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	From within CCC Estimating, selec	ct the menu icon,	C	CC ONE	
			Ξ	New -	View -
			Ð	Quick Start	
			R,	My Work	
			Q	Customer Exp	erience
			S	Central Review	v
			S	DRP Scorecar	d∣⊐
			ដណ៍	Indicators	7
			x	Express Repa	ir Link
2	The Single Shop Scorecard opens in a web browser, click on the Single Shop Scorecard option.	CCC ONE Scored owner APD Administrator New Telect All Control Control	ard z	White Newl Stopic Stopics COC Control Stopic	



Access Scorecard

Dashboards, continued

Step	Action
3	 Select one of the 3 sheets: 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.
	Explore / Single Shop Demo III Single Shop Demo Owner Modified Aug 1, 2023, 11:48 PM Edit Workbook Views 3 Data Sources 1 Connected Metrics 0 Custom Views 0 Select All
	Image: Contract String Storp Scorecard Image: Contract Storp Storp Scorecard Image: Contract Storp Storp Score Storp Storp Storp Storp Score Storp Storp Score Storp St



Dashboard Filters

 Current Performance (3/1/2023-6/30/2023)
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- 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 (All) (A
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Dashboard Navigation

Stage	Description
1	Hover over dashboard elements to view additional details.
2	Select the Accending/Desending icon to change the order of metrics displayed in the list.
3	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.
4	Select a Shop and Company Name to populate the Rank section.
5	Click on a KPI to show the details in a line chart for the current and prior periods. 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.
6	Click the Claim Details button to navigate to the Claim Details tab.



Single Shop Scorecard

	Whats New Single Sho	p Scorecard	Claim	n Detail Dashboar	d					
	CCC DRP	Scoreca	ard Sir	ngle Shop V	iew: Shop) 1				0 🗐
	Current Performance (3/	1/2023-6/30	/2023)						-	Data Last Refreshed: 8/2/2023 4:09:50 AM
	Control Panel	Shop Name Shop 1	9		State California	2	Region Region 1	- 41 3	ikland-Berkeley, C	iA •
	Company Name	Rank	Score	≓ Claims	Score	910	870	Rank	-	× / ⁸ # Shops
	Company 1883	8	870	30	870	/ 1,000		8 / 45	M	# Claims
	Company 2416	11	815	21				41860-San Francisco-Oaklan	nd-Berkeley, CA	30
	Company 1	7	810	8		Estimating	Cycle Time			
	Company 4249	13	794	27		233 (275	203/240	KPI Display Name 🖃	# Exceptions	KPI 1060
1	Company 779	17	778	80		2001213	2537340	Grand Total		Number of days it takes to check-out a vehicle (whose total repair cost ranged between
	Company 2720	297	772	46		\sim		KPI 1060	1	\$2,000 - \$4,000) from a repair facility after it was checked in (Vehicle In and Vehicle Out Days populated through repair events)
	Company 457		742	1 🔊				KPI 1171	1	
	Company 989	62	713	37						Λ
	Company 3341		712	1 🔊		Quality	Queterner Detiste dien	KPI 1325		$\wedge \frown$
	Company 3563	32	699	46		Quality 179 / 220	165 / 165	KPI 2089	1	7.5 7.0
	Company 1565		693	1			\sim	KPI 2723	1	
	Company 1663		681	1				KPI 278	1	V
	Company 3739	64	675	101						
	Company 2383		610	2				KP1 2794	ĩ	Claim Detail

Stage	Description
1	 View the shops the user manages: 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).
	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.
2	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.
	Note: Hover over the Score's trend line to view how the score changed over time. The KPIs vary based on your configurations.
3	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.
	Note: The trend line indicates the rank's change over time. Total Estimates can be seen when hovering over Estimating line chart.



Single Shop Scorecard

Whats New Single Shop	o Scorecard	Claim	Detail Dash	board					
	Scoreca	rd Sir	ngle Sho	p Viev	v: Shop 1				? =
Current Performance (3/	1/2023-6/30	2023)							Data Last Refreshed: 8/2/2023 4:09:50 AM
Control Panel	Shop Name Shop 1	•		√ ₹	State California	Region Region 1	CBSA • 41860-San Fr	ancisco-Oakland-Berkeley, CA	•
Company Name	Rank	Score	₹ Claims		Score 910 🔨	870	Rank	3	× / ⁸ # Shops
Company 1883	8	870	30		870 / 1.000		8 / 45		# Claims
Company 2416	11	815	21				41860-San Francisco-	Dakland-Berkeley, CA	30
Company 1	7	810	8		Estimating	Cuala Tima			
Company 4249	13	794	27		233 / 275	203/240	KPI Display Name	= # Exceptions	
Company 779	17	778	80		2007213	2007.340	Grand Total	5	KPI 2089 Percentage of body repair hours cost
Company 2720	297	772	46			\sim	KPI 2089	1	compared to all body labor hours
Company 457		742	1				KPI 278	1	
Company 989	62	713	37						37.62% 39.19%
Company 3341		712	1		Quality	Customer Satisfaction	KPI 2794		
Company 3563	32	699	46		179 / 220	165 / 165	KPI 3471	1	
Company 1565		693	1				KPI 4182	1	5
Company 1663		681	1			\sim	KPI 2278	0	
Company 3739	64	675	101						
Company 2383		610	2						Claim Detail

