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 vsFollow the steps below to access the Total vs Repair Dashboard viaRepair Dashboardthe CCC® Portal.

Step		Action	
1	Enter your User ID and Passwor	d 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 Folder Claim Reference ID: starts with	CCC Portal Welcome, rs Analytics • Tableau Reporting & Analytics
3	Click Explore on the left-side panel.	\$	Explore All Workbooks 🔹
4	Select All Workbooks from the drop-down.	命 Home ☆ Favorites	New Select All Sort By: Name (a-z) †
5	Select the Total vs Repair Summary Dashboard.	 Recents Shared with Me Recommendations Collections Explore 	CCCC Ind vs Repair Dashbard Cons Congeny Image: Constraint of the second se



Dashboard Filters

Total vs Repair Dashboard:	Demo Company	Hierarchy 🔻	Date 🔻	Data 🔻	=	?
Date Range: 9/1/2023 - 9/24/2024	Data Last Refreshed: 6/28/2024 8:12:17 AM			ŀ	lide 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.

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.

File Appraiser Filters			
Latest File Apprsr Name Hierarchy Level 1	7 🔻	Latest File Apprsr Name Hierarchy Level 2	
Unknown	•	Unknown	
Latest File Apprsr Name Hierarchy Level 4		Latest File Apprsr Name Hierarchy Level 5	~
Unknown	•	Unknown	
Latest File Apprsr Name Hierarchy Level 7			
Latest File Apprsr Name Hierarchy Level 7 Unknown Claim Office Filters	¥		
Latest File Apprsr Name Hierarchy Level 7 Unknown Claim Office Filters Response Claim Office Name Hierarchy Level 1	•	Response Claim Office Name Hierarchy Level 2	~
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	~
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 4	• •	Response Claim Office Name Hierarchy Level 2 Unknown Response Claim Office Name Hierarchy Level 5	~
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 4 Unknown	• •	Response Claim Office Name Hierarchy Level 2 Unknown Response Claim Office Name Hierarchy Level 5 Unknown	7
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 4 Unknown	• •	Response Claim Office Name Hierarchy Level 2 Unknown Response Claim Office 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 4 Unknown Settlement Requester Filters	• •	Response Claim Office Name Hierarchy Level 2 Unknown Response Claim Office 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 4 Unknown Settlement Requester Filters Settlement Requester Name Hierarchy Level 1	• •	Response Claim Office Name Hierarchy Level 2 Unknown Response Claim Office Name Hierarchy Level 5 Unknown Settlement Requester Name Hierarchy Level 2	



Dashboard Filters,

continued

Date Filters:

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

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
(All)	r (All)	•	Null
Loss Category			
(All)	•		
Appraiser			
Appraiser	Appraiser Type		Last Adjuster
Appraiser 1	r Null	•	(All)
Vehicle			
Vehicle Make	Vehicle Model		Vehicle Driveable Flag
(All)	(All)	•	(All)
Vehicle Year	Vehicle Location State		
(All)	(All)	•	
Company	Company		
LIBERTY MUTUAL INSURANCE COMP	KEMPER SERVICES GROUP	•	



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

Date Range: 9/1/2023 - 9/24/2024	Data Last Refre	eshed: 7/16/2024 12:42:36 PM							н	de Trer
Trends: Measures: Months (Multiple values)		Breakout Attribute: Appraiser Name			% of Salvage Checked-in	s Actua	l Cash Value Amt	Assignment Total Advance Charges Amt	Salvaş	je Cnt
% of Salvages Checked-in Actual Cash Value Ant S19,379	0.00%	ttribute: 3 Appraiser Name earch: leasures: Muttple values) •	А 4 Аг Арр Арри Арри Арри Арри Арри Арри Ар	Grand Total oppraiser Name 12 oppraiser Name 19 oppraiser Name 20 oraiser Name 1877 raiser Name 1877 raiser Name 1953 raiser Name 1954 raiser Name 2004 raiser Name 2004	0.04% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	\$41,45	\$285,846	\$260,076 \$0 \$21,030 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$	1 17 17 1 5 9 1 1 2	1,138
Assignment Total Advance Charges Amt	S0 At	Breakout Attribute(s): ttribute 1: Loss Category	OSS Category	y, All, All, All	% of Salva Checke	ges Actua d-in	il Cash Value Amt	Assignment Total Advance Charges	Se	lvage (
\wedge	At	ttribute 2:	Grand Total		0.	44%	\$285,846	\$260,076		1,
Salvage Cnt 138		All 🔻	Collision		0.	36%	\$111,314	\$50,027		1
- (33 At	ttribute 3:	Liability		0.	00%	\$135,283	\$209,998		
		All 🔻	Other		0.	00%	\$8,000	SO		
Total Repair Cost Amt \$6,631	At A	ttribute 4:	UNKNOWN		0.	JU78	\$15,782	\$51		

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.



Claim

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

	Total vs F	Repair Dash	board: D	emo Compan	y				Hierarchy 🔻	Date 🔻 Data 🔻 🛛	9
Date Range: 9/1/2	1023 - 9/24/2024		D	ata Last Refreshed:	6/28/2024 8:12:17 AM						
Show Crosstab Yes No	2	Total Rows 6	Measures (Multiple values)	3					5 Downloa	ad Crosstab
Claim Number	Claim Type	File Suffix	Data Source	Valuation Request Number	Appraiser		Appraiser Type	Last Adjuster	Loss Category	Datetime of Loss	Assignment Datetime
Claim 3	Vehicle	E01	Null	Valuation Reque.	Appraiser 1		Null	Last Adjuster 6	Null	Null	3/21/2024 1
Claim 5	Vehicle	E01	Null	Valuation Reque.	Appraiser 1		Null	Last Adjuster 6	Collision	8/4/2023 5:00:00 AM	8/10/2023 12
Claim 10	Vehicle	E01	Null	Valuation Reque.	Appraiser 1	<u> </u>	Null	Last Adjuster 6	Collision	1/1/2024 6:00:00 AM	Null
Claim 11	Vehicle	E01	Null	Valuation Reque.	Appraiser 1	Т	Null	Last Adjuster 6	Collision	10/19/2023 7:00:00 PM	1 10/19/2023 2
Claim 12	Vehicle	S01	Null	Valuation Reque.	Appraiser 1	-	Null	Last Adjuster 2	Collision	1/1/2017 12:41:00 PM	7/20/2023 8:
Claim 13	Vehicle	E01	Null	Valuation Reque.	Appraiser 1		Null	Last Adjuster 1	Collision	2/15/2024 6:00:00 AM	Null
Grand Total											

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.

