

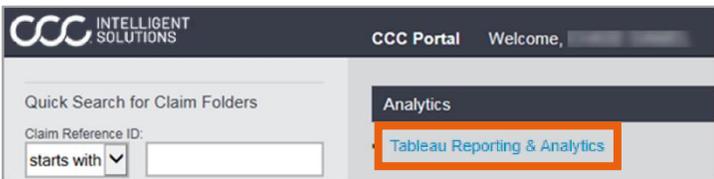
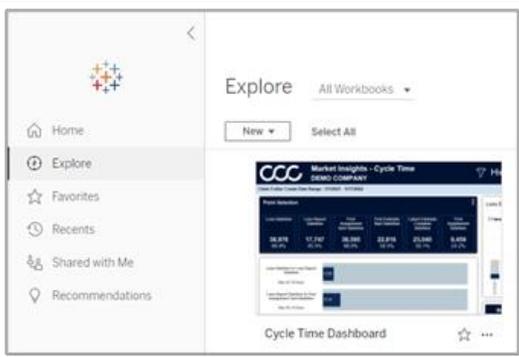
Cycle Time Dashboard

Introduction The **Cycle Time** dashboard allows you to measure cycle times for selected intervals, then compare these against various attributes and metrics.

This dashboard allows you to do the following:

- Identify time periods where cycle times are increasing or decreasing.
- Compare average cycle times across different geographies, claim channels, or vehicle attributes.
- Understand how utilization of different CCC products impacts different cycle times.
- Understand the number of claims that are populated for a given cycle time increment with and without a specified CCC product.

Access Cycle Time Dashboard

Step	Description
1	Enter your User ID and Password to login to the CCC® Portal.
2	Click the Tableau Reporting & Analytics link in the Analytics section of the CCC Portal home page. A new Analytics window opens. 
3	Click Explore on the left side panel.
4	Select All Workbooks from the dropdown.
5	Select the Cycle Time Dashboard . 

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Cycle Time Dashboard, Continued

Dashboard Filters



Market Insights - Cycle Time
Demo Company

Claim Folder Create Date Range : 9/1/2022 - 9/21/2023

Data Last Refreshed: 9/4/2023 9:09:20 AM

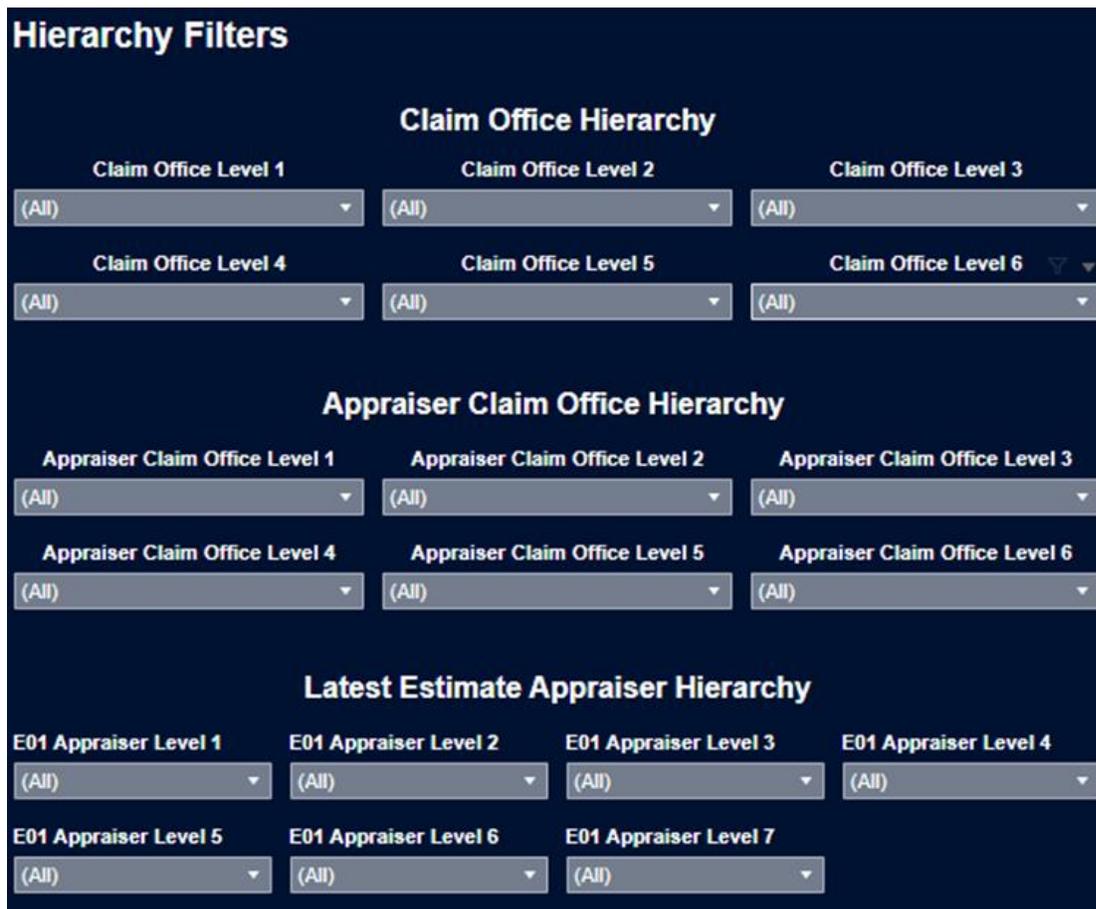
Question Mark and **Book** icon:

