

DingGo KPI synopsis:

DingGo Requests	Quote %	Quote #	Onsite Quote Speed (days)	Desktop Quote Speed (days)	Job Win %	Jobs Comp	Average Rating	All Time Rating	Last Complaint	Delay Average	Supp Rate	Total In Quote	Total In Audit	Compl. In.	All Time Supp	All Time Assessed Jobs	All Time Insurance Jobs	All Time Jobs over \$k	All Time Fleet Jobs	KPI Score	KPI TY	KPI Graph	Notes	Star	History
2	100%	1	1	1	100%	0	5	5				0	0	0	0	0	0	0	0	0%	1%			1 star 2	

- **DingGo Requests:** (10% of overall KPI)
 - This is the number of times DingGo sends a request for quote in a specific month (photo and onsite). Think of it as the number of new potential jobs.
- **Quote %:** (15% of overall KPI)
 - This shows what percentage of those requests repairer actually provided a quote for in that same month. A higher percentage means we're responding to more customer inquiries.
- **Quote #:**
 - This is the total number of those requests the repairer actually provided a quote for in that same month. It's the raw number of our responses.
- **Onsite Quote Speed (days):** (10% of overall KPI)
 - This measures how quickly repairers provide a quote from the onsite date, measured in days. It's the average number of days it takes across all jobs in that month.
- **Desktop Quote Speed (days):** (10% of overall KPI)
 - This measures how fast repairers provide quotes for jobs that can be quoted via photos. This is also measured in the average number of days.
- **Job win %:** (10% of overall KPI)
 - This shows what percentage of the jobs we quoted on in a month that we actually won. A higher percentage means our quotes are competitive and we're winning jobs.
- **Jobs Comp:** (5% of overall KPI)
 - This is the number of jobs we finished in a month.
- **Average Rating:** (5% of overall KPI)
 - This is the average customer satisfaction rating we received in a month from reviews. It tells us how happy our customers are with our recent work.
- **All Time Rating:** (5% of overall KPI)
 - This is the overall average of all customer ratings we have ever received.
- **Last Complaint:** (10% of overall KPI)
 - This is a record of the most recent customer complaint we've received. It helps us identify areas where we need to improve.
- **Delay Average:** (5% of overall KPI)
 - This measures how much we're going over our estimated completion times. It's the average number of days we're late on jobs we finished in a month.
- **Supp Rate:** (5% of overall KPI)
 - This shows the percentage of jobs where we had to add extra work or materials (a "supplementary"). It can indicate how accurate our initial estimates are.

In essence:

- DingGo are tracking how many opportunities we get (Requests), how well we respond (Quote %), how many jobs we win (Job win %), and how efficiently we complete them (Jobs Comp, Delay Average).
- DingGo are also looking at customer satisfaction through ratings and complaints.