

What's New – Visual Insights – November 2018

Introduction

There have been numerous changes to the Visual Insights analytics dashboards, this job aid will reflect the changes to the following areas:

- Claim Estimating Dashboard
- Valuation Dashboard

Visual Insights also includes a new dashboard called the Parts Dashboard. For more information about this dashboard please see the CCC® - Parts Dashboard job aid.

Note: Access the Visual Insights dashboards through the **Manage Standard & Create Reports** link in the CCC Portal (mycccportal.com) then select **CCC Insurance Visual Insights** from the Analytics dashboard.

Visual Insights Dashboards

The **Claim Estimating Dashboard** and **Valuation Dashboard** have the following new options:

Claim Estimating Dashboard

Claims : 254,551

1 Rolling 6 months to prior 6 months

2 Export Detail

3 Print

Avg TCOR per Claim			Avg Part Amount per Claim		
My Company	Industry	Peer Group	My Company	Industry	Peer Group
0.5%	\$3,030	0.8%	\$2,902	1.6%	\$2,890
0.9%	\$1,202	0.9%	\$1,200	2.3%	\$1,100

Avg Labor Amount per Claim			Avg Other Amounts per Claim		
My Company	Industry	Peer Group	My Company	Industry	Peer Group
1.3%	\$1,300	1.6%	\$1,100	2.8%	\$1,170
-1.8%	\$580	-1.3%	\$580	-2.2%	\$560

4 Glossary

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1. Additional timeframes to filter dashboard data have been added to the dropdown (* denotes a new option):
 - Completed month to prior month*
 - Current YTD to prior YTD
 - Recent QTR to prior year QTR
 - Rolling 12 month to prior 12 month
 - Rolling 6 month to prior 6 month*

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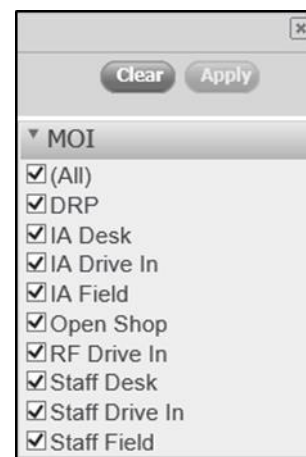
- Visual Insights Dashboards, continued**
- Use the **Export Detail** button to open the Valuation report in a new tab/window. This report will show a detailed view of your data with the filters selected remaining intact, however you can change the filters as desired without effecting the dashboard.

Drivability	Loss Category	MOI	Period	Time Period	Vehicle Age Group	Vehicle Source	Vehicle Type	Vehicle Owner State	Current Claims Amt	Current Pile Amt	Current Labor Amt	Current Labor Hrs	Current Other Amt	Current Part Amt	Current Rent Amt	Current Repair Labor Amt	Current Replicate Labor Amt	Current Paint Supply Amt	Current Tax Amt
Total									1,056,737	1,228,737,947	1,262,668,099	24,999,663	994,962,386	1,694,806,200	19,209,383	478,093,618	779,449,894	266,693,626	161,321,694
(All)	Collision	DRP	Rolling 12 months to prior 12 months	Rolling 12 months to prior 12 months	1 - 3 Years Old	Asian	Car	Alabama	309	891,383	312,102	4,606	97,747	108,188	1,569	92,856	129,845	53,345	18,333
(All)	Collision	DRP	Rolling 12 months to prior 12 months	Rolling 12 months to prior 12 months	1 - 3 Years Old	Asian	Car	Alaska	0	0	0	0	0	0	0	0	0	0	0
(All)	Collision	DRP	Rolling 12 months to prior 12 months	Rolling 12 months to prior 12 months	1 - 3 Years Old	Asian	Car	Arizona	566	1,480,222	792,380	13,777	248,050	519,940	6,888	383,913	394,402	144,603	55,717

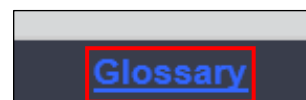
Note: The data shown is summary data and not claim detail data.

- The **MOI** (Method of Inspection) filter, formally the Appraiser Type filter has changed. Filter names have also been added or changed to be more specific. This filter now includes the following options:

MOI		
• DRP	• IA Desk	• IA Drive In
• IA Field	• Open Shop	• RF Drive In
• Staff Desk	• Staff Drive In	• Staff Field



- Select the **Glossary** link to access the dashboard's online glossary located in the Portal Learning Center.

