

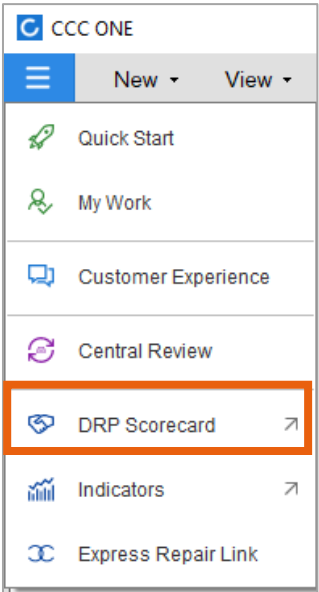
# CCC® Scorecard - MSO Manager Scorecard

**Introduction** The CCC® Scorecard is designed to bring transparency to the Multi-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.

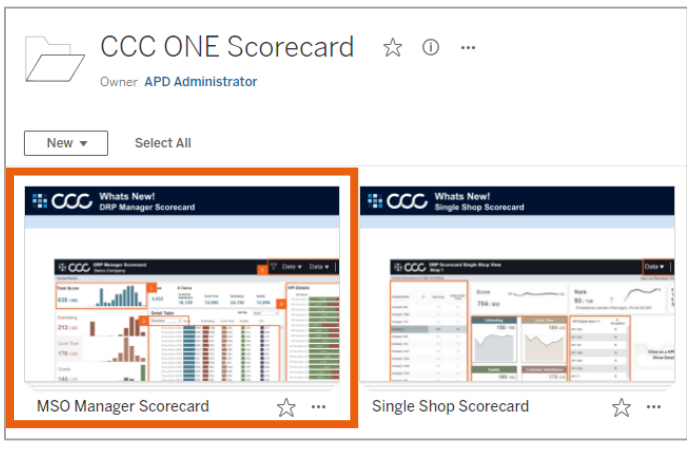
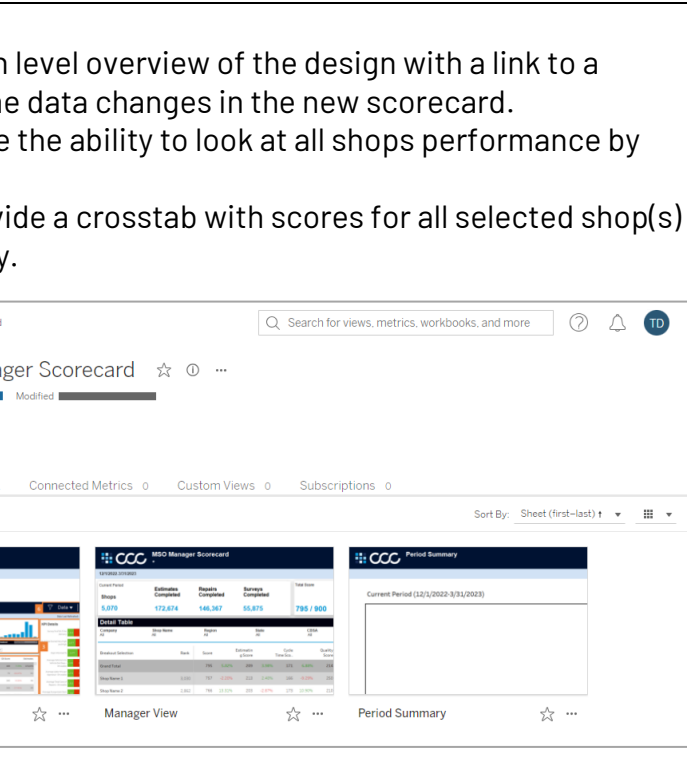
## Access Scorecard Dashboards

Step	Action
1	From within CCC Estimating, select the menu icon, then <b>DRP Scorecard</b> . 