- Select the **Question Mark** icon to enable a help overlay for dashboard tips.
- Select the **Book** icon to open the dashboard glossary.

Note: Click **Apply** to set the changes to the selection made.

Hierarchy Filters

- Select a **Claim Office** for each level.
- Select an **Appraiser(s)** for the Latest Estimate for each level.



Claim Office Hierarchy

Claim Office Level 1 (All) Claim Office Level 2 (All) Claim Office Level 3 (All)

Claim Office Level 4 (All) Claim Office Level 5 (All) Claim Office Level 6 (All)

Appraiser Claim Office Hierarchy

Appraiser Claim Office Level 1 (All) Appraiser Claim Office Level 2 (All) Appraiser Claim Office Level 3 (All)

Appraiser Claim Office Level 4 (All) Appraiser Claim Office Level 5 (All) Appraiser Claim Office Level 6 (All)

Latest Estimate Appraiser Hierarchy

E01 Appraiser Level 1 (All) E01 Appraiser Level 2 (All) E01 Appraiser Level 3 (All) E01 Appraiser Level 4 (All)

E01 Appraiser Level 5 (All) E01 Appraiser Level 6 (All) E01 Appraiser Level 7 (All)

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Cycle Time Dashboard, Continued

Dashboard Filters, continued

Vehicle Filters

Stage	Description
1	Select a Vehicle Make , Vehicle Model , Vehicle Owner State , Vehicle Type , and Vehicle Year .
2	Primary Point of Impact: Select the secondary point of impact.
3	Secondary Point of Impact: Select the secondary point of impact.
4	Driveable?: Select an option of All , No , Unknown , and/or Yes .
5	Total Loss?: Select an option of All , No , Unknown , and/or Yes .
6	Vehicle Year: Select the Vehicle Year(s) to include from the dropdown.

The screenshot shows a dark-themed dashboard titled "Vehicle Filters". It contains several dropdown menus arranged in two columns. The left column includes "Vehicle Make", "Vehicle Model", "Vehicle Owner State", "Vehicle Type", and "Vehicle Year", all currently set to "(All)". The right column includes "Primary Point of Impact", "Secondary Point of Impact", "Driveable?", and "Total Loss?", all also set to "(All)".