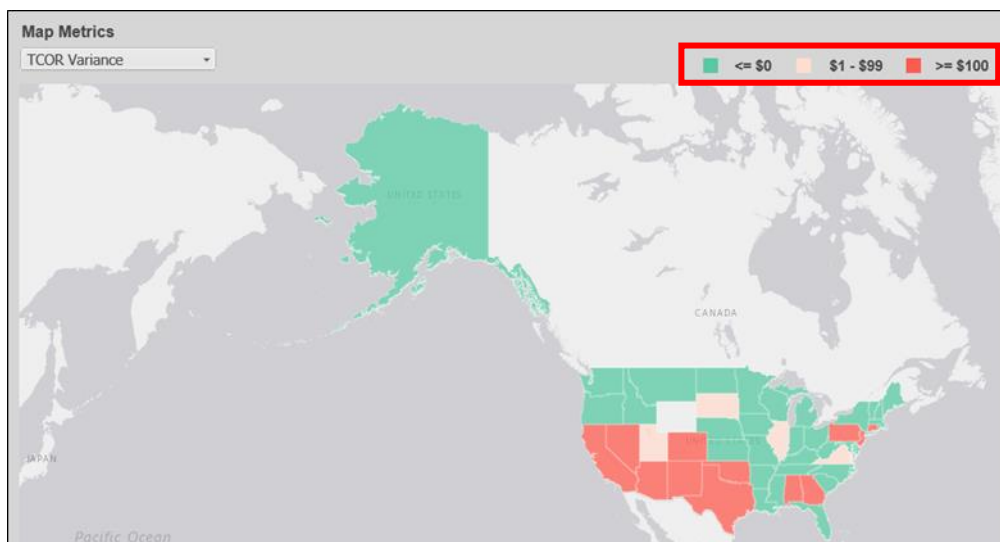


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Visual Insights Dashboards,
continued

Map tab: The color coding has changed and is reflected in the legend in the Claim Estimating and Valuation dashboard.



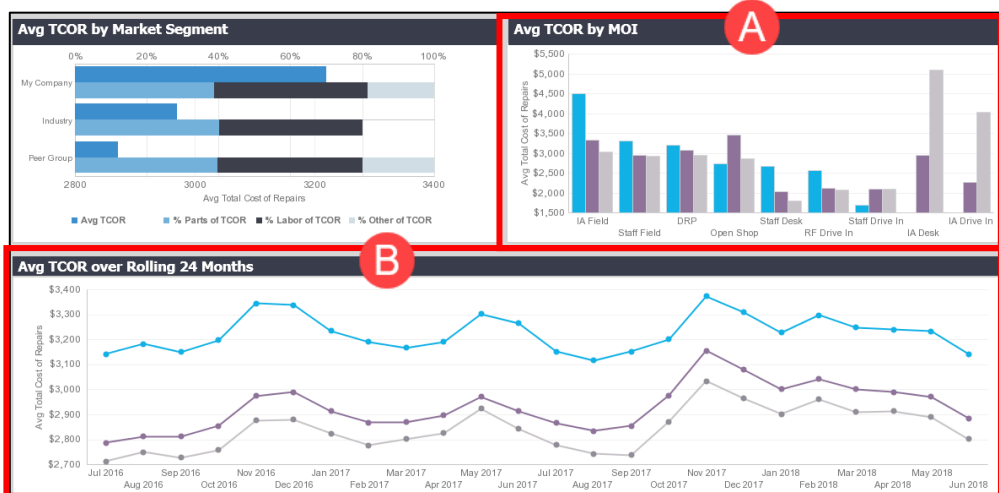
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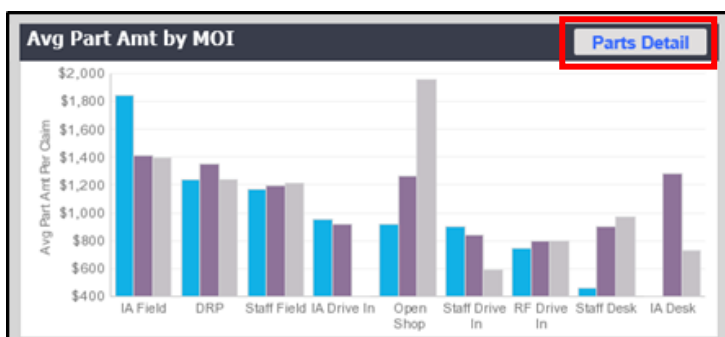
Claim Estimating Dashboard

The **Claim Estimating Dashboard** has the following changes:

TCOR tab: The bar graph title changed from (A) **Avg TCOR by Appraiser Type** to **Avg TCOR by MOI**. The line graph title changed from showing (B) **Rolling 24 month** to **Avg TCOR over Rolling 24 Months**.



Parts tab: The bar graph title changed from **Avg Part Amt by Appraiser Type** to **Avg Part Amt by MOI**, this section now includes a **Part Detail** button to access the **Parts Dashboard** to view additional MOI detail.



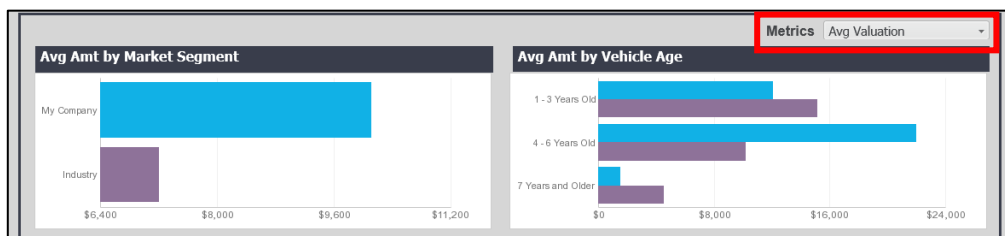
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Valuation Dashboard

The **Valuation Dashboard** has the following changes:

Valuation tab: The **Avg Amt by Market Segment** and **Avg Amt by Vehicle Age** sections can now both be filtered using **Avg Valuation** and **Avg Final Valuation** from the **Metrics** dropdown box.



Cycle Time tab: The line graph title changed from showing **Rolling 24 Months** to **Avg Cycle Time per Valuation over Rolling 24 Months**.

