

Total vs Repair Dashboard

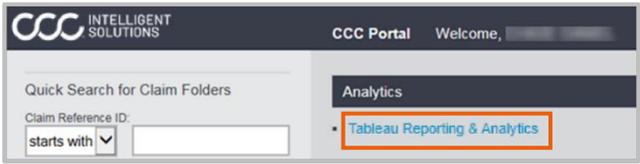
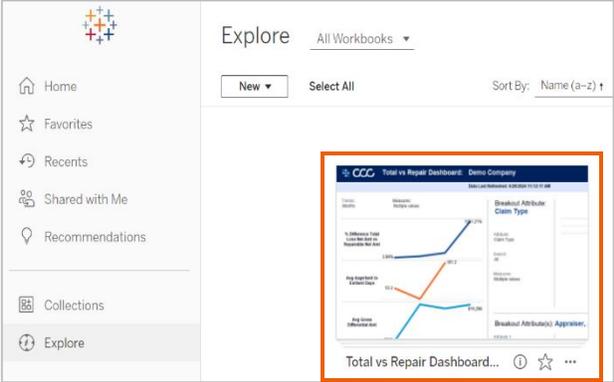
Overview

This job aid reviews the key features and design of the **Total vs Repair Dashboard**. This dashboard provides carriers with the ability to perform analysis on Total Loss versus Repair Cost Comparison. This report allows them to identify if total loss and repair determinations aligns with costs to repair and replace.

The tool gives the ability to carriers to aggregate and summarize by up to four different attributes and the ability to 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.
- Perform analysis on total vs repair decision making.
- Observe average cycle time trends.

Access Total vs Repair Dashboard Follow the steps below to access the Total vs Repair 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 Total vs Repair Summary Dashboard . 

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Total vs Repair 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 File Appraiser Hierarchy filter options.
2	Displays the Claim Office Hierarchy filter options.
3	Displays the Settlement Requestor Hierarchy filter options.

Hierarchy Filters

File Appraiser Filters

Latest File Apprsr Name Hierarchy Level 1: [Unknown] | Latest File Apprsr Name Hierarchy Level 2: [Unknown]

Latest File Apprsr Name Hierarchy Level 4: [Unknown] | Latest File Apprsr Name Hierarchy Level 5: [Unknown]

Latest File Apprsr Name Hierarchy Level 7: [Unknown]

Claim Office Filters

Response Claim Office Name Hierarchy Level 1: [Unknown] | Response Claim Office Name Hierarchy Level 2: [Unknown]

Response Claim Office Name Hierarchy Level 4: [Unknown] | Response Claim Office Name Hierarchy Level 5: [Unknown]

Settlement Requester Filters

Settlement Requester Name Hierarchy Level 1: [Unknown] | Settlement Requester Name Hierarchy Level 2: [Unknown]

Settlement Requester Name Hierarchy Level 4: [Unknown] | Settlement Requester Name Hierarchy Level 5: [Unknown]

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Total vs Repair 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 Appraiser filters allow you to select which individuals to display in the dashboard who were involved with the claim.
3	The Vehicle filter options allow you to change the types of vehicles displayed in the dashboard.

Data Filters

Claim

Claim Number File Suffix Data Source

Loss Category

Appraiser

Appraiser Appraiser Type Last Adjuster

Vehicle

Vehicle Make Vehicle Model Vehicle Driveable Flag

Vehicle Year Vehicle Location State

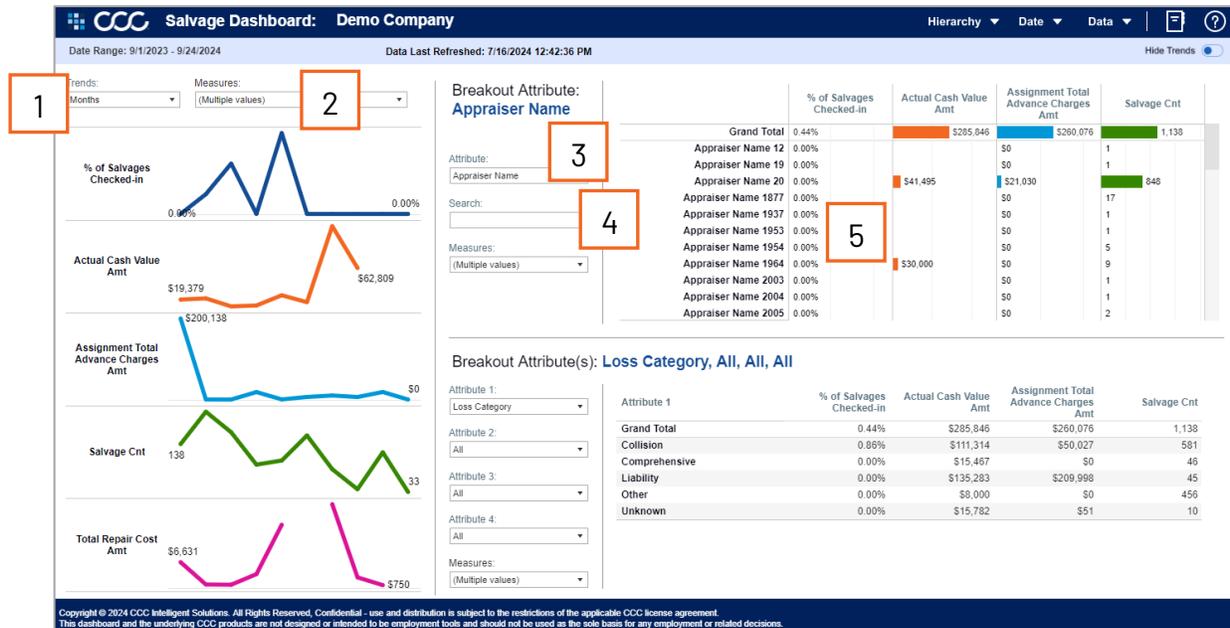
Company Company

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Total vs Repair Dashboard, Continued

Total vs Repair Summary

The **Total vs Repair Summary** tab allows users to select 5 KPIs to trend over time as well as a variety of KPIs broken down by adjuster and appraiser.



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, Loss Category, and Vehicle Type.
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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Total vs Repair Dashboard, Continued

Claim Breakdown

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

The screenshot shows the 'Total vs Repair Dashboard' for 'Demo Company'. At the top, it displays the date range '9/1/2023 - 9/24/2024' and 'Data Last Refreshed: 6/28/2024 8:12:17 AM'. Below this, there are controls for 'Show Crosstab' (radio buttons for Yes/No), 'Total Rows' (displaying '6'), and a 'Measures' dropdown menu (showing '(Multiple values)'). A 'Download Crosstab' button is located on the right. The main data table has columns: Claim Number, Claim Type, File Suffix, Data Source, Valuation Request Number, Appraiser, Appraiser Type, Last Adjuster, Loss Category, Datetime of Loss, and Assignment R Datetime. The table lists several claims, with a 'Grand Total' row at the bottom. A copyright notice is visible at the very bottom of the dashboard interface.

Stage	Description
1	Select Yes from the Show Crosstab section to display the Total vs Loss 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 lien request.
5	Click Download Crosstab to download the Detail Data in an Excel or CSV format.