Stage		D	escriptio	n					
4	• # of Shops: Displays t	e dashboard.							
	• # Claims: Displays the number of claims worked on by the selected shop and								
	insurance carrier.			_	- -				
5	Displays the KPI Metrics for the value and target. that are missed by the re Detail Dashboard tab. No the Exception list and cl Click a KPI name to Show Estimating 233 (275 Quality 179 (220	associated to The # Except epair facility. (ote: Click on a aim detail to t w the detail. Cycle Time 293/340 Customer Satisfaction 165/165	Click the Click the C Quadrant hat quadr KPI Display Name Grand Total KPI 1060 KPI 1171 KPI 1225 KPI 2009 KPI 2723	tiles. Select ws the com Claim Detai t score (e.g rant.	t a KPI to show the trend line Ibined number of targets I button to view the Claim ., Estimating) to filter both				
		\sim	KPI 278	1					
			KPI 2794	1	Claim Detail				



Claim Detail Dashboard

^{company 1883} 3										1	Show Claim Detail? Yes No Fstimating	> Hide Exceptions O Yes () No		
Claim Number	Loss Category	Total Loss Flag	Driveable Flag	Vehicle Make	Vehicle Model	Vehicle Year	KPI	397953	KPI 554071	KPI 634193	KPI 714315	KPI 819769	KPI 975887	
LMNBR99379	Collision	0	NON-DRIVEABLE	Lincoln	MKZ	2020		0	0	1	7,229	0	233	
LMNBR103408	Collision	0	DRIVEABLE	Chrysler	300	2019		0	0	1	0	2,750	77	
LMNBR181606	Collision	0	DRIVEABLE	Toyota	Prius	2018		0	0	0	0	3,808	69	
LMNBR191271	Liability	0	DRIVEABLE	Ford	F-150	2016		0	0	1	0	8,034	123	
LMNBR210475	Liability	0	DRIVEABLE	Toyota	4Runner	2020		1	0	0	0	1,607	61	
LMNBR249514	Collision	1	NON-DRIVEABLE	Unknown	Unknown	UNK		0	0	0	12,520	0	111	
LMNBR276468	Collision	1	NON-DRIVEABLE	Unknown	Unknown	2010	_	0	0	0	4,345	0	75	
LMNBR397615	Collision	0	DRIVEABLE	Volkswagen	Atlas	2019		1	0	0	0	2,095	104	
LMNBR480324	Collision	0	DRIVEABLE	Hyundai	Santa Fe XL	2019	1	1	1	0	0	2,550	32	
LMNBR493153	Liability	0	DRIVEABLE	Toyota	Corolla	2016	4	0	0	1	0	6,596	117	
LMNBR495352	Comprehen	0	DRIVEABLE	Ford	Escape	2017		0	0	0	0	0	0	
LMNBR559946	Liability	0	DRIVEABLE	Volkswagen	Jetta	2019		1	0	1	0	5,642	147	
LMNBR600461	Collision	1	NON-DRIVEABLE	Ка	Sportage	2020		1	0	1	7,543	0	109	
LMNBR619508	Comprehen	0	DRIVEABLE	Subaru	Forester	2022		1	0	1	0	2,738	32	
LMNBR630654	Collision	0	DRIVEABLE	Hyundai	Elantra	2017		1	0	0	0	1,992	188	
LMNBR700649	Comprehen	0	DRIVEABLE	Subaru	Forester	2019		1	0	1	0	4,847	43	
LMNBR830073	Collision	0	DRIVEABLE	Chevrolet	Traverse	2020		1	0	1	0	11,399	191	
LMNBR863086	Collision	0	NON-DRIVEABLE	Hyundai	Santa Fe	2017		0	0	1	13,072	0	163	
LMNBR863271	Liability	0	DRIVEABLE	Hyundai	Elantra GT	2018		1	0	1	0	1,943	28	
LMNBR869743	Collision	1	DRIVEABLE	Toyota	Tundra 4WD	2008		1	0	1	0	8,504	217	
I MURDHAADAD	Liability	0	DRIVEABLE	Honda	CR-V	2010		1	1	0	0	1.414	17	

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: 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.

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**.

								Welcome to the new and improved scorecard in Tableau!
Current Performance	RP Scorecard Si (1/1/2023-6/30/2023)	ingle Shop	View: Multiple Shops			Data Lest R	1 (1) (1) (1) (1) (1) (1) (1) (1) (1) (1	The scorecard contains the same insights as before but has improved asthetic and functionality! The list below provides
Control Panel	Shop Name (Al)		State (AI)	Region V (A8)	CBSA (Al)	• 1		high-level overview of the new scorecard.
Company Name Company 1863 Company 2415	Rank Score 829 739	7" Claims 56 45	Score 551	721	Rank	Select a Shop and a Carrie to show Rank	# Shops 16 # Claims 787	and location. 2. Insurance Company List - Click on the insurance company to updi all the scores and KPI values on the right side of the dashboard
Company 4249 Company 3152 Company 779 Company 2720	13 794 784 787 787	27 4 05 147	Estimating 190/242	Cycle Time 168 / 238	KPI Display Name 2" Grand Total KPI 1563	# Exceptions 335 19		 Quadrant Scores - Shows aggregate scores in each quadrant in th selected time period. Click on the quadrant to filter the KPI list on the right. KPI Details - Click on an individual KPI to see how a given shop ha
Company 3341 Company 457 Company 1 Company 3563	712 711 711 32 699	1 20 60 45	Quality 169 / 197	Customer Satisfaction 1947243	KPI 2000 KPI 1876 KPI 2009	18 C	lick on a KPI to Show Detail	performed relative to this metric over / 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.
Company 1565 Company 1663 Company 3739	693 681 64 675	1		\sim	KPI 3049	13 12		mark for a useful help overlay.
Company 589 Copyrgin 8 2023 CCC Intellige	653 H Soldons All Rights Reserved, C	163 ortóental Pices ant de	2 uter to the restored of the applicable CCC for	ne agreenent <mark>3</mark>	KPI 1325	11	Claim Detail	Click Here for more detailed information on these updates.

