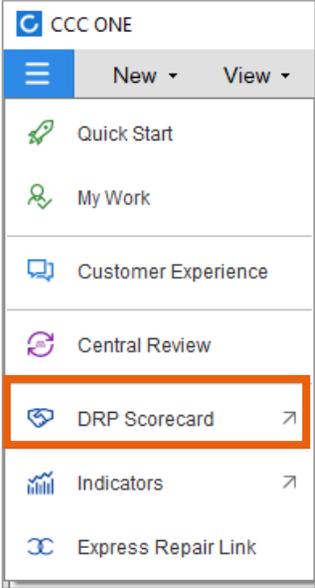
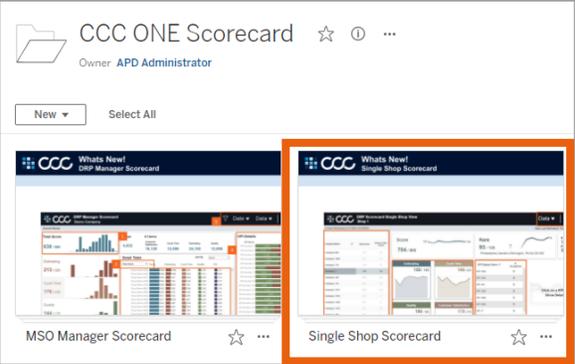


CCC® Scorecard – Shop View Dashboard

Introduction The CCC® Scorecard is designed to give shops access to the same information that their Direct Repair Program (DRP) partner uses to measure their performance. Getting visibility into their performance gives shops actionable information to improve their standing with a given DRP and receive more assignments.

This job aid provides guidance on how individual(s) at the Repair Facility (RF) can utilize the CCC ONE Scorecard to view performance. Users can pinpoint the reason for the performance and take action to improve.

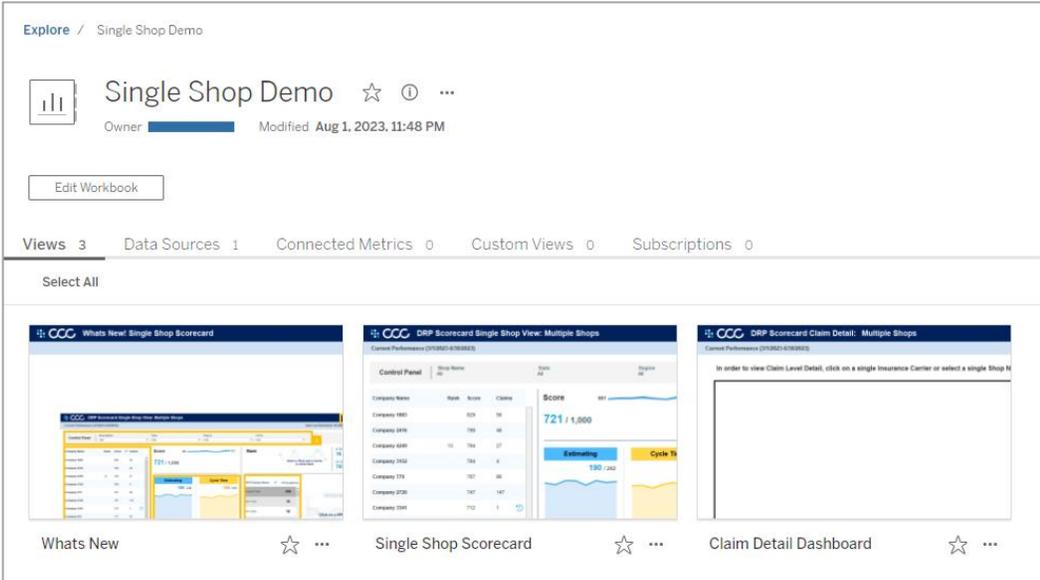
Access Scorecard Dashboards

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

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CCC® Scorecard – Shop View Dashboard, Continued