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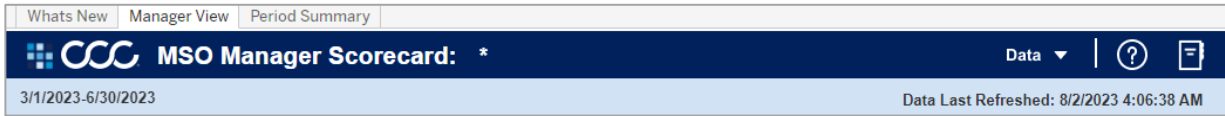
# CCC® Scorecard - MSO Manager Scorecard, Continued

## Access Scorecard Dashboards, continued

Step	Action																				
2	<p>The <b>MSO Manager Scorecard</b> opens in a web browser, click on the MSO Manager Scorecard option.</p>  <p>The screenshot shows the 'CCC ONE Scorecard' interface. At the top, it says 'Owner: APD Administrator'. Below that is a 'New' dropdown and a 'Select All' button. Two scorecard thumbnails are visible: 'MSO Manager Scorecard' (highlighted with an orange border) and 'Single Shop Scorecard'. Both thumbnails show various charts and data tables.</p>																				
	<p>Select one of the 3 sheets:</p> <ul style="list-style-type: none"> <li>• <b>What's New</b> provides high level overview of the design with a link to a document explaining some data changes in the new scorecard.</li> <li>• <b>Manager View</b> will provide the ability to look at all shops performance by different attributes.</li> <li>• <b>Period Summary</b> will provide a crosstab with scores for all selected shop(s) for exporting functionality.</li> </ul>  <p>The screenshot shows the 'MSO Manager Scorecard' interface. On the left is a navigation menu with options like Home, Favorites, Recents, Shared with Me, Recommendations, Collections, and Explore. The main area shows three sheets: 'What's New', 'Manager View', and 'Period Summary'. The 'Manager View' sheet is active and displays a table with columns for 'Estimates Completed', 'Reports Completed', and 'Surveys Completed'. Below the table is a 'Crosstab Table' with columns for 'Shop', 'Metric', 'Score', 'Target', and 'Variance'.</p> <table border="1" data-bbox="721 1465 1055 1627"> <thead> <tr> <th>Shop</th> <th>Metric</th> <th>Score</th> <th>Target</th> <th>Variance</th> </tr> </thead> <tbody> <tr> <td>Shop 1</td> <td>Estimates Completed</td> <td>172,874</td> <td>146,367</td> <td>26,507</td> </tr> <tr> <td>Shop 2</td> <td>Estimates Completed</td> <td>5,070</td> <td>55,875</td> <td>-50,805</td> </tr> <tr> <td>Shop 3</td> <td>Estimates Completed</td> <td>1,000</td> <td>100,000</td> <td>-99,000</td> </tr> </tbody> </table>	Shop	Metric	Score	Target	Variance	Shop 1	Estimates Completed	172,874	146,367	26,507	Shop 2	Estimates Completed	5,070	55,875	-50,805	Shop 3	Estimates Completed	1,000	100,000	-99,000
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# CCC® Scorecard - MSO Manager Scorecard, Continued

## Dashboard Filters



- 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.



### Detail Table:

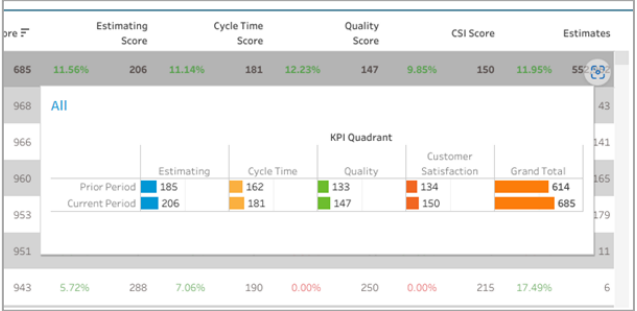
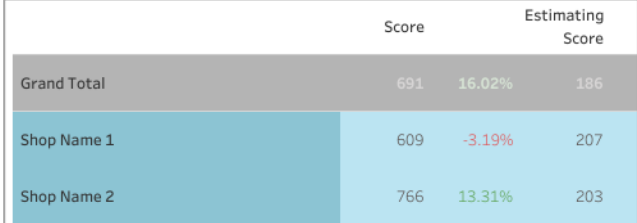
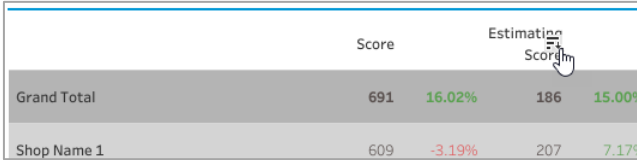
- **Breakout:** Select a detail category from the dashboard to view by **Shop Name, MSO Region, State, CBSA, or Company**.
- **Company:** Select the company name you would like to view from the dropdown.
- **Shop Name:** Select the shop name you would like to view from the dropdown.
- **Region:** Select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