Date Filters

Stage	Description
1	Anchor Date: Select an anchor date option from the list choices.
2	Date Range Section: Select either Rolling or Fixed Date Range .
3	Rolling Date Range: Select a rolling date range of: <ul style="list-style-type: none"> • 3 Months • 6 Months • 9 Months • 1 Year • 18 Months • 2 Years
4	Start Date/ End Date: Select or Enter a Start and End Date .
5	Trend Chart Level of Detail: Select a trend duration of: <ul style="list-style-type: none"> • Rolling 30 Day • Rolling 60 Day • Year • Quarter • Month • Week
6	Cycle Time Units: Select a cycle time unit of Days , Hours , or Minutes .

The screenshot shows a dark-themed dashboard titled "Date Filters". It includes:

- "Anchor Date" dropdown set to "Claim Folder Create Date".
- "Date Range Selection" dropdown set to "Rolling Date Range".
- "Rolling Date Range" dropdown set to "1 Year".
- "Start Date" and "End Date" input fields with values "1/1/2021" and "9/21/2021" respectively.
- "Trend Charts Level of Detail" dropdown set to "Month".
- "Cycle Time Units" dropdown set to "Days".

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Cycle Time Dashboard, Continued

Dashboard Filters, continued

Data Filters

Select an appropriate filter option from each category. **Note:** Click **Apply** to set the changes to the selection made.

Claim Filters

Claim Category (All) ▾	Channel Type (All) ▾	Claim Folder Status (All) ▾	Loss Category (All) ▾
Claim Type (All) ▾	Latest Predictive Recommendation (All) ▾	Catastrophe Code (All) ▾	

Assignment Filters

First Assignment Appraiser Type (All) ▾	First Assignment Appraiser Name (All) ▾	First Assignment Inspection Location (All) ▾	First Assignment Inspection Type (All) ▾
First Assignment MOI (All) ▾			
Latest Assignment Appraiser Type (All) ▾	Latest Assignment Appraiser Name (All) ▾	Latest Assignment Inspection Location (All) ▾	Latest Assignment Inspection Type (All) ▾
Latest Assignment MOI (All) ▾			

Estimate Filters

E01 Appraiser Type (All) ▾	E01 Appraiser Name (All) ▾	E01 Appraiser MSO Name (All) ▾	E01 Inspection Location (All) ▾
E01 Inspection Type (All) ▾	E01 MOI (All) ▾	Estimate Complete Flag (All) ▾	

Supplement Filters

Latest Appraiser Type (All) ▾	Latest Appraiser Name (All) ▾	Latest Inspection Location (All) ▾	Latest Inspection Type (All) ▾
Latest Appraiser MOI (All) ▾			

Products

Estimate Review? (All) ▾	Quick Estimate? (All) ▾	Shop Scheduling Fl... (All) ▾	Smart Estimate? (All) ▾	WeGoLook? No ▾	Estimate STP ? (All) ▾	Mobile Appraiser P... (All) ▾
Company KEMPER SERVICES GROUP ▾		Company LIBERTY MUTUAL INSURANC... ▾		Secondary Company Name (All) ▾		

Stage	Description
1	In the Claim Filters section select the appropriate claim details from the list of choices for each category.
2	In the Assignment Filters section select the appropriate assignment detail from the list of choices for each category.
3	In the Estimate Filters section select the appropriate estimate detail from the list of choices for each category.
4	In the Supplement Filter section select an appropriate option(s) from the list of choices for each category.
5	In the Products section select an option of All , No , Unknown , and/or Yes to display the corresponding Product.

