

SEPTEMBER  
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WEEK  
11



# Data Analytics using Tableau (DAT)

Designed for : EXL

## Topics to Cover – Case-study using Accident Insurance Claims Dataset

1. Introduction to Tableau
2. Design Principles
3. Building Dashboards
4. Building Storyboard

- **Design Principles- Understanding the Types and Methods**

For an appropriate visualization of data, we need to understand the data types of the variables which need to be classified as continuous or categorical in nature. In Tableau terms, one needs to classify the variable correctly as dimensions or measures.

Based on the data and business problem in hand, one needs to understand what is the purpose of the analysis, what is the most appropriate chart type, keep in mind the requirement of the end user, appropriate use of colours for charts, visualization should be interactive in nature by taking the holistic perspective of the data and most important is the graphs should not have unnecessary information or clustered data points which is also called cluttering in Tableau.

- **Parameters in Tableau-** These are conditions or values that the users provide to data which are not available for appropriate visualization and decision making. A parameter in Tableau can take values such as a number, date, or string that can replace a constant value in a calculation, filter or reference line.
- **“What-if” Analysis with Parameters-** This analysis is just like an “if-else” condition in Excel, where if a new parameter that is created in Tableau, certain conditions can be added to visualize the data to changing values in the parameters.

- **Special Charts**

Apart from the normal Bar chart for any analysis, users would require to access data in different forms to make better decisions. Tableau comes up many charts that cater to not only students, but to professionals from different industry domains, statisticians, academicians and many more. To name a few special charts: Gantt Chart, Bubble Chart, Scatter Plot, Boxplot, Treemap, Wordcloud, Motion Charts

- **Building Dashboard**

A dashboard is a collection of several views, letting you compare a variety of data simultaneously. For example, if you have a set of views that you review every day, you can create a dashboard that displays all the views at once, rather than navigate to separate worksheets.

- **Building Storyboards**

A story is a sequence of visualizations that work together to convey information. You can create stories to tell a data narrative, provide context, demonstrate how decisions relate to outcomes, or to simply make a compelling case. ... Each individual sheet in a story is called a story point.

- **Understanding Relationship and Joins**

When we have multiple tables in an organisation and we understand that there is some commonality between the data and we have to consider both these information for analysis, Tableau provides us with an option called Relationship database just like the case of SQL. In case of adding 2 tables through relationship method, the common parameter through the data can be linked is decided by Tableau itself, but provides us with an option if we want to change. The data doesn't get merged with the original data in case relationships mapping.

In case of Joins option, there are multiple options of Inner Joins, Right Joins, Left Join, which helps to merge the data by defined parameter that taken from the user and the data gets merged.

- **Step 1- Understand Cognitive Perception**

Before starting with any visualization project, the user needs to have a good understand of data, what are variables considered, the data types, relationship between each variable and what does the data say as whole in regards to the business objective.

- **Step 2- Eliminate Visual Clutters**

In this step, one needs to keep in mind that the chart that we use should be simple and should provide maximum information with minimum effort. Also we should avoid unnecessary legends in the charts.

- **Step 3- Choose and appropriate display mechanism**

Appropriate charts needs to taken for data and information that we want convey. The charts should provide maximum information in the right quantity.

- **Step 4- Design Dashboards**

Dashboards is collection of information from different worksheets. The Dashboards to be prepared in such a way that information that are related to each needs to be linked properly and should be interactive to all the information.

- **Step 5- Explore Visually**

A user needs to understand the different options that are available to make the data visually interesting by exploring the options after creating charts.

- **Step 6- Analyse Visually**

Based on each chart that is prepared, some inference needs to be brought out and a user should analyse if some additional information as in providing some new parameters to the data would to add value to business objective

- **Step 7- Create Storyboard**

Finally we should prepare a story out of the data that provides clean and crisp information to the end user from all our analysis.



**The Company wants to frame an insurance policy for people based on the trend of accidents that has happened in the city. You as a analyst, is required to visually analyse the data to understand the trend of insurance claim with a relationship to type of people, different cars and place where such accidents frequently occur.**

**Data Dictionary:**

- Months\_As\_Customer- Number of months as a customer
- Age- Age of the Person
- Policy\_Number- Policy Number
- Policy\_Bind\_Date- Actual Date of taking the Policy
- Policy\_State- State where the policy has been taken
- Policy\_Csl- Score of the policy holders
- Policy\_Deductable- Basic Fee to be deducted
- Policy\_Annual\_Premium- Annual Premium of the Policy
- Insured\_Zip- Zip Code
- Insured\_Sex- Gender
- Insured\_Education\_Level- Education
- Insured\_Occupation- Occupation of the Policy Holder
- Insured\_Hobbies- Hobbies of the Policy Holder
- Insured\_Relationship- Relationship to the Policy Holder

**Data Dictionary:**

- Incident\_Date- Date of Accident
- Incident\_Type- Type of Accident
- Collision\_Type - Types of Collision happended to the vehicle
- Incident\_Severity- Severity of Accident
- Incident\_State- State where the accident occurred
- Incident\_City- City where the accident occurred
- Bodily\_Injuries- Number of injuries occurred
- Witnesses- Number of people who witnessed the accident
- Total\_Claim\_Amount- Total claimed from the insurance
- Injury\_Claim- Claim amount as part of injury occurred
- Vehicle\_Claim- Claim amount relating to vehicle damage
- Auto\_Make- Manufacturer of the Car
- Auto\_Model- Model of the Car
- Auto\_Year- Year of Manufacturing

## Addressing the problem:

Before we actually start looking into the data and solve the business problem, we should always check a few things first and make sure they are in-place –

- Make sure we have linked the dataset to Tableau and all the relevant information is properly imported.
- Check for any nuance in the data i.e. missing values, invalid characters in the data etc.

Now keeping the business problem in mind, we can adopt the below method to do a detailed analysis:

- Understand the relationship between Education, Income and Claim amount made.
- A detailed analysis to be undertaken to understand which model of the car is more prone to accidents and how claims are being made people of different gender
- State wise analysis will also help to understand where more accidents are prone to happen
- A separate analysis on different type of claims being made based on type of accidents that happen and the number injuries.



## SUMMARY:

**Through the visual analytics, we can understand how different factors affect the total claim amount that is claimed to the company. Based on these factors, the insurance company can design different type policies with different premiums based on customer's requirement.**

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QUESTIONS & ANSWERS



# QUESTIONS ?