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# CCC® Scorecard - MSO Manager Scorecard, Continued

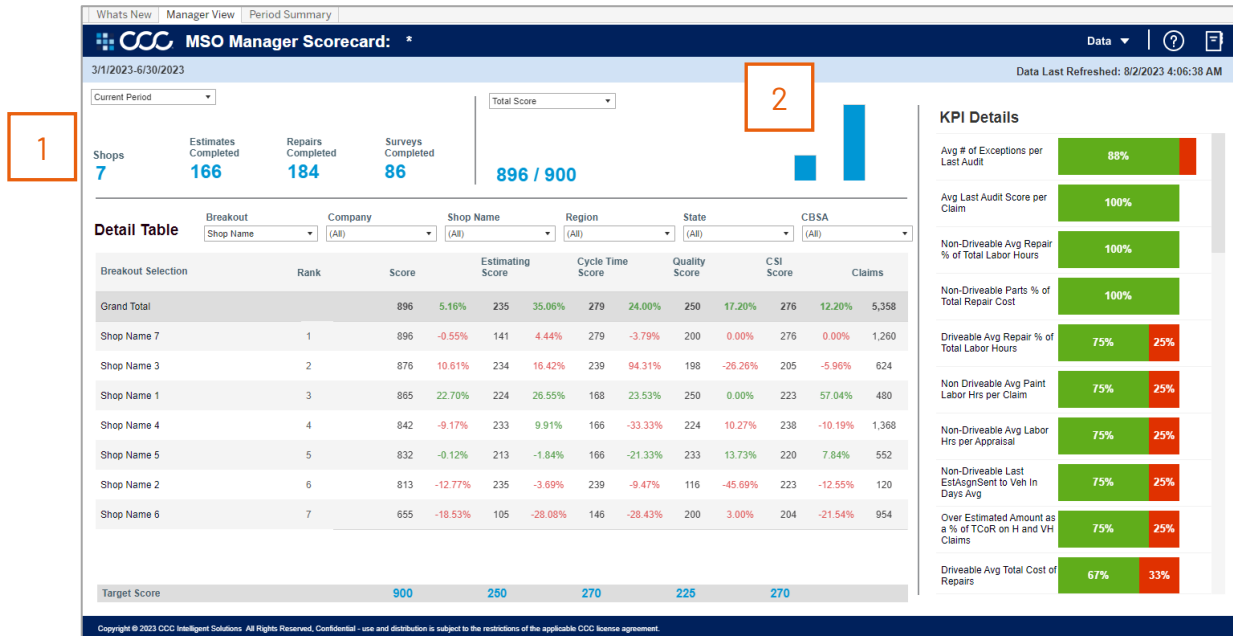
## Dashboard Navigation

Stage	Description																		
1	<p>Hover over a value and a tooltip will display showing the prior vs current period values for each quadrant in a bar chart.</p>  <table border="1"> <caption>KPI Quadrant Data</caption> <thead> <tr> <th>Category</th> <th>Prior Period</th> <th>Current Period</th> </tr> </thead> <tbody> <tr> <td>Estimating</td> <td>185</td> <td>206</td> </tr> <tr> <td>Cycle Time</td> <td>162</td> <td>181</td> </tr> <tr> <td>Quality</td> <td>133</td> <td>147</td> </tr> <tr> <td>Customer Satisfaction</td> <td>134</td> <td>150</td> </tr> <tr> <td>Grand Total</td> <td>614</td> <td>685</td> </tr> </tbody> </table>	Category	Prior Period	Current Period	Estimating	185	206	Cycle Time	162	181	Quality	133	147	Customer Satisfaction	134	150	Grand Total	614	685
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2	<p>Select one or multiple shops to filter the dashboard to display results related to your selection.</p>  <table border="1"> <thead> <tr> <th></th> <th>Score</th> <th>Estimating Score</th> </tr> </thead> <tbody> <tr> <td>Grand Total</td> <td>691</td> <td>186</td> </tr> <tr> <td>Shop Name 1</td> <td>609</td> <td>207</td> </tr> <tr> <td>Shop Name 2</td> <td>766</td> <td>203</td> </tr> </tbody> </table>		Score	Estimating Score	Grand Total	691	186	Shop Name 1	609	207	Shop Name 2	766	203						
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4	<p>Select to sort shop data in ascending or descending order.</p>  <table border="1"> <thead> <tr> <th></th> <th>Score</th> <th>Estimating Score</th> </tr> </thead> <tbody> <tr> <td>Grand Total</td> <td>691</td> <td>186</td> </tr> <tr> <td>Shop Name 1</td> <td>609</td> <td>207</td> </tr> </tbody> </table>		Score	Estimating Score	Grand Total	691	186	Shop Name 1	609	207									
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# CCC® Scorecard - MSO Manager Scorecard, Continued

