



## CCC® - Claim Estimating Dashboard

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### Overview

The Claim Estimating Dashboard job aid contains the following sections. Select a section below to link directly to that section.

Section	Page
<a href="#">Overview</a>	2
<a href="#">TCOR Tab</a>	6
<a href="#">Parts, Labor, and Other Tab</a>	8
<a href="#">Maps Tab</a>	10

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# Claim Estimating Dashboard - Overview

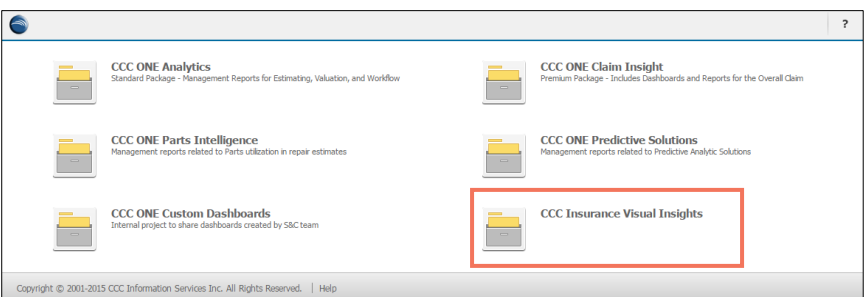
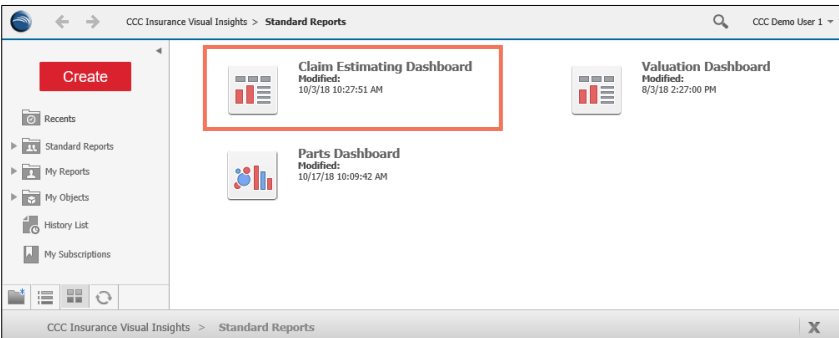
## Overview

The **Claim Estimating Dashboard** gives an overview of Valuation data for your company and peer group. This data, updated weekly, provides a visual representation of how your programs are impacting the cost of reparable claims for your company. The dashboard display changes regularly and includes graphs, percentages, and dollar figures. Use the information below to learn how to use this dashboard.

**Note:** Refer to the glossary for details regarding metrics and terms in this dashboard.

## Navigate to Claim Estimating Dashboard

Follow these instructions to navigate to the **Claim Estimating Dashboard**:

Step	Action
1	Login to the <b>CCC Portal</b> .
2	Click <b>CCC Insurance Visual Insights</b> from the portal homepage. 
3	Then click <b>Claim Estimating Dashboard</b> , the dashboard opens. 

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## Claim Estimating Dashboard - Overview, Continued

### Dashboard Navigation

Use the following to navigate the Claim Estimating Dashboard:

1. Number of Claims shown in the Dashboard for the selected timeframe and filters.
2. Configure Dashboard to display data in the selected timeframes for all tabs:
  - 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

**Note:** These filters don't affect the rolling 24-month graphs on the TCOR, Parts, Labor, and Other tab.

3. Select Export Detail to view dashboard export details.
4. Filter Dashboard to display data in the following categories, filters will persist on all tabs (click the filter icon):
  - MOI
  - Loss Category
  - Vehicle Age Group
  - Vehicle Type
  - Drivable
  - Vehicle Age Group
  - Vehicle Source
  - Vehicle Owner State
5. Select to link to the glossary.

The screenshot shows the Claim Estimating Dashboard interface. Callout 1 points to the 'Claims : 254,551' metric. Callout 2 points to the 'Rolling 6 months to prior 6 months' filter dropdown. Callout 3 points to the 'Export Detail' button. Callout 4 points to the filter icon in the top right. Callout 5 points to the 'Glossary' link in the footer.

Avg TCOR per Claim			Avg Part Amount per Claim		
My Company	Industry	Peer Group	My Company	Industry	Peer Group
0.5% \$3,330	0.8% \$2,922	1.6% \$2,899	0.9% \$1,222	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% \$1,177	-1.8% \$580	-1.3% \$580	-2.2% \$560

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## Claim Estimating Dashboard - Overview, Continued

### Navigation, continued

Use the filter icon to select any combination of the types of data to display in the dashboard.



