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 SalvageFollow the steps below to access the Salvage Dashboard via the CCC®DashboardPortal.

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.	Quick Search for Claim Folders Claim Reference ID: Starts with	CCC Portal Welcome, Analytics • Tableau Reporting & Analytics					
3	Click Explore on the left-side panel.		Explore All Workbooks 💌					
4	Select All Workbooks from the drop-down.	슈 Home ☆ Favorites	New Select All Sort By: Name (a-2)					
5	Select the Salvage Summary Dashboard.	 Recents Shared with Me Recommendations Collections Explore 	Control of the second s					



Dashboard Filters

	Salvage Summary	Claim Breakdown					
		Salvage Dashboard:	Demo Company	Hierarchy 🔻 Date 🔻	∕ Data ▼		?
Date Range: 9/1/2023 - 9/23/2024		3 - 9/23/2024	Data Last Refreshed: 7/16/2024 12:42:36 PM			Hide Trends	

- 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.

Hierarch	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
(All) •
Claim Office Level 5
(All) •
Estimate Appraiser Filters
Estimate Appraiser Hierarchy Name Level 1
Unknown 🔻
Estimate Appraiser Hierarchy Name Level 5
Unknown 🔻
Last Adjuster Filters Last Adjuster Hierarchy Name Level 1 Unknown
Last Adjuster Hierarchy Name Level 5
Unknown ·
Salvage Coordinator Filters Salvage Assignment Coordinator Hierarchy level 1 Name Unknown Salvage Assignment Coordinator Hierarchy level 5 Name
Unknown -
Salvage Originator Filters Salvage Assignment Originator Hierarchy Level 1 Name Unknown Salvage Assignment Originator Hierarchy Level 5 Name
UNKNOWN .



Dashboard	Date Filt	ers:			
Filters,	Stage	Description	Date Filters		
continued	1	Anchor Date Selection: Select a	Buterniters		
		specific date for the selection chosen.	Anchor Date		
	2	Date Range Selection: Select either a	Assignment Sent Date		
		Custom Date Range or a Fixed Date	Date Range Selection		
		Range.	Custom Date Range		
	3	Custom Date Range: Select a Rolling,			
		Current, Prior, etc. date range option,	Custom Date Range		
		when the Date Range Selection	Rolling 1 Year 🔻		
		dropdown option Custom Date Range	Start Date End Date		
		is selected.	10/1/2023 3/31/2024		
	4	Start/End Date Picker: Enter or select			
		a Fixed date from the fields, when the			
		Date Range Selection dropdown			

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.						

option Fixed Date Range is selected.

Data Filters				
Claim				
Claim Category	Claim Type	Claim Type Detail		
(All)	(All) •	(All)		
Loss Category 🛛 🖓	.			
(All)	r			
Salvage				
Salvage Coordinator	Salvage Assignment Originator	CCC Salvage Status		
(All)	(All) •	(All)		
Vendor Valuation Type	Cancel Reason	Buyer Company Name		
(All)	(All)	(All)		
Appraiser				
Appraiser Name	Appraiser Type	Last Adjuster Name		
(All)	(All)	(All)		
Vehicle				
Vehicle Make	Vehicle Model	Vehicle Type		
Unknown	(All)	(All)		
Vehicle Style	Body Style	Door Style		
(All)	(All)	(All)		
Company	Company			
LIBERTY MUTUAL INSURANCE COMP	KEMPER SERVICES GROUP			



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.

Date Range: 9/1/2023 - 9/23/2024 Data Las Trends: Measures:	t Refreshed: 7/16/2024 12:42:36 PM						
Trends: Measures:						Hide Trend	s 💽
Months • (Multiple values) 2 •	Breakout Attribute: Appraiser Name		% of Salvages Checked-in	Actual Cash Value Amt	Assignment Total Advance Charges Amt	Salvage Cnt	
		Grand Total 0	0.44%	\$285,846	\$260,076	1,138	
Λ	Attributo: 3	Appraiser Name 12 0	0.00%		S0	1	
% of Salvages	Annesieer Name	Appraiser Name 19 0	0.00%		S0	1	
Checked-in		Appraiser Name 20 0	0.00%	\$41,495	\$21,030	848	
0.00%	Search:	Appraiser Name 1877 0	0.00%		\$0	17	
0.00%		Appraiser Name 1937 0	0.00%		S0	1	
Λ		Appraiser Name 1953 0	^{00%} 5		\$0	1	
Actual Cash Value	Measures:	Appraiser Name 1954 0	0.00%		50	5	
Amt	(Multiple values) •	Appraiser Name 1964 0	0.00%	\$30,000	S0	9	
\$19,379		Appraiser Name 2003 0	0.00%		SO	1	
\sim		Appraiser Name 2004 0	0.00%		SO	1	
Assignment Total Advance Charges Amt \$0	Breakout Attribute(s): Attribute 1:	: Loss Category, All, All, All	% of Salvages	Actual Cash Value	Assignment Total Advance Charges	Salvage Ci	nt
\wedge		Grand Total	0.44%	6206.046	Amt	4.42	0
	Attribute 2:	Collision	0.86%	\$111 314	\$50.027	59	1
Salvage Cnt 138	All	Comprehensive	0.00%	\$15.467	\$0	4	-
	Attribute 3:	Liability	0.00%	\$135,283	\$209.998	4	5
V V.	All	Other	0.00%	\$8.000	\$0	45	6
\		Unknown	0.00%	\$15,782	\$51	1	0
	Attribute 4:						
Total Repair Cost	All						
Allit \$0,031	Measures:						
\$750	(Multiple values) •						
		1					
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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.						