## MSO Manager Scorecard

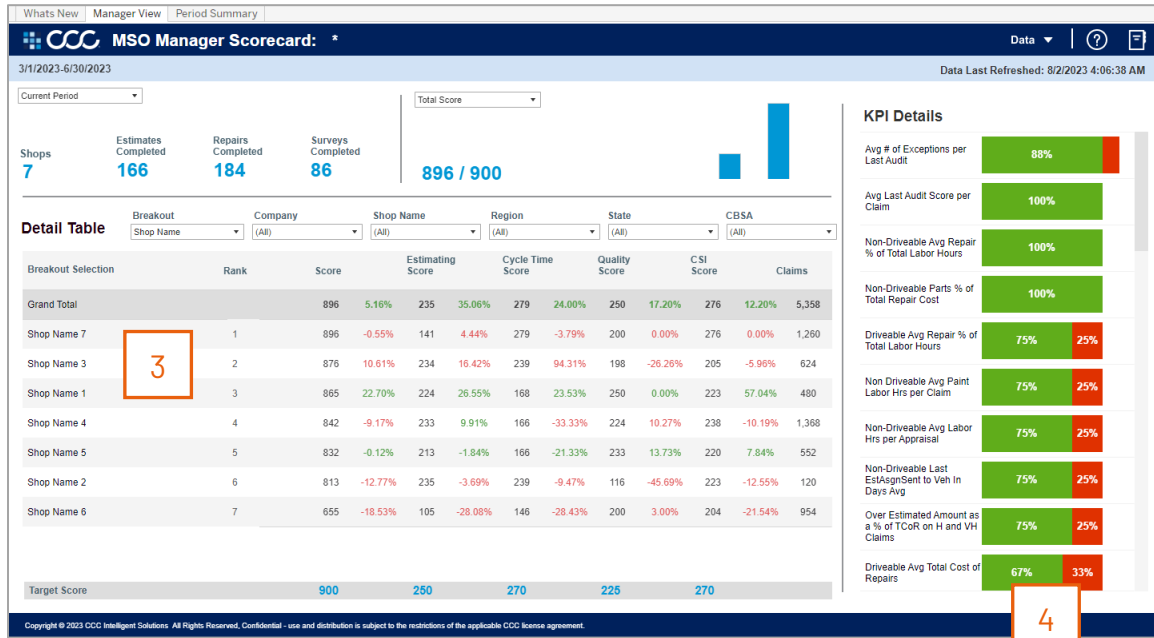


Stage	Description
1	<ul style="list-style-type: none"> <li>Select the dropdown to filter the dashboard by different time periods. By default, Current Period is selected. Select a listed time period of <b>Current Period</b>, <b>Current YTD</b>, <b>Prior Month</b>, <b>Rolling 3 Months</b>, or <b>Rolling 12 Months</b> from the dropdown.</li> <li><b>Shops</b> displays the number of shops that have an active DRP relationship during the selected time interval.</li> <li>An overview of how many <b>Estimates</b>, <b>Repairs</b>, and <b>Surveys</b> were completed in the selected time period based on the filters applied.</li> </ul>
2	<ul style="list-style-type: none"> <li>Select an option to sort the Detail Table by <b>Total Score</b>, <b>Customer Satisfaction</b>, <b>Cycle Time</b>, <b>Estimating</b>, <b>Quality</b>, or <b>Total Score</b>.</li> <li>Displays the average <b>Total Score</b> 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 # 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.</li> </ul>

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# CCC® Scorecard - MSO Manager Scorecard, Continued

