.57% 222 1.37% 250 0.07% 248 0.07% Target Scene 600 225 25<	15 Driveable Plants % of Total 42% 58%	Click Here for more detailed information on these updates
Tega store 109 225 228 228 228	Repair Cost	
	Repair Cost	
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