Access Scorecard Dashboards, continued

Step	Action																																
3	<p>Select one of the 3 sheets:</p> <ul style="list-style-type: none"> • What's New provides high level overview of the design with a link to a document explaining some data changes in the new scorecard • Single Shop Scorecard will provide the ability to look at all shops performance. • Claim Detail Dashboard will provide claim level information that can be exported.  <p>The screenshot shows a dashboard titled 'Single Shop Demo' with the following components:</p> <ul style="list-style-type: none"> Header: 'Explore / Single Shop Demo', 'Single Shop Demo' title with star and refresh icons, 'Owner [redacted]', 'Modified Aug 1, 2023, 11:48 PM', and an 'Edit Workbook' button. Navigation: 'Views 3', 'Data Sources 1', 'Connected Metrics 0', 'Custom Views 0', 'Subscriptions 0'. Content Area: 'Select All' followed by three dashboard thumbnails: <ul style="list-style-type: none"> What's New: A thumbnail showing a document overview. Single Shop Scorecard: A thumbnail showing a table of company performance. <table border="1"> <thead> <tr> <th>Company Name</th> <th>Rank</th> <th>Score</th> <th>Claims</th> </tr> </thead> <tbody> <tr><td>Company 1883</td><td>533</td><td>56</td><td></td></tr> <tr><td>Company 2816</td><td>769</td><td>46</td><td></td></tr> <tr><td>Company 4088</td><td>10</td><td>74</td><td>27</td></tr> <tr><td>Company 3932</td><td>764</td><td>6</td><td></td></tr> <tr><td>Company 279</td><td>107</td><td>86</td><td></td></tr> <tr><td>Company 2728</td><td>747</td><td>147</td><td></td></tr> <tr><td>Company 3341</td><td>712</td><td>1</td><td></td></tr> </tbody> </table> Claim Detail Dashboard: A thumbnail showing a detailed view with a note: 'In order to view Claim Level Detail, click on a single Insurance Carrier or select a single Shop N'. 	Company Name	Rank	Score	Claims	Company 1883	533	56		Company 2816	769	46		Company 4088	10	74	27	Company 3932	764	6		Company 279	107	86		Company 2728	747	147		Company 3341	712	1	
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CCC® Scorecard – Shop View Dashboard, 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** time frame for the scores in the view.
- Shows the **Data Last Refreshed** date and time. New claim data is brought into the scorecard every Sunday. Daily changes are for insurance carrier hierarchy and configuration changes similar to MicroStrategy Scorecard.

Single Shop Scorecard

Control Panel:

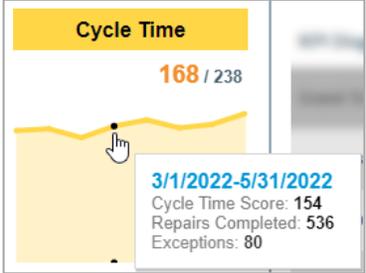
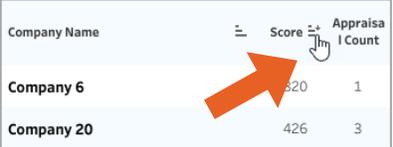
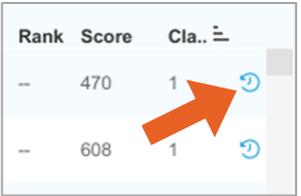
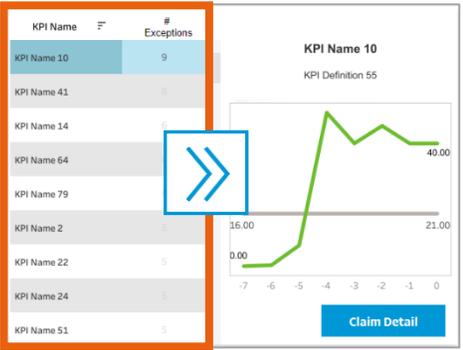
- **Shop Name:** Select the shop name you would like to view from the dropdown.
- **State:** Select the shop state you would like to view from the dropdown.
- **Region:** Select the Region you would like to view from the dropdown.
- **Shop CBSA:** Select the shop CBSA you would like to view from the dropdown.

Control Panel	Shop Name	State	Region	CBSA
	(All) ▼	(All) ▼	Region 1 ▼	(All) ▼

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CCC® Scorecard – Shop View Dashboard, Continued

