Cycle Time Dashboard

The Cycle Time dashboard allows you to measure cycle times for Introduction 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 ٠ channels, or vehicle attributes.
- Understand how utilization of different CCC products impacts ٠ different cycle times.
- Understand the number of claims that are populated for a given ٠ 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.	rch for Claim Folders	CCC Portal Welcome, Analytics Tableau Reporting & Analytics								
3	Click Explore on the left side par	nel.	<								
4	Select All Workbooks from the dropdown.	Home Explore	Explore All Workbooks Select All Select All Move Select All Select Al								
5	Select the Cycle Time Dashboar	d. ☆ Favorites ③ Recents ễ Shared with Me ♀ Recommendations	Solution the state state of the state of th								



Dashboard Filters



Ouestion 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. •

Hierarchy Filters					
		Claim Offic	e Hierarchy		
Claim Office Level 1		Claim Off	ice Level 2		Claim Office Level 3
(All)	•	(All)	•	(All)	*
Claim Office Level 4		Claim Off	ice Level 5		Claim Office Level 6 🖙 🚽
(All)	•	(All)	•	(All)	-
	Арр	raiser Claim	Office Hierard	hy	
Appraiser Claim Office Le	vel 1	Appraiser Clair	n Office Level 2	Appr	aiser Claim Office Level 3
(All)	•	(All)	•	(All)	•
Appraiser Claim Office Le	vel 4	Appraiser Clair	n Office Level 5	Appr	aiser Claim Office Level 6
(All)	•	(All)	•	(All)	•
E01 Appraiser Level 1 (All) 🔹	Lates E01 Appr (All)	aiser Level 2	ppraiser Hiera E01 Appraiser Leve (All)	el 3	E01 Appraiser Level 4 (All) v
E01 Appraiser Level 5	E01 Appr	aiser Level 6	E01 Appraiser Leve	el 7	
(All) •	(All)	•	(AJI)	•	

Continued on next page



Dashboard Filters, continued

Vehicle Filters

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



Date Filters

Stage	Description	Date Filters
1	Anchor Date: Select an anchor date option from the list choices.	Anchor Date Claim Folder Create Date
2	Date Range Section: Select either Rolling or Fixed Date Range.	Date Range Selection Rolling Date Range
3	Rolling Date Range: Select a rolling daterange of:• 3 Months• 1 Year• 1 Year• 1 Year	Noting Date Kange 1 Year Start Date End Date 1/1/2021 9/21/2 Trend Charts Level of Detail Month
4	Start Date/ End Date: Select or Enter a Start and End Date.	Cycle Time Units Days
5	 Trend Chart Level of Detail: Select a trend duration of: Rolling 30 Day Year Quarter Month Week 	
6	Cycle Time Units: Select a cycle time unit of Days , Hours , or Minutes .	

• 2021



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	Channel Type	Claim Folder Status	Loss Category
(All) 🔻	(All) 👻	(All) 🔻	(All) 🔻
Claim Type	Latest Predictive Recommendation	Catastrophe Code	
(All) 🔻	(All) •	(All)	
Assignment Filters			
First Assignment Appraiser Type	First Assignment Appraiser Name	First Assignment Inspection Location	First Assignment Inspection Type
(All) 🔻	(All) 👻	(All) 🔻	(All) 👻
First Assignment MOI			
(All) 👻			
Latest Assignment Appraiser Type	Latest Assignment Appraiser Name	Latest Assignment Inspection Location	Latest Assignment Inspection Type
(All) 👻	(All) 👻	(All) ×	(All) 👻
Latest Assignment MOI			
(All) 🔻			
Estimate Filters			
E01 Appraiser Type	E01 Appraiser Name	E01 Appraiser MSO Name	E01 Inspection Location
(All) 👻	(All) 👻	(All) 👻	(All) 👻
E01 Inspection Type	E01 MOI	Estimate Complete Flag	
(All) 🔻	(All) 🔻	(All) 🔻	
Supplement Filters			
Latest Appraiser Type	Latest Appraiser Name	Latest Inspection Location	Latest Inspection Type
(All) 🔻	(All) 🔻	(All) 🔻	(All) 🔻
Latest Appraiser MOI			
(All) 🔻			
Products			
Estimate Review? Quick Estimate?	Shop Scheduling Fl Smart Est	imate? WeGoLook? Esti	mate STP ? Mobile Appraiser P
(All) The second	▼ (All) ▼ (All)	▼ No ▼ (All) • (All) •
Company	Company	Secondary Company Name	
KEMPER SERVICES GROUP •	LIBERTY MUTUAL INSURANC •	(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.



Dashboard Navigation



Description
Select the tabs to switch between the Cycle Time Dashboard and Claim
Breakdown dashboard views.
• 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.
Hover over dashboard elements to view additional details such as Claim
Count and % of Claims.