Claim

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

		Salvage Dashbo	ard: Demo Co	mpany				Hierarchy 🔻	Date 🔻	Data 🔻 🖃 🥐
	Date Range: 9/1/2023	- 9/23/2024	Data	Last Refreshed: 7/16/202	4 12:42:36	PM				
1	Show Crosstab Yes No	2 Total Rows	s Measures (Multiple values)	3	·				5	Download Crosstab
	Claim Number	Claim Category	Claim Type	Claim Type Detail		Claim Office Level 1	Loss Category	Appraiser Name		Appra
	Claim 127	Vehicle	Vehicle	- Im Unknown (Vehicle)		Claim Office Level 1 - 8445	Collision	Appraiser Name 4090		Unkno
	Claim 134	Vehicle	Vehicle	Unknown (Vehicle)		Claim Office Level 1 - 8445	Collision	Appraiser Name 4090		Unkno
	Claim 730	Vehicle	Watercraft	Other (Vehicle)		Claim Office Level 1 - 8445	Unknown	Appraiser Name 4090		Unkno
	Claim 1057	Vehicle	Vehicle	Pickup (Vehicle)		Claim Office Level 1 - 8445	Comprehensive	Appraiser Name 3472		Staff A
	Claim 1058	Vehicle	Vehicle	Car (Vehicle)		Claim Office Level 1 - 8445	Collision	Appraiser Name 3472		Staff A
	Claim 1061	Vehicle	Vehicle	Car (Vehicle)	4	Claim Office Level 1 - 8445	Collision	Appraiser Name 3472		Staff A
	Claim 1062	Vehicle	Vehicle	Car (Vehicle)	· ·	Claim Office Level 1 - 8445	Collision	Appraiser Name 3472		Staff A
	Claim 1074	Vehicle	Vehicle	Unknown (Vehicle)		Claim Office Level 1 - 6295	Collision	Appraiser Name 1954		Staff A
	Claim 1096	Vehicle	Vehicle	Car (Vehicle)		Claim Office Level 1 - 8445	Collision	Appraiser Name 3472		Staff A
	Claim 1097	Vehicle	Vehicle	Car (Vehicle)		Claim Office Level 1 - 8445	Collision	Appraiser Name 3472		Staff A
	Claim 1499	Vehicle	Vehicle	Unknown (Vehicle)		Claim Office Level 1 - 6829	Unknown	Appraiser Name 2088		Staff A
	Claim 1508	Vehicle	Vehicle	Unknown (Vehicle)		Claim Office Level 1 - 11769	Collision	Appraiser Name 3882		Unkno
	Claim 1511	Vehicle	Vehicle	Car (Vehicle)		Claim Office Level 1 - 11769	Collision	Appraiser Name 3882		Unkno
	Claim 1513	Vehicle	Vehicle	Unknown (Vehicle)		Claim Office Level 1 - 11769	Liability	Appraiser Name 3882		Unkno
	Claim 1514	Vehicle	Vehicle	Unknown (Vehicle)		Claim Office Level 1 - 11769	Collision	Appraiser Name 4090		Unkno
	Claim 1515	Vehicle	Vehicle	Unknown (Vehicle)		Claim Office Level 1 - 11769	Collision	Appraiser Name 4090		Unkno
	Claim 1516	Vehicle	Vehicle	Unknown (Vehicle)		Claim Office Level 1 - 11769	Collision	Appraiser Name 3882		Unkno
	Claim 1517	Vehicle	Vehicle	Unknown (Vehicle)		Claim Office Level 1 - 11769	Collision	Appraiser Name 3882		Unkno

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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.					