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Cycle Time Dashboard, Continued

Dashboard Navigation

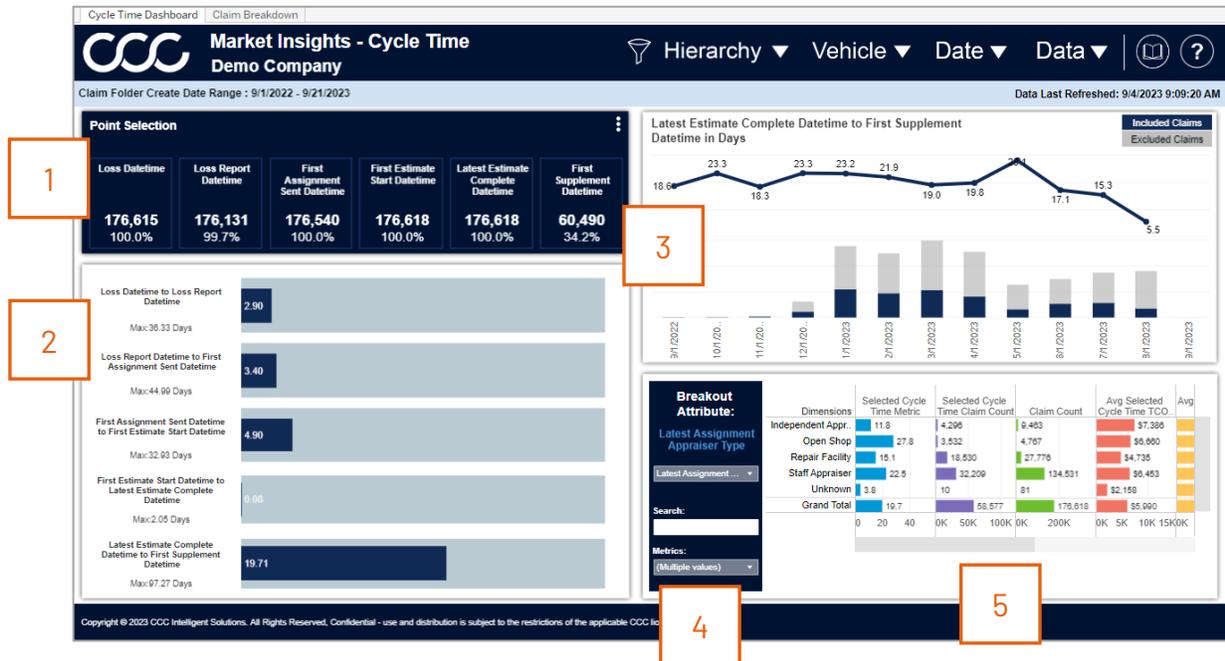
The screenshot shows the 'Market Insights - Cycle Time' dashboard for 'Demo Company'. It features a navigation bar with tabs for 'Cycle Time Dashboard' and 'Claim Breakdown'. Below the navigation bar, there are filters for 'Claim Folder Create Date Range' (9/1/2022 - 9/21/2023) and 'Data Last Refreshed' (9/4/2023 9:09:20 AM). The main content area includes a 'Point Selection' table, a line chart for 'Loss Report Datetime to First Assignment Sent Datetime in Days', a horizontal bar chart for various cycle time metrics, and a 'Breakout Attribute' table for 'Latest Assignment Appraiser Type'. A tooltip is shown over a bar chart element, displaying detailed information for a specific appraiser type.

Stage	Description
1	Select the tabs to switch between the Cycle Time Dashboard and Claim Breakdown dashboard views.
2	<ul style="list-style-type: none"> • Claim Folder Create Date Range: Displays the Start/End date selected from the Date filter. • Date Last Refreshed: Displays the Date/Time the data was last refreshed.
3	Hover over dashboard elements to view additional details such as Claim Count and % of Claims .

