

## ClaimAlert Dashboard® Overview

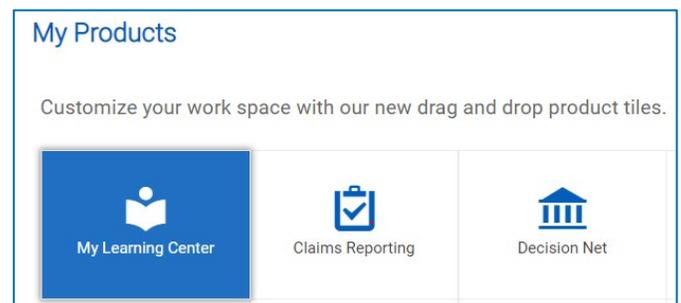
The ClaimAlert® Dashboard is designed to help management and compliance teams effectively analyze individual and company level usage of ISO ClaimAlert hits. The dashboard provides actionable insight to management and compliance teams in order to effectively analyze Alerts triggered within ISO ClaimSearch.

Filters allow you to narrow or broaden your view of the data to support analyses and workflows.

The dashboard has four information tabs:

1. Alerts Overview: The Alerts Overview screen provides visualizations around Alert types and state distribution.
2. Details: The Details screen provides expanded information relating to the Alerts including the ISO File Number which links to visualized Claim Search including:
  - Claim Number, Date of Loss, Policy Type, Policy Description, Alert Type, Alert Description, Alert Category, Date Alert Generated, Loss State, Report Type (i.e.: Initial, Replacement, Automatic Update, Re-Search, Alert Update, Impound, Recovery) Company, Group and Complete Office Codes.
3. Premium Alerts: The Premium Alerts screen provides visualizations relating to optional paid Alerts.
4. Premium Details: The Premium Details screen provides expanded information relating to the Premium Alerts, very much like the details screen for the standard Alerts.

To view a video tutorial of this or any ISO ClaimSearch dashboard visit My Learning Center and access the Business Intelligence Dashboard panel.



# ClaimAlert® Dashboard

## Accessing the ClaimAlert Dashboard:

To access the Dashboard from the ISO ClaimSearch home page, simply click “Dashboards” and then “ClaimAlert Dashboard.”

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 NMVTIS Reporting Metrics Dashboard	 Integrated Statistics Report	 Claims Reporting Dashboard	 Online Utilization Report
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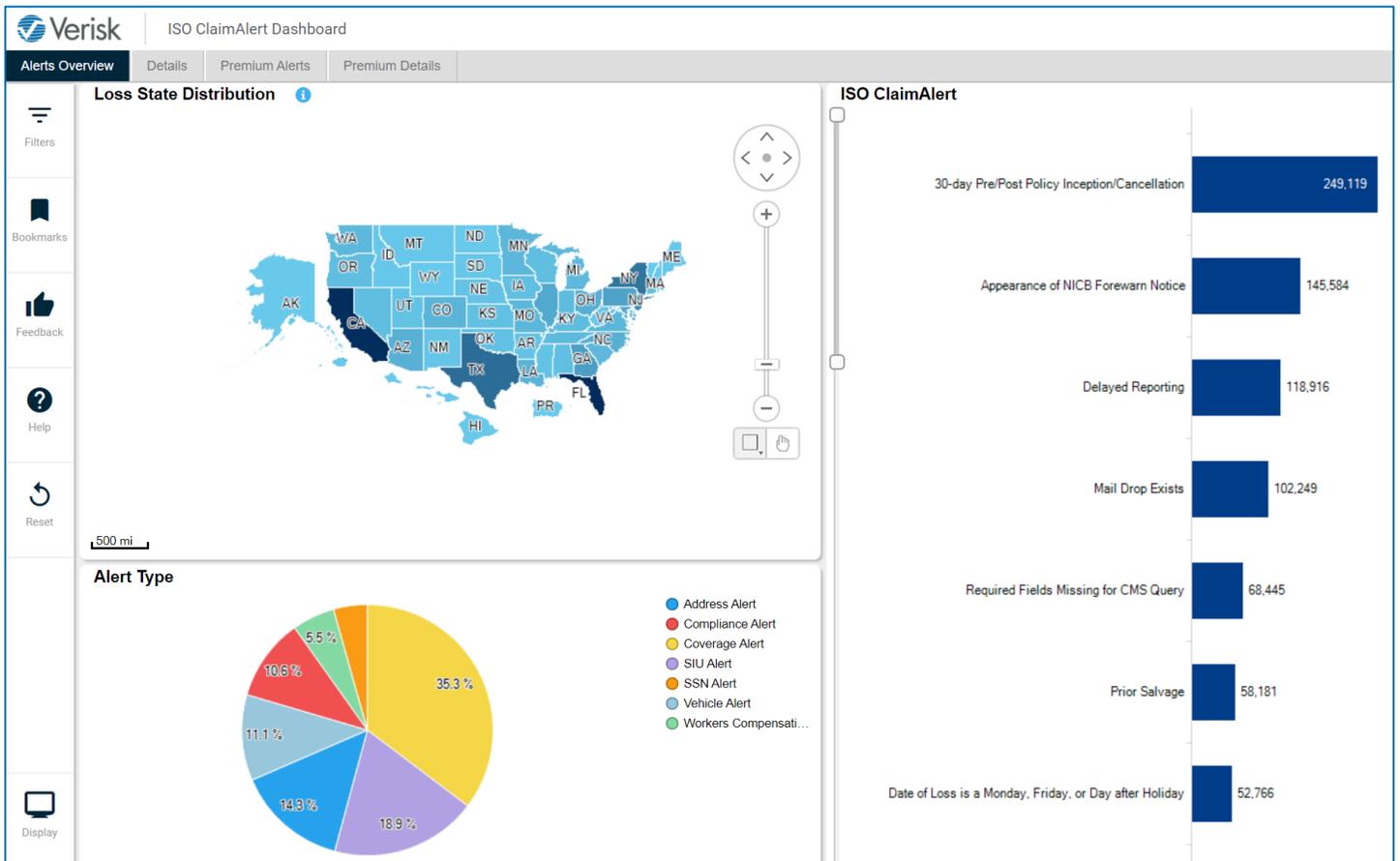
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## Functionality:

