

CCC Active Schedule™ Solution

Increase productivity and decrease cycle time—increase customer satisfaction

Scheduling an appraiser's day is critical in maintaining a reasonable timeline between first notice of loss and appraisal.

There is a lot involved- from selecting the appropriate resource for an appraisal (travel time, skill set, availability) to the logical mapping of daily routes. That's why efficient scheduling can affect appraiser productivity, claim cycle time, and customer satisfaction.

Unfortunately, the traditional method of managing appraiser schedules is inefficient and labor intensive:

- > Manual mapping of daily routes
- > Multiple phone calls to manage appointments
- > Efficiency and productivity sapped by limited visibility to schedules and staffing
- > Manual, inefficient processes increases cycle time
- > Lack of information and tools to help identify areas for improvement

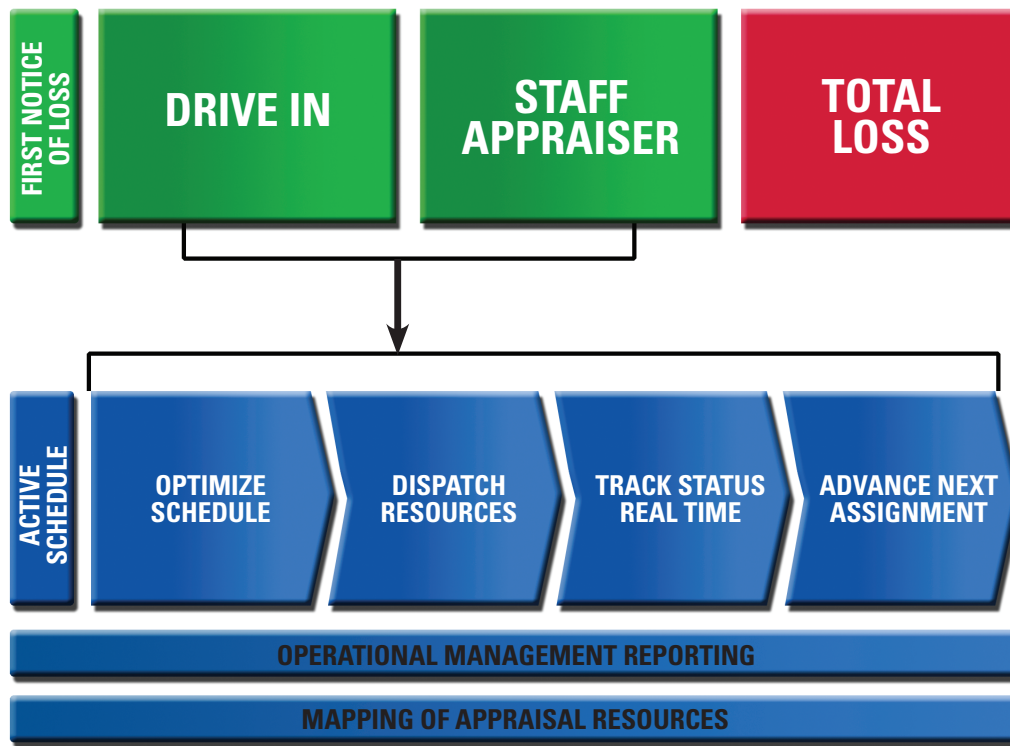
Fortunately, there's a solution that can help streamline your appraisal process.

CCC Active Schedule™ Solution—an integrated intelligent dispatch system that manages the scheduling of staff appraisers and drive-in facilities from as early as FNOL through appraisal.

ACTIVE SCHEDULE FEATURES:

- > **Integrated base solution**—CCC Active Schedule™ leverages existing interface integration of CCC Pathways® estimating and CCC Autoverse® workflow systems
- > **Active Analytics™**—an optional feature that supplies productivity and performance measures via schedule-centric reports
- > **Active Mobility™**—an optional feature that provides real-time status updates to dispatcher for both auto and property
- > **Active Planner™**—an optional feature that allows dispatchers to dynamically graphically manage appraisers' territories
- > **Turn-by-Turn Directions**—offers maps and directions from one appointment to the next

HOW CCC ACTIVE SCHEDULE™ SOLUTION WORKS



INCREASE PRODUCTIVITY

- > Increase the number of appointments with less manual operations and efficient scheduling
- > Improve propensity to dispatch the least expensive and most appropriate resource by dynamically managing territories and gaining real-time visibility into status and location

DECREASE CYCLE TIME

- > Set appraisal appointment as early as first notice of loss
- > Navigate easily from one appointment to the next with turn-by-turn directions
- > Identify areas for improvement with the help of measured results

INCREASE CUSTOMER SATISFACTION AND RETENTION

- > Settle claims faster
- > Reduce the need for policyholders to call for appointment status
- > Allow dispatchers more time to focus on exceptions, such as no shows or traffic delays, and unique customer care

Streamline your appraisal process and help increase your policyholder satisfaction with CCC Active Schedule™ Solution.