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Cycle Time Dashboard, Continued

Cycle Time Dashboard



Stage	Description
1	The Point Selection allows you to select up to six different claim events to use on the dashboard based on the product selected. This section also shows the number of claims and the percent of total claims that have the event populated.
2	The Cycle Time Bar Charts display five claim cycle time intervals based on the six events selected in the Point Section. Cycle times are created in the order the events are selected (<i>etc. A > B, B > C, etc.</i>). The blue bar is the average time, and the gray bar is the entire cycle time. Note: Click on a time interval title to filter Combination chart. The image above shows Loss Report Datetime to First Assignment Sent Datetime selected.
3	The Combination Line and Bar Chart provides an overtime measurement of average cycle time for the selected increment and the number of claims that occurred during that period. Bars show number of claims included and excluded in each period.
4	In the Breakout Attribute Selection select a breakout attribute for the accompanying Breakout Attribute Bar Charts . For attributes with many values, use the search box to filter results based on name. Use the Metrics dropdown to configure the metrics shown on the chart columns.
5	The Breakout Attribute Bar Charts section displays the selected breakout attribute/metric combinations selected and the Grand Totals for each column.

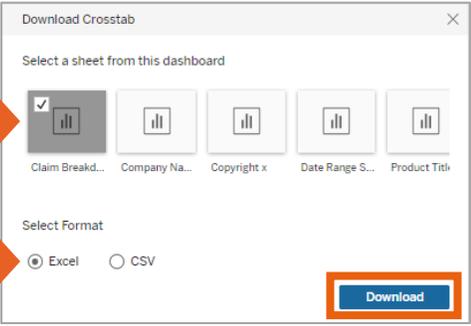
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Cycle Time Dashboard, Continued

Claim Breakdown

The screenshot shows the 'Market Insights - Cycle Time' dashboard for 'Demo Company'. At the top, there are navigation options: Hierarchy, Vehicle, Date, and Data. Below this, there are filters for 'Claim Folder Create Date' (set to 9/2 - 9/21/2023) and 'Data Last Refreshed: 9/4/2023 9:09:20 AM'. A 'Populate Crosstab' section has a radio button for 'Yes' selected (annotated with '1') and a 'Download Crosstab' button (annotated with '2'). The main area is a table of claims with columns: Claim Number, Company Code, Company Name, Assignment Status, Claim Folder Status, Total Loss F., Catastrophe Code, Estimate Appraiser Name, Loss Category Desc, Latest TCOR Amt, Loss Datetime, Loss Report Datetime, and Print. Row 10 (Claim 10) is highlighted (annotated with '3').