Cycle Time Dashboard

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	Claim Folder Create	e Date Range : 9/1	/2022 - 9/21/2023											Data	Last Refres	shed: 9/4/20	23 9:0
	Point Selection	1				:	Latest E Datetim	stimate e in Day	Comple s	te Datetir	ne to First S	upplem	ent			Inclu Excl	uded (
	Loss Datetime	Loss Report Datetime	First Assignment Sent Datetime	First Estimate Start Datetime	Latest Estimate Complete Datetime	First Supplement Datetime	18.6	23.3	18.3	23.3	23.2 21.9	19.0	19.8	~	17.1	15.3	
	176,615 100.0%	176,131 99.7%	176,540 100.0%	176,618 100.0%	176,618 100.0%	60,490 34.2%	3					÷.					5.5
	Loss Datetime to L Datetim	e 2.90						J		_	11	ł	ł	1	ŧ.		
	Max: 36.33 E	Days					/2022	1/20	1/20	1/20	/2023 /2023	/2023	/2023	/2023	/2023	/2023 /2023	
	Loss Report Dateti Assignment Sent	ime to First t Datetime 3.40					We	0	Ę	12	24 24	ž	14 17	511	10	M7 M8	
	Max: 44.99 D	Days					Bre	akout			Selected	Cycle	Selected Cyc	le		Avg Select	ted
l	First Assignment Se to First Estimate St	ent Datetime art Datetime 4.90					Latest	Assianme	ent	Dimensi lependent Ap	ons Time M opr 11.8	etric I	ime Claim C 4,298	9,463	aim Count	Cycle Time \$7,	386 386
I	Max:32.93 D	Days	_				Appra	aiser Type	e	Open S Repair Fac	hop 2 ility 15.1	7.8	18.530	4,767	78	\$8,6	80
	First Estimate Start	Datetime to					Latest Ass	signment	-	Staff Appra	iser 22	5	32,209		134,531	\$0,4	53
	Latest Estimate (Datetim	e 0.08								Unkn Crand T	own 3.8		10	81		\$2,158	
	Max:2.05 D	lays					Search:		_	Granu i	0 20	40 0	50K 1	00K 0K	200K	0K 5K 10	/U K 15K
	Latest Estimate (Complete					Metrics:										
	Datetime to First S Datetime	e 19.71					(Multiple v	values)	-				_				
	Mar. 07.07.0	Davs			•				_								

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.



Claim Breakdown

Market Insignts - Cycle Time Demo Company Milerarchy Vehicle V Date V		Marala	-4.1	(- O)								1	\sim
Policy Crossesse Do by the construct of the construction of the	$\mathcal{S}\mathcal{S}$	Demo	et insign Company	ts - Cycle /	lime		∇	Hierarchy 🔻	Vehicle	e▼ Da	te 🔻 D	ata 🔻 🛛 🤇	
product Crosstab 1 22 Diversion Asignment Status Claim Folder Status Total Loss F., Catastrophe Code Estimate Appraiser 36920 Comprehensive S540.06 M15/2023 12:00. M15/2020 12:00. M15/2023 12:00. M15	older Create	Date	22 - 9/21/202	23							ta La	st Refreshed: 9/4/2	023 9:0
Company Code Company Name Assignment Status Claim Folder Status Total Loss F. Catastrophe Code Estimate Appraiser 36920 Competensive 540.06 Mit Coss Datem Loss Datem <thloss datem<="" th=""> Loss Datem Lo</thloss>	opulate Crosst) Yes) No	^{ab} 1									2	Download Cros	stab
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Jemo Demo Company SENT Unknown No Null Appraiser 101269 Other 22708.54 8/22/203120.01 aim 20 DEMO Demo Company SENT Unknown No Null Appraiser 101269 Other 22708.54 8/22/203121.01.02023120.000 aim 20 DEMO Demo Company SENT Unknown No Null Appraiser 24261 Liability 1530.43 8/14/2023120.11.01/14/2023120.100 aim 21 DEMO Demo Company SENT Unknown Yes Null Appraiser 7430 Liability 1933.45.2 8/22/203120.11.02/20223120.0100 aim 22 DEMO Demo Company SENT Unknown No Null Appraiser 39376 Liability 21085 8/20/2032.00 8/20/2032.12.01 8/20/2032.12.01 8/20/2032.12.01 8/20/2032.12.01 8/20/2032.12.01 8/20/2032.12.01 8/20/2032.12.01 8/20/2032.12.01 8/20/2032.12.01 8/20/2032.12.01 8/20/2032.12.01 8/20/2032.12.01 8/20/2032.12.01 8/20/2032.12.01.	aim 18	DEMO	Demo Company	SENT	Unknown	No	Null	Appraiser 151840	Liability	2154.27	8/30/2023 11:	45 8/30/2023 12:00	:00 A F
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Jaim 22 DEMO Demo Company SENT Unknown No Null Appraiser 38376 Liability 21085 82/20/203 21:00:00 aim 23 DEMO Demo Company SENT Unknown No Null Appraiser 38376 Liability 21085 82/20/203 21:00: 8/20/2023 1:00:00 aim 24 DEMO Demo Company SENT Unknown No Null Appraiser 589 Liability 152:02 8/20/2023 1:20: 18/12/2023 1:20: <td>aim 21</td> <td>DEMO</td> <td>Demo Company</td> <td>SENT</td> <td>Unknown</td> <td>Yes</td> <td>Null</td> <td>Appraiser 72430</td> <td>Liability</td> <td>19324.52</td> <td>8/22/2023 12:</td> <td>01 8/22/2023 12:01</td> <td>00 A 1</td>	aim 21	DEMO	Demo Company	SENT	Unknown	Yes	Null	Appraiser 72430	Liability	19324.52	8/22/2023 12:	01 8/22/2023 12:01	00 A 1
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Step	Action								
1	Select Yes to from the Show Crosstab section to display the Detail Report data.	e Valuation							
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.	X III III Date Range S Product Title Download							
3	This displays attribute metrics in a grid format for each Clai	m Number.							

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