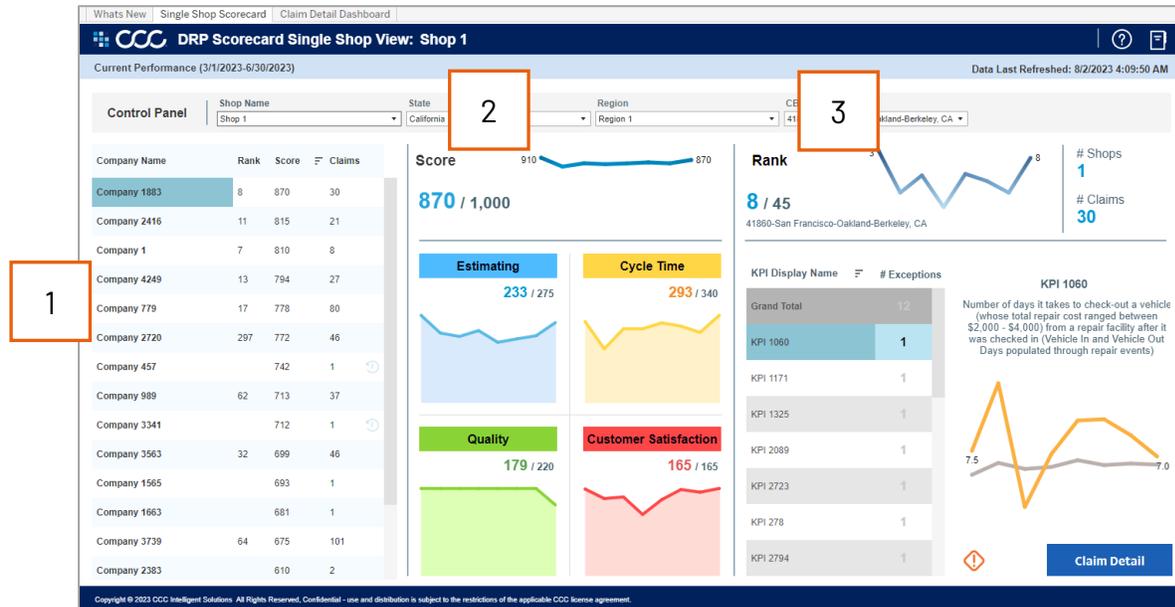
Dashboard Navigation

Stage	Description
1	<p>Hover over dashboard elements to view additional details.</p> 
2	<p>Select the Accending/Desending icon to change the order of metrics displayed in the list.</p> 
3	<p>To View shops that have no estimates written in the current period, you can look for this clock icon on the left side pane. This means the shop maintained their Estimating and Quality scores from the prior period due to a lack of volume when it comes to the respective insurance carrier partner. Once an estimate is written the score will calculate on the new volume and the icon will disappear.</p> 
4	<p>Select a Shop and Company Name to populate the Rank section.</p> 
5	<p>Click on a KPI to show the details in a line chart for the current and prior periods.</p> <p>Note: The exclamation point reiterates there is an exception for that KPI. An exception is when a shop fails to meet or exceed the local market target for a given KPI.</p> 
6	<p>Click the Claim Details button to navigate to the Claim Details tab.</p> 

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CCC® Scorecard – Shop View Dashboard, Continued

