

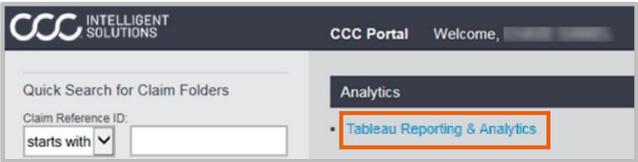
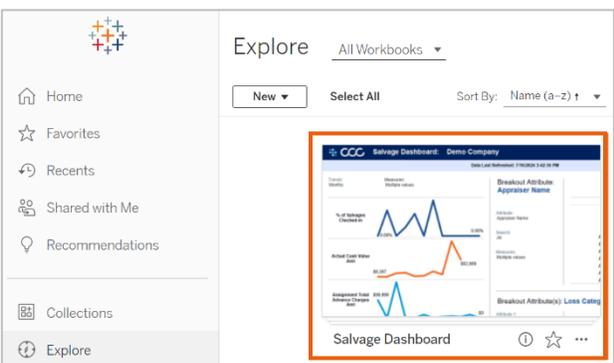
Salvage Dashboard

Overview This job aid reviews the key features and design of the **Salvage Dashboard**. Salvage Reporting allows carriers to have a dynamic view into the remarketing of vehicles that have been deemed a total loss for insurance or business purposes. This report specifically increases visibility into trends on total loss decisions and workflow process.

This tool allows carriers to aggregate/summarize by up to four different attributes and see trends. With this dashboard, users can perform the following actions:

- Summary allows carriers to analyze trends over time by specific metrics or breakout attributes.
- Claim Breakdown allows carriers to identify claims that require action as identified through the dashboard.
- Observe average cycle time trends.
- View percentage of salvage assignments that closed within a specific timeframe.
- Observe average amounts for various events in the salvage workflow.
- Breakout amounts by claim type and category.

Access Salvage Dashboard Follow the steps below to access the Salvage Dashboard via the CCC® Portal.

Step	Action
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 drop-down.
5	Select the Salvage Summary Dashboard . 

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Salvage Dashboard, Continued

Dashboard Filters



- Displays the **Date Range** based on the selection from the Date filter.
- The **Data Last Refreshed** indicates the last date and time the data was refreshed in the dashboard.
- The **Hide/Show Trends** toggle hides/shows the left-side trends panel.
- Select the **Book** icon to view the glossary.
- Select the **Question Mark** icon to enable a help overlay for dashboard tips.

Note: When available click **Apply** to set the changes to the selection made.

Hierarchy Filters:

Stage	Description
1	Displays the Claim Office filter options.
2	Displays the Estimate Appraiser Hierarchy filter options.
3	Displays the Last Adjuster Hierarchy filter options.
4	Displays the Salvage Coordinator Hierarchy filter options.
5	Displays the Salvage Originator Hierarchy filter options.

Hierarchy Filters

Claim Office Filters

Claim Office Level 1 ▼

Claim Office Level 5 ▼

Estimate Appraiser Filters

Estimate Appraiser Hierarchy Name Level 1

Estimate Appraiser Hierarchy Name Level 5

Last Adjuster Filters

Last Adjuster Hierarchy Name Level 1

Last Adjuster Hierarchy Name Level 5

Salvage Coordinator Filters

Salvage Assignment Coordinator Hierarchy level 1 Name

Salvage Assignment Coordinator Hierarchy level 5 Name

Salvage Originator Filters

Salvage Assignment Originator Hierarchy Level 1 Name

Salvage Assignment Originator Hierarchy Level 5 Name

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Salvage Dashboard, Continued

Dashboard Filters, continued

Date Filters:

Stage	Description
1	Anchor Date Selection: Select a specific date for the selection chosen.
2	Date Range Selection: Select either a Custom Date Range or a Fixed Date Range .
3	Custom Date Range: Select a Rolling, Current, Prior , etc. date range option, when the Date Range Selection dropdown option Custom Date Range is selected.
4	Start/End Date Picker: Enter or select a Fixed date from the fields, when the Date Range Selection dropdown option Fixed Date Range is selected.

Date Filters

Anchor Date

Date Range Selection

Custom Date Range

Start Date End Date

Data Filters:

Stage	Description
1	The Claim filter options allow you to change the type of claim data displayed in the dashboard.
2	The Salvage filters allow you to select which individuals to display in the dashboard who were involved with the claim.
3	The Appraiser filter options allow you to select the individual that generated estimates or supplements for a given insurance company.
4	The Vehicle filter options allow you to change the types of vehicles displayed in the dashboard.