- **MOI:** Select the type of appraisal preformed. (ex: Staff Desk)
- **Drivable:** Select if the vehicle drivable status. (ex: Non- Drivable)
- **Loss Category:** Select the type of loss. (ex: Comprehensive)
- **Vehicle Age Group:** Select a category for the age of the vehicle. (ex: 1-3 Years Old)
- **Vehicle Source:** Select where the vehicle was manufactured. (ex: European)
- **Vehicle Type:** Select the type of vehicle. (ex: Pickup)
- **Vehicle Owner State:** Select the state where the vehicle is registered. (ex: IL)

Select **Unset** to revert the filters to the last settings where the apply button was used. To apply changes made in the filter select the **Apply** button.

The screenshot shows a filter menu with the following sections and items:

- MOI**
  - (All)
  - DRP
  - IA Desk
  - IA Drive In
  - IA Field
  - Open Shop
  - RF Drive In
  - Staff Desk
  - Staff Drive In
  - Staff Field
- Drivable**
  - (All)
  - Drivable
  - Non-Driveable
  - Unknown Drivable
- Loss Category**
  - (All)
  - Collision
  - Comprehensive
  - Liability
  - Other Loss Category
  - Unknown Loss Category
- Vehicle Age Group**
  - (All)
  - 1 - 3 Years Old
  - 4 - 6 Years Old
  - 7 Years and Older
  - Current Yr or Newer Group
  - Unknown Age Group
- Vehicle Source**
  - (All)
  - Asian
  - Domestic
  - European
  - Unknown Source
- Vehicle Type**
  - (All)
  - Car
  - Commercial vehicles
  - Motorcycle
  - Pickup
  - Unknown
  - Utility Vehicle
  - Van
- Vehicle Owner State**
  - (All)

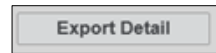
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# Claim Estimating Dashboard - Overview, Continued

**Navigation, Overview, continued**

Use the **Export Detail** button to open the Claim Estimating 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.



Filter	Driveable	Loss Category	MCI	Period	Time Period	Vehicle Age Group	Vehicle Source	Vehicle Type	Vehicle Owner State	Company Data										
										Current Claims Cnt	Current File Amt	Current Labor Amt	Current Labor Hrs	Current Other Amt	Current Part Amt	Current Repair Labor Amt	Current Replaces Labor Amt	Current Paint Supply Amt	Current Tax Amt	
Total										1,056,737	3,278,737,947	1,352,268,099	24,999,658	594,862,386	1,594,896,290	19,206,393	476,953,618	779,449,864	265,683,826	161,321,694
Driveable	Collision	DRP	Rolling 12 months to prior 12 months	Rolling 12 months to prior 12 months	1 - 3 Years Old	Asian	Car	Alabama	300	801,383	312,192	4,606	97,747	188,188	1,589	92,056	128,046	53,345	18,333	
								Alaska	0	0	0	0	0	0	0	0	0	0	0	
								Arizona	566	1,468,222	702,340	13,777	246,650	519,940	6,888	303,913	394,402	144,893	55,717	
								Arkansas	156	382,071	183,486	3,376	82,027	168,000	1,281	87,280	10,000	30,000		
								California	18,736	51,788,488	26,926,228	389,000	1,000,000	1,977,780	3,986,000	6,000,000	1,000,000	1,000,000		
								Colorado	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Connecticut	111	288,000	307,786	1,000	30,000	100,000	1,000	100,000	100,000	100,000		
								Delaware	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								District of Columbia	16	39,000	39,000	300	30,000	30,000	300	30,000	30,000	30,000		
								Florida	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Georgia	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Hawaii	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Illinois	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Illinois	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Indiana	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Iowa	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Kansas	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Kentucky	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Louisiana	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Maine	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Maryland	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Massachusetts	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Michigan	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Minnesota	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Mississippi	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Missouri	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Montana	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Nebraska	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		
								Nevada	156	393,027	48,000	6,751	88,200	88,000	1,007	88,000	88,000	88,000		

**Note:** The data show is summary data and not claim detail data.

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## Claim Estimating Dashboard - TCOR Tab, Continued

### Overview

The Claim Estimating Dashboard **TCOR** (Total Cost of Repair) tab displays your high-level data as it compares the average TCOR per claim by major break points. The complete cost of the vehicle is displayed from incident to return including the percentage of the claim is to parts, labor, towing/storage, or other expenses. Interact with data through the filters and date range configurations to display graphs, percentages, and dollar figures.