## MSO Manager Scorecard, continued



Stage	Description
3	<p>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.</p> <p>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.</p> <p>The <b>Target Score</b> 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.</p> <p><b>Note:</b> 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.</p>
4	<p>Displays the <b>KPI name</b> along with the percentage of repair facilities that had an exception and did not.</p> <p>The <b>red</b> signifies the # of shops with an exception for the given KPI where as the <b>green</b> 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.</p> <p><b>Note:</b> 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.</p>

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# CCC® Scorecard - MSO Manager Scorecard, Continued

## Period Summary

Current Period (3/1/2023-6/30/2023)

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 Repair % of Total Labor Hrs
burgh, PA	757	213	166	250	83	25.0	8.7	41.95%	
burgh, PA	766	203	173	210	46	25.6	8.3	40.47%	
burgh, PA	712	217	128	201	49	20.4	6.8	34.61%	
burgh, PA	712	222	167	158	31	19.8	7.2	39.61%	
burgh, PA	727	202	153	191	83	30.1	9.8	35.72%	
ta-Waterville, ME	733	169	99	250	5	10.3	4.3	43.58%	
ork-Newark-Jersey City, NY-NJ-PA	779	210	136	226	65	25.2	8.6	40.58%	
ork-Newark-Jersey City, NY-NJ-PA	646	175	95	203	18	31.4	11.4	48.83%	
r, ME	494	20	97	250	0	0.0	0.0	0.00%	
o-Cheektowaga, NY	273	119	58	96	1	52.0	0.0	0.00%	
ukee-Waukesha, WI	510	99	54	230	1	60.2	16.3	0.00%	
ancisco-Oakland-Berkeley, CA	293	149	36	108	2	11.0	0.0	0.00%	
ancisco-Oakland-Berkeley, CA	552	236	190	126	7	5.4	0.0	0.00%	
ancisco-Oakland-Berkeley, CA	871	228	194	250	93	16.2	6.1	46.70%	
in-The Woodlands-Sugar Land, TX	830	204	227	215	25	31.1	10.0	47.28%	
Fort Worth-Arlington, TX	918	223	242	250	14	32.3	9.3	58.88%	
gham, WA	610	137	96	250	1	6.8	4.0	0.00%	
e-Tacoma-Bellevue, WA	792	226	103	233	0	0.0	0.0	0.00%	

Stage	Description
1	Click <b>Yes</b> from the <b>Show Crosstab</b> section to populate the Period Summary view. <b>Note:</b> 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 <b>Yes</b> to remove exception details when downloading the data out of Tableau. When <b>No</b> 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. <b>Red</b> values mean that the claim did not meet the target value and <b>green</b> notes that the claim met or exceeded the target.
4	Use the slider to view more metrics.
5	Click <b>Download</b> to export the details from this view for further analysis in an Excel® or CSV file format.

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# CCC® Scorecard - MSO Manager Scorecard, Continued

## 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**.

The screenshot displays the MSO Manager Scorecard for Demo Company 1. It features a navigation bar with 'What's New', 'Manager View', and 'Period Summary'. The main content area includes a summary dashboard with key metrics like 'Estimate Submitted' (4,371), 'Orders Submitted' (125,918), and 'Repairs Completed' (130,498). A 'Total Score' of 793/900 is shown with a bar chart. Below this is a 'Detail Table' with columns for Shop Name, Breakout, Company, Shop Name, Region, State, and CSFA. To the right, 'KPI Details' are presented as a series of horizontal bar charts for metrics such as 'Avg # of Customers per Last Audit' (95%), 'Avg Last Audit Score per Shop' (90%), and 'Over Estimated amount as % of Total as of 11 and 14 Days' (75%).

**Welcome to the new DRP Scorecard, powered by Tableau**

*With an improved layout, the new DRP Scorecard offers more interaction and better insights:*

- 1. Overview** - View overall performance of your shops in the selected time period.
- 2. Score Distribution** - See distribution of shops by score for the selected attribute.
- 3. Detail Selection** - Select attributes to filter the Detail Table.
- 4. Detail Table** - View shop performance by the selected breakout value along with period over period change.
- 5. KPI Details** - See how many shops are (or are not) meeting designated performance thresholds.
- 6. Extras** - select "Data" to apply filters; the book icon provides a glossary of commonly-used terms; choose the question mark icon to visualize an overlay of helpful tips.

Click [Here](#) for more detailed information on these updates.

For additional help, visit [cccis.com/team](https://cccis.com/team) to find your local representative.