Data Filters

Claim

Claim Category Claim Type Claim Type Detail

Loss Category

Salvage

Salvage Coordinator Salvage Assignment Originator CCC Salvage Status

Vendor Valuation Type Cancel Reason Buyer Company Name

Appraiser

Appraiser Name Appraiser Type Last Adjuster Name

Vehicle

Vehicle Make Vehicle Model Vehicle Type

Vehicle Style Body Style Door Style

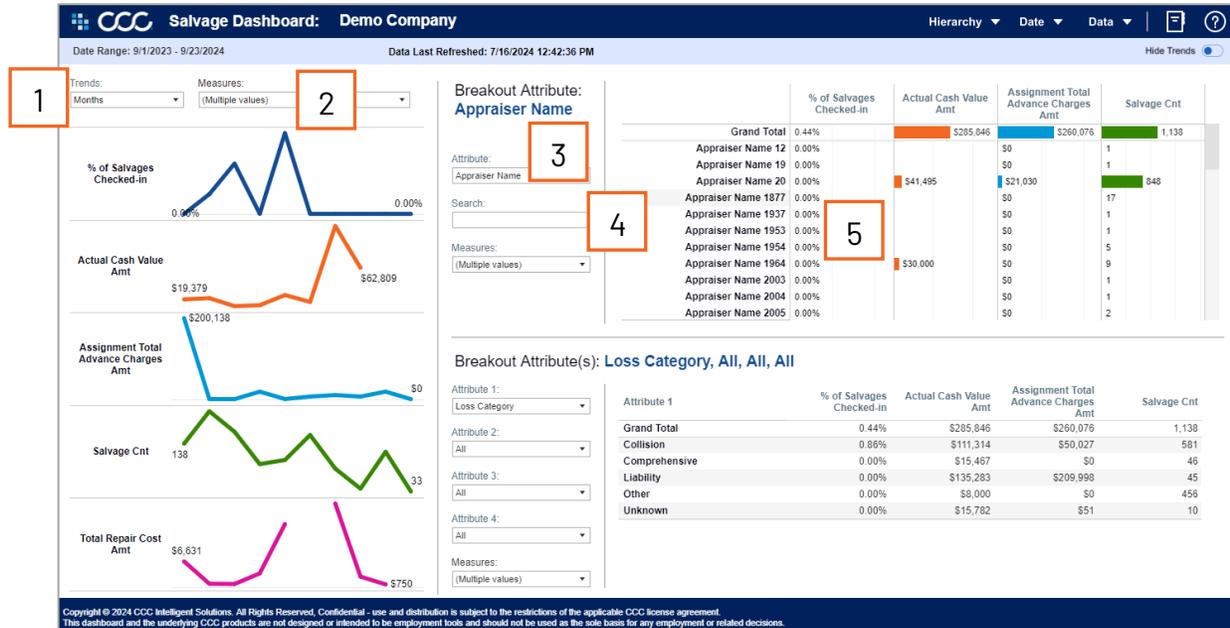
Company Company

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Salvage Dashboard, Continued

Salvage Summary

The **Salvage Summary** tab provides deeper insights into salvage assignment handling and productivity. This allows the carrier to aggregate/summarize up to four different attributes and identify trends.



Stage	Description
1	Trends can be filtered by Totals or one of the available time increments. Note: Hide Trends as needed by selecting the Toggle in the upper-right corner.
2	Select Multiple values under the Measures drop-down and click Apply to view results.
3	Breakout Attributes include filters such as Appraiser, Claim Types, Salvage Coordinator, and Vehicle Information.
4	The Search drop-down allows for including or excluding Attributes.
5	The options selected from the Measures drop-down are displayed in graph format.

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Salvage Dashboard, Continued

Claim Breakdown

Select filters and time periods in the **Claim Breakdown** tab to view performance.

The screenshot shows the Salvage Dashboard for Demo Company. At the top, it displays the date range (9/1/2023 - 9/23/2024) and the data last refreshed (7/16/2024 12:42:36 PM). Below this, there are controls for 'Show Crosstab' (radio buttons for Yes/No), 'Total Rows' (1,138), 'Measures' (dropdown menu), and a 'Download Crosstab' button. The main area is a table with columns: Claim Number, Claim Category, Claim Type, Claim Type Detail, Claim Office Level 1, Loss Category, Appraiser Name, and Appraiser. The table lists various claims with details like 'Unknown (Vehicle)', 'Car (Vehicle)', and 'Watercraft'. A callout '4' points to the 'Claim Type Detail' column.

Stage	Description
1	Select Yes from the Show Crosstab section to display the Salvage Dashboard data.
2	The Total Rows area displays the count of records in the Data Details section.
3	Use the Measures dropdown to select specific measures to display in the Detail Data grid.
4	The Detail Data section shows all the attributes/data points that reference the request.
5	Click Download Crosstab to download the Detail Data in an Excel or CSV format.