### TCOR tab

The **TCOR** tab shows the TCOR values for the for the respective filters for the following information:

#	Action
1	TCOR dollar and percent shows key KPI change from prior for: <ul style="list-style-type: none"> <li>Company</li> <li>Industry</li> <li>Peer Group</li> </ul>
2	A bar graph shows the TCOR by: <ul style="list-style-type: none"> <li>Market Segment</li> <li>MOI</li> </ul> <p>The Market Segment bar graph compares the average TCOR against the percent of labor, other cost, and parts of the TCOR.</p>
3	A line graph shows the Average TCOR from a rolling 24 months trend of your values compared to your defined peers and the industry: <ul style="list-style-type: none"> <li>Company</li> <li>Industry</li> <li>Peer Group</li> </ul>



**Hint:** Hover the mouse over the bar graph items to learn more about how the values are allocated.

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## Claim Estimating Dashboard - TCOR Tab

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### Overview, continued

The **Avg TCOR by Market Segment** section contains the following additional graph details:

- **% of labor of TCOR:** average percentage of the TCOR that is labor based
- **% of parts of TCOR:** average percentage of the TCOR that is parts based
- **% of other cost of TCOR:** average percentage of the TCOR that is not parts or labor. Example: towing, storage, disposal fees for materials (oil, batteries), any other costs incurred by the repair.

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# Claim Estimating Dashboard - Tabs, Continued

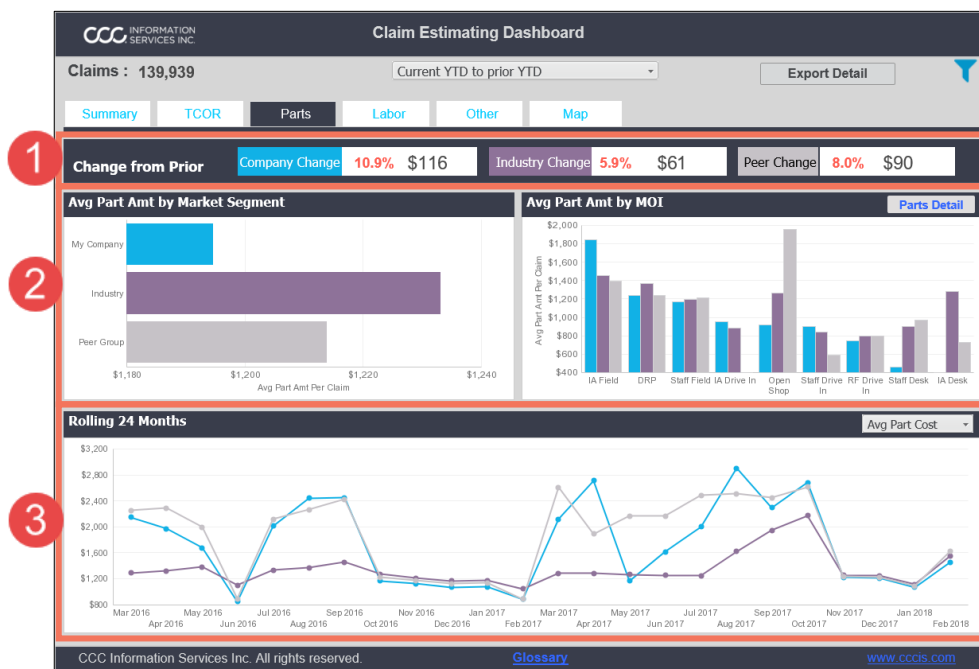
## Overview

The Claim Estimating Dashboard contains several tabs displaying various Claim Estimating Parts, Labor, and Other metrics. Interact with data through the filters and date range configurations to display graphs, percentages, and dollar figures.