The ClaimAlert Dashboard is interactive and the display metrics change when you click on one or more Policy Types, Company Codes, Alert Types, Alert Descriptions or States within the filter menu or the visualizations.

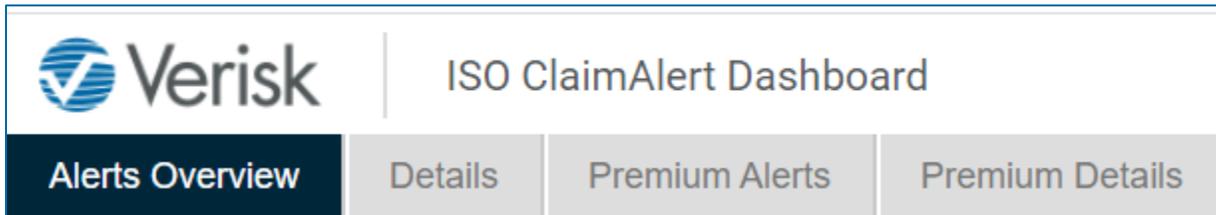
By clicking on a single Alert or clicking and dragging on multiple Alerts, you will generate a Claim record listing on the Details Tab for the claims on which the selected Alerts are present.

You can export the data by right clicking the page, selecting export, and selecting the format you wish to extract. This will create a customized file you can further analyze, save, and/or distribute as desired.



## Tabs Overview:

On the top of the page you will see all the tabs that will help you further your research.



### Alerts Overview:

The Alerts Overview screen displays a high-level view of all the Alerts triggered in your company's match reports within ISO ClaimSearch which can be analyzed further by applying filters.

The "Loss State Distribution" map displays the frequency of corresponding Alerts across all states. You also have the ability to click on a state or group of states which will adjust the display of the Alert Types and ISO ClaimAlerts to reflect Alerts specific to that geographic region.

"Alert Type" shows you the percentage of each of the Alerts triggered within your company's match reports broken down by the corresponding Alert type. You can click on the radio button for each Alert Type to see a more distinct breakdown.

"ISO ClaimAlert" shows you the specific Alerts that were triggered within your company's claims from most to least frequently triggered Alerts.

### Premium Alerts:

Premium Alerts provides visualizations relating to supplemental paid ClaimAlerts.

The "Loss State Distribution" map displays the frequency of corresponding Alerts across all states. This allows the user to see trends and gain other insights based upon regional activity.

"Alert Type Volume Over Time" shows you the frequency trends of each premium Alert through time. This provides a view into changing conditions that impact claims processing and severity warranting further investigation.

# ClaimAlert® Dashboard

“Number of Alerts by Description” displays the premium Alerts that were triggered within your company’s Match Reports; providing another source of trend analysis support.

