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INSURANCE CLAIMS

This Tableau Accelerator allows you to:

- **Assess your performance handling claims**
- **Pinpoint most impactful open claims**
- **Identify most effective agents**
- **Improve process effectiveness**
- **Drill-back at 'Claim #' level of detail, directly in your Claim Application and take immediate actions**

Answer key business questions

- What is our total volume of claims, and how many are currently open?
- On average, how long does it take to close a claim?
- Which agent group handles the largest volume of claims?
- How many claims are closed per month broken down by agent group?
- How does the reimbursement percentage evolve per month by agent group?

Monitor and improve KPIs

Claims

- **Nb Claims**: Total number of claims that were created over the period
- **Nb Open Claims**: Total number of claims that are currently open
- **Nb Closed Claims**: Total number of claims that were closed over the period
- **Nb Reimbursed Claims**: Total number of claims that were reimbursed to customers over the period
- **Claims Reimbursed %**: Share of claims that were reimbursed on the total number of closed claims (expressed in %)

Damages

- **Total Damages**: Total amount of damages as estimated in the claims (expressed in currency)
- **Total Outstanding Damages**: Total amount of damages for open claims (expressed in currency)
- **Total Deductible**: Total amount the insured is responsible for paying toward an insured loss (expressed in currency)
- **Total Paid**: Total amount paid to the policy holders for their claims (expressed in currency)

Agents

- **Agents #**: Total number of agents that were working on claims over the period
- **Nb Open Claims per Agent**: Average number of claims opened over the period per working agent

Durations

- **Average Days to Close**: Average time it takes to close a case. It determines the effectiveness in handling claims (expressed in days)
- **Open Since (days)**: Average number of days since claims were opened (open claims only; expressed in days)

Required attributes

- **Claim Number** *(string)*: Claim unique identifier
- **Event Date** *(date)*: Date when the event to which the claim relates occurred
- **Open Date** *(date)*: Date the claim was opened
- **Close Date** *(date)*: Date the claim was closed. Null if the claim is not closed yet
- **Claim Status** *(string)*: Current status of the claim. Expected values: 'Reimbursed', 'Rejected' or Null if the Claim is not closed yet
- **Claim Reason** *(string)*: Reason given for the claim
- **Policy Number** *(string)*: Policy unique identifier
- **Policy Holder** *(string)*: Policy holder identifier
- **Policy Type** *(string)*: Type of the Policy (Auto, Residential, Commercial, ...)
- **Business Line** *(string)*: Business Line of the insurance product (Professional, Property, Technology, Vehicle, ...)
- **Agent** *(string)*: Agent working on the claim
- **Agent Group** *(string)*: Grouping of Agents processing the claims (Back Office, Front Office, Fraud, Inspection experts,...)
- **Is Closed Flag** *(string)*: Indicates whether the case is closed or not. Expected values: 'Y', 'N'. 'Y' means that the claim is closed
- **Is Reimbursed Flag** *(string)*: Indicates whether the amount claimed has been refunded. Expected values: 'Y', 'N'. 'Y' means that the claim is reimbursed
- **Damages Amount** *(numeric)*: The amount of damage to which the claim relates
- **Claim Paid Amount** *(numeric)*: Total paid amount by the insurance provider for the claim
- **Deductible** *(numeric)*: Amount the insured is responsible for paying toward an insured loss