Single Shop Scorecard

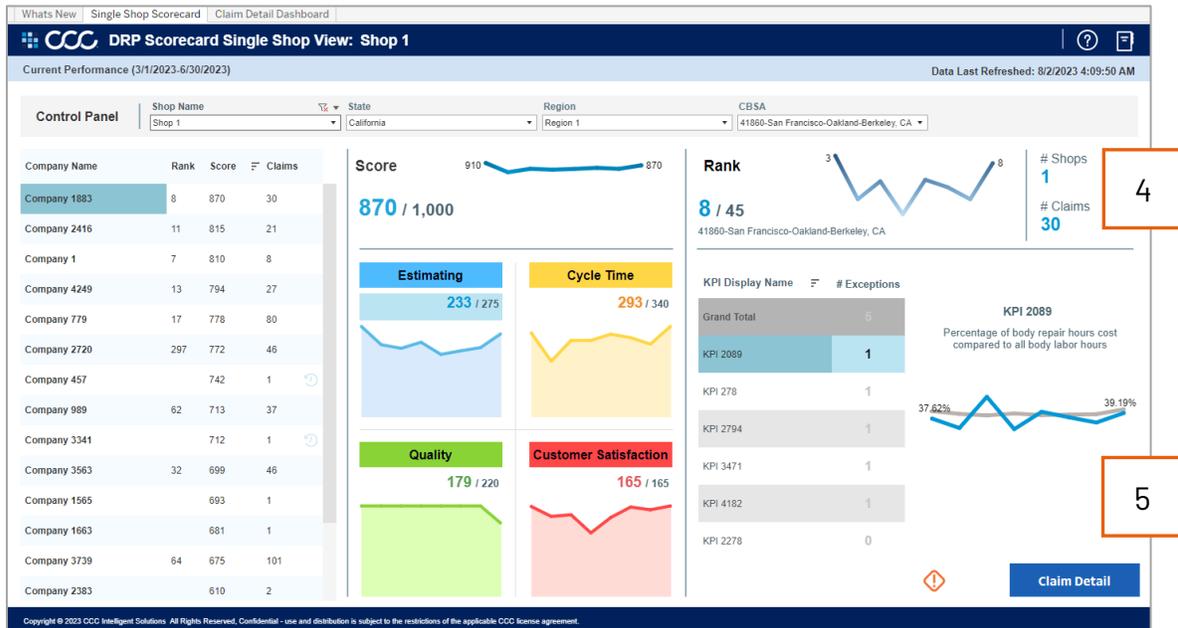


Stage	Description
1	<p>View the shops the user manages:</p> <ul style="list-style-type: none"> • Company Name: Displays a list of Companies that the shops selected have a DRP relationship with. • Rank: Displays the company rank in the current period for that insurance carrier. • Score: Displays the company's total score in the current time period. • Claims: Displays the total number of claims the shop "touched" in the current time period for the given insurance carrier (Touched is defined as wrote estimate or completed latest repairs for a given claim). <p>Note: When logging in, the user will see weighted values across insurance carriers and quadrants. Select a single shop in the Control Panel dropdown to view one shop's performance.</p>
2	<p>The Score and KPI Tiles area displays a weighted scoring when no shop is selected in the left pane. When a single shop is selected, their performance is provided for the current period as well as over the last 7 periods.</p> <p>Note: Hover over the Score's trend line to view how the score changed over time. The KPIs vary based on your configurations.</p>
3	<p>The Rank for the shop is determined based on the score of the selected company. It is calculated only when a repair facility works on a minimum of 6 estimates in the most recent time period.</p> <p>Note: The trend line indicates the rank's change over time. Total Estimates can be seen when hovering over Estimating line chart.</p>

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CCC® Scorecard – Shop View Dashboard, Continued

Single Shop Scorecard



Stage	Description
4	<ul style="list-style-type: none"> • # of Shops: Displays the number of shops selected in the dashboard. • # Claims: Displays the number of claims worked on by the selected shop and insurance carrier.
5	<p>Displays the KPI Metrics associated to the KPI tiles. Select a KPI to show the trend line for the value and target. The # Exceptions shows the combined number of targets that are missed by the repair facility. Click the Claim Detail button to view the Claim Detail Dashboard tab. Note: Click on a Quadrant score (e.g., <i>Estimating</i>) to filter both the Exception list and claim detail to that quadrant.</p> <p>Click a KPI name to Show the detail.</p>

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CCC® Scorecard – Shop View Dashboard, Continued

Claim Detail Dashboard

Stage	Description
1	Select Yes to display the claim level data. Note: It is recommended that you switch the Show Crosstab to No when switching back to the Single Shop Scorecard 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	Shows the company or shop selected. If neither a company nor shop is selected in the prior screen the claim detail report will not generate.
4	View the Claim level detail by: <ul style="list-style-type: none"> The Claim Number, additionally, you can use the claim number to locate the Workfile in your CCC unit. The individual Shop location. The claim related details, shows claim level details for the metrics for the corresponding KPI tiles. Claim Level data provides users with easy access to the claims that are included in the shop's Score for the current period. Users can sort this data on any of the columns in this table.
5	Use the slider to view more metrics.
6	Click Download to export the details from this view for further analysis in an Excel® or CSV file format.

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CCC® Scorecard – Shop View Dashboard, 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 shows the 'CCC DRP Scorecard Single Shop View: Multiple Shops' interface. It includes a 'Control Panel' with filters for Shop Name, State, Region, and CUSA. A table lists insurance companies with columns for Name, Score, and Claim. The main dashboard features a 'Score' section with a line chart showing a score of 721 / 1,000, and a 'Rank' section with a bar chart. There are also four quadrant charts for Estimating (199 / 242), Cycle Time (163 / 235), Quality (159 / 147), and Customer Satisfaction (134 / 243). A table on the right lists KPIs with columns for KPI Display Name, # of Exemplars, and a score. A 'Claim Detail' button is located at the bottom right. Numbered callouts 1 through 6 point to various elements: 1. Control Panel, 2. Insurance Company List, 3. Quadrant Scores, 4. KPI Details, 5. Claim Detail, and 6. Extras.

Welcome to the new and improved scorecard in Tableau!

The scorecard contains the same insights as before but has improved aesthetic and functionality! The list below provides a high-level overview of the new scorecard.

- 1. Control Panel** - Filter the data in the view based on the shop name and location.
- 2. Insurance Company List** - Click on the insurance company to update all the scores and KPI values on the right side of the dashboard
- 3. Quadrant Scores** - Shows aggregate scores in each quadrant in the selected time period. Click on the quadrant to filter the KPI list on the right.
- 4. KPI Details** - Click on an individual KPI to see how a given shop has performed relative to this metric over 7 periods. Will also display more information about the KPI.
- 5. Claim Detail** - Click this button to navigate to claim detail. Will show KPI values at a claim level for further analysis.
- 6. Extras** - Click on the book icon for a glossary. Click on the question mark for a useful help overlay.

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

For additional help, visit cccis.com/team to find your local CCC representative.