## Dashboard Tabs

The **Parts**, **Labor**, and **Other** tabs each show the following information:

#	Description
1	Averages for the dollar and percent change from prior for: <ul style="list-style-type: none"> <li>Company</li> <li>Industry</li> <li>Peer Group</li> </ul>
2	A bar graph shows the Average Amount Per Claim for each category by: <ul style="list-style-type: none"> <li>Market Segment</li> <li>MOI</li> </ul> <b>Note:</b> Select <b>Parts Detail</b> to view additional detail in the MOI section.
3	A line graph shows the Average Rolling 24-months for: <ul style="list-style-type: none"> <li>Company</li> <li>Industry</li> <li>Peer Group</li> </ul> Use the drop-down list to configure the line graph for each tab: <ul style="list-style-type: none"> <li><b>Parts:</b> Avg Part Cost, Avg Price per Part, Average Part Count</li> <li><b>Labor:</b> Avg Labor Cost, Avg Labor Hours</li> <li><b>Other:</b> <i>No additional options</i></li> </ul>



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## Claim Estimating Dashboard - Tabs

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### Dashboard Tabs

The following table shows a brief description of the Parts, Labor, and Other tab available in the Claim Estimating Dashboard.

Tab	Description
Parts	The Parts tab allows you to focus on the average cost of parts spent per claim. Select the <b>Export Detail</b> button to view a more detailed parts analysis in the parts dashboard.
Labor	The Labor tab allows you to focus on the average cost of labor spent per claim. You can also see the percentage of labor cost that is related to repair labor or replace labor.
Other	The Other tab allows you to focus on the average non-part and non-labor costs spent per claim. You can see the percentage labor cost that is related to paint supplies and tax, as well as all other values including be not limited to the following: <ul style="list-style-type: none"><li>• Towing</li><li>• Storage</li><li>• Hazardous waste disposal</li></ul>

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## Claim Estimating Dashboard - Map

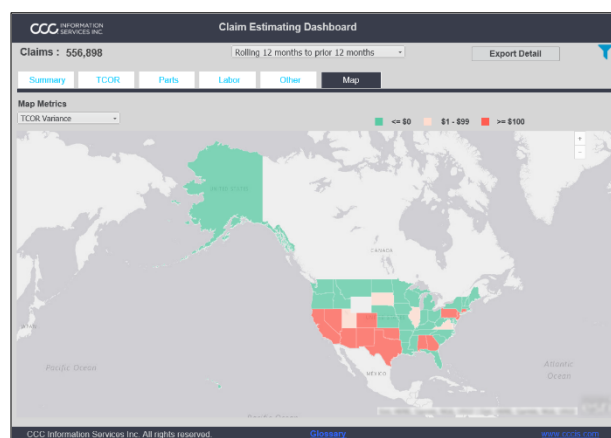
### Overview

The Claim Estimating Dashboard contains several tabs displaying various Claim Estimating metrics on a Map. Interact with data through the filters and date range configurations to show the variances for each State on an easy to read Map to identify areas of focus.

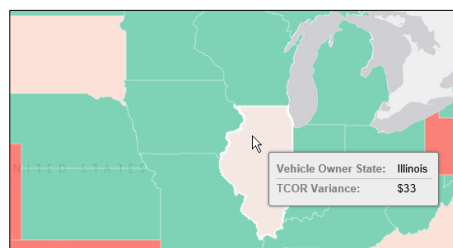
### Map Tab

The following variances can be displayed in the map compared against industry:

- TCOR Variance
- Parts Variance
- Labor Variance



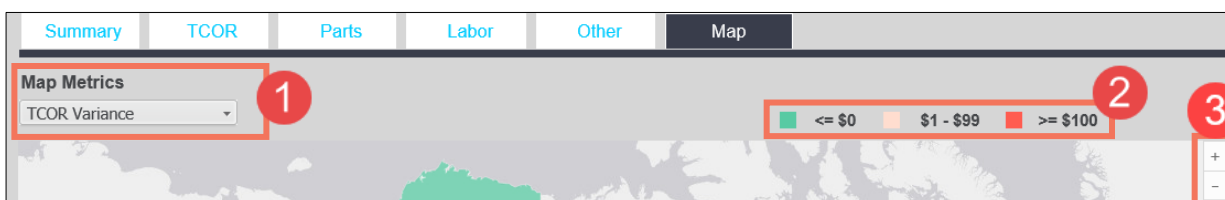
Hover the mouse over each state to learn the variance data.



### Map Navigation

Use the following to change the Map settings:

#	Action
1	Select a Variance from the dropdown list: <ul style="list-style-type: none"> <li>• TCOR</li> <li>• Parts</li> <li>• Labor</li> </ul>
2	Map legend.
3	Zoom in/out of map as needed using +/- buttons in the upper right of the map view.



**Note:** The filter icon can be used to further refine your search.