## Reports:

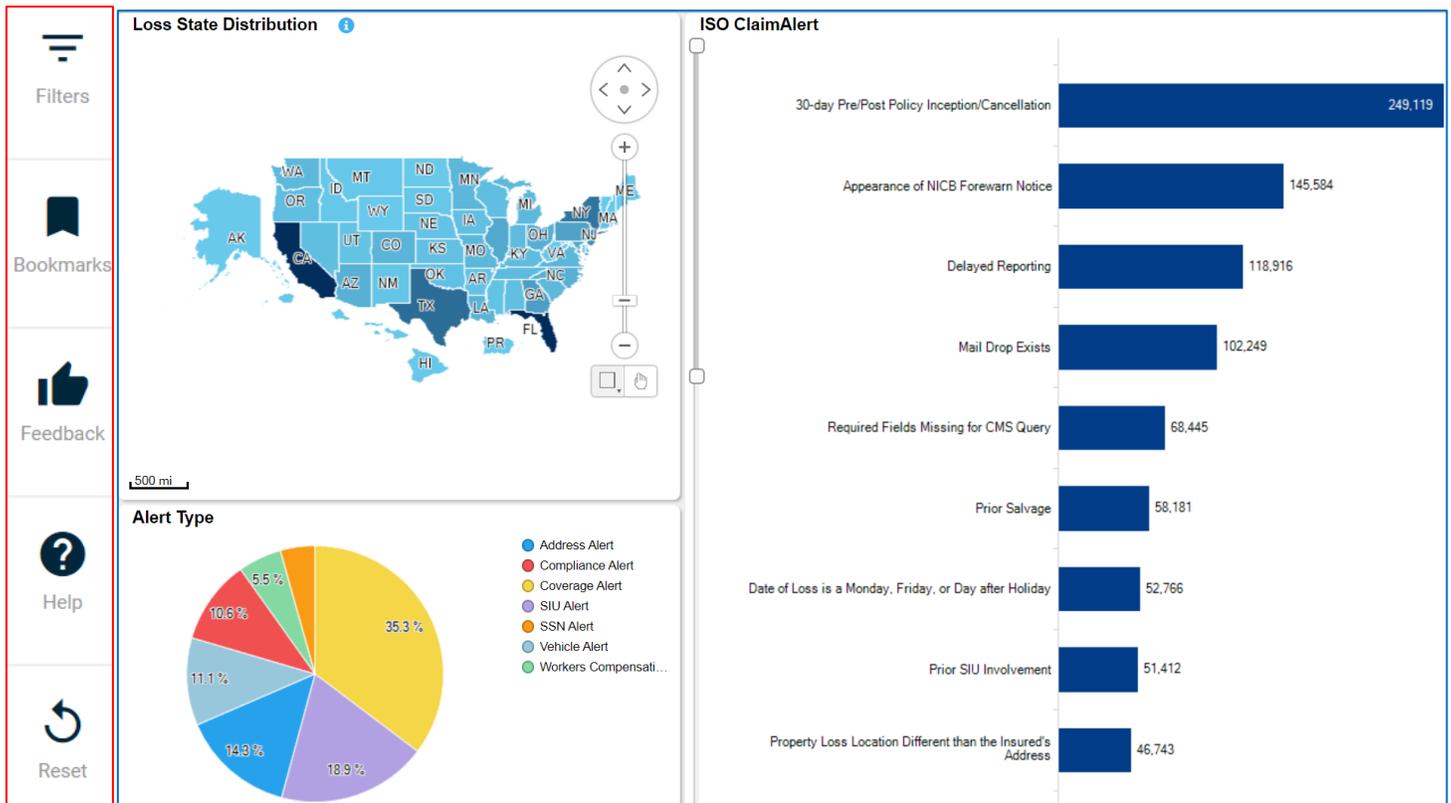
### Details & Premium Details:

“Details” and “Premium Details” both show you a breakdown of the Alerts that you have filtered on and includes a corresponding ISO File Number, which is a hyperlink that brings the user to the match report within the ISO ClaimSearch platform.

“Details” displays information related to “standard” Alerts while “Premium Details” only shows details pertaining to the specialized Alerts that your company has opted in to pay for.

## BI Panel:

On the left side of each page is the BI Panel where you can access Filters, Bookmarks, Feedback, Help and Reset.



## **Filters:**

“Filters” allows you to make selections that can focus the displayed visualizations. The Dynamic Filter dropdown lets you choose a predefined unit of time that will be used as initial criteria for the additional filters that you may choose.

“Company” Filters allows you to search by Group Name, Company Name and Company Office code.

“Date” Filters allow you to search by date, you can use the slider to select a range or can click on the calendar to select a specific date.

The “Claim” Filters allow you to search by Policy Type, Alert Type or Report Type.

The “Location” Filter allows you to search by Location of Loss State.

The “Applied Filters” section illustrates the filters that have been applied to your data visualization.

## **Bookmarks:**

“Bookmarks” is a time saving feature that allows you to save commonly used filter settings, so the same settings can easily be applied in the future. This is very helpful if there is a favorite custom filtered view that is regularly used.

When you click on this icon the bookmark panel will open on the right side of the page. Here you can create and access bookmarks.

Your bookmarks are unique to you. No one else will see them.

## **Feedback:**

“Feedback” will provide a convenient way for you to let us know if this dashboard is useful.

**Help:**

“Help” provides you with helpful usage tips relating to the dashboard and its functions.

**Reset:**

The “reset” button returns all the filters to the default settings, except for the Dynamic Date filter.

**Conclusion:**

The information in the ClaimAlert dashboard provides users with automated identification of trends and opportunities within claims that will help your organization increase efficiencies and loss control. The dashboard is also helpful in bringing more efficient and cost-effective view and method to manage your compliance needs.

This Dashboard is available for all ISO ClaimSearch subscribers at no additional cost.

As you start working with the dashboards, we are here to help you with any questions. You can e-mail your questions to [NJSupport@.com](mailto:NJSupport@.com) or call us at 1-800-888-4476.