Claim Number	Company Code	Company Name	Assignment Status	Claim Folder Status	Total Loss F.	Catastrophe Code	Estimate Appraiser Name	Loss Category Desc	Latest TCOR Amt	Loss Datetime	Loss Report Datetime	Print
Claim 1	DEMO	Demo Company	SENT	Unknown	Yes	Null	Appraiser 36920	Comprehensive	5540.06	8/15/2023 12:00:00 A.	8/15/2023 12:00:00 A.	Not
Claim 2	DEMO	Demo Company	SENT	Unknown	Yes	Null	Appraiser 36920	Collision	7080.43	8/7/2023 12:00:00 A.	8/8/2023 12:00:00 AM	Tot
Claim 3	DEMO	Demo Company	SENT	Unknown	Yes	Null	Appraiser 36920	Comprehensive	4397.02	7/16/2023 12:00:00 A.	8/1/2023 12:00:00 AM	Not
Claim 4	DEMO	Demo Company	SENT	OPEN	Yes	Null	Appraiser 36920	Comprehensive	6224.67	7/16/2023 12:00:00 A.	7/28/2023 12:00:00 A.	Not
Claim 5	DEMO	Demo Company	SENT	OPEN	Yes	Null	Appraiser 36920	Collision	24911.88	6/22/2023 12:00:00 A.	7/14/2023 12:00:00 A.	Tot
Claim 6	DEMO	Demo Company	SENT	OPEN	Yes	Null	Appraiser 36920	Comprehensive	4789.77	7/9/2023 12:00:00 A.	7/10/2023 12:00:00 A.	Tot
Claim 7	DEMO	Demo Company	SENT	OPEN	Yes	Null	Appraiser 36920	Comprehensive	43597.69	7/4/2023 12:00:00 A.	7/5/2023 12:00:00 AM	Not
Claim 8	DEMO	Demo Company	SENT	OPEN	Yes	Null	Appraiser 36920	Comprehensive	36322.12	5/29/2023 12:00:00 A.	5/29/2023 12:00:00 A.	Not
Claim 9	DEMO	Demo Company	SENT	OPEN	Yes	Null	Appraiser 36920	Liability	12624.92	5/14/2023 12:00:00 A.	5/15/2023 12:00:00 A.	Not
Claim 10	DEMO	Demo Company	SENT	CLOSED	Yes	Null	Appraiser 36920	Comprehensive	2557.89	4/19/2023 12:00:00 A.	4/21/2023 12:00:00 A.	Not
Claim 11	DEMO	Demo Company	SENT	CLOSED	Yes	Null	Appraiser 36920	Comprehensive	9273.79	4/19/2023 12:00:00 A.	4/20/2023 12:00:00 AM	Not
Claim 12	DEMO	Demo Company	SENT	CLOSED	Yes	Null	Appraiser 36920	Comprehensive	4878.95	3/30/2023 12:00:00 A.	4/5/2023 12:00:00 AM	Not
Claim 13	DEMO	Demo Company	SENT	CLOSED	Yes	Null	Appraiser 36869	Liability	13152.07	2/1/2023 12:00:00 A.	2/1/2023 12:00:00 AM	Tot
Claim 14	DEMO	Demo Company	SENT	CLOSED	Yes	Null	Appraiser 36920	Collision	3469.75	1/11/2023 12:00:00 A.	1/13/2023 12:00:00 A.	Tot
Claim 16	DEMO	Demo Company	Null	OPEN	No	Null	Appraiser 102501	Comprehensive	2955.28	4/1/2023 12:00:00 A.	Null	Not
Claim 17	DEMO	Demo Company	SENT	Unknown	No	Null	Appraiser 165154	Liability	944.33	8/30/2023 11:45:00 A.	8/30/2023 11:45:00 A.	Res
Claim 18	DEMO	Demo Company	SENT	Unknown	No	Null	Appraiser 151840	Liability	2154.27	8/30/2023 11:45:00 A.	8/30/2023 12:00:00 A.	Res
Claim 19	DEMO	Demo Company	SENT	Unknown	No	Null	Appraiser 101269	Other	22708.54	8/22/2023 12:01:00 A.	8/25/2023 12:00:00 A.	Roll
Claim 20	DEMO	Demo Company	SENT	Unknown	No	Null	Appraiser 24261	Liability	1330.43	8/14/2023 12:01:00 A.	8/14/2023 12:01:00 A.	Left
Claim 21	DEMO	Demo Company	SENT	Unknown	Yes	Null	Appraiser 72430	Liability	19324.52	8/22/2023 12:01:00 A.	8/22/2023 12:01:00 A.	Tot
Claim 22	DEMO	Demo Company	SENT	Unknown	No	Null	Appraiser 39376	Liability	21085	8/20/2023 2:00:00 A.	8/20/2023 1:00:00 AM	Rigl
Claim 23	DEMO	Demo Company	SENT	Unknown	No	Null	Appraiser 122764	Liability	2394.33	7/24/2023 12:01:00 A.	7/24/2023 12:01:00 A.	Fro
Claim 24	DEMO	Demo Company	SENT	Unknown	No	Null	Appraiser 5669	Liability	1752.02	8/3/2023 12:01:00 A.	8/18/2023 12:00:00 A.	Rigl
Claim 25	DEMO	Demo Company	SENT	Unknown	No	Null	Appraiser 138198	Liability	8371.18	8/17/2023 12:01:00 A.	8/17/2023 12:01:00 A.	Rigl

Step	Action
1	Select Yes to from the Show Crosstab section to display the Valuation Detail Report data.
2	Select Download Crosstab , then select a sheet from the dashboard and click Download to download the data in either an Excel® or CSV format. The file will appear in computers downloads folder. 
3	This displays attribute metrics in a grid format for each Claim Number .