

Sean Marcelo

From: Sean Marcelo
Sent: Tuesday, June 18, 2024 1:57 PM
To: [REDACTED]
Subject: 5/14/2024 to 6/18/2024 Analysis on Giveback Notifications

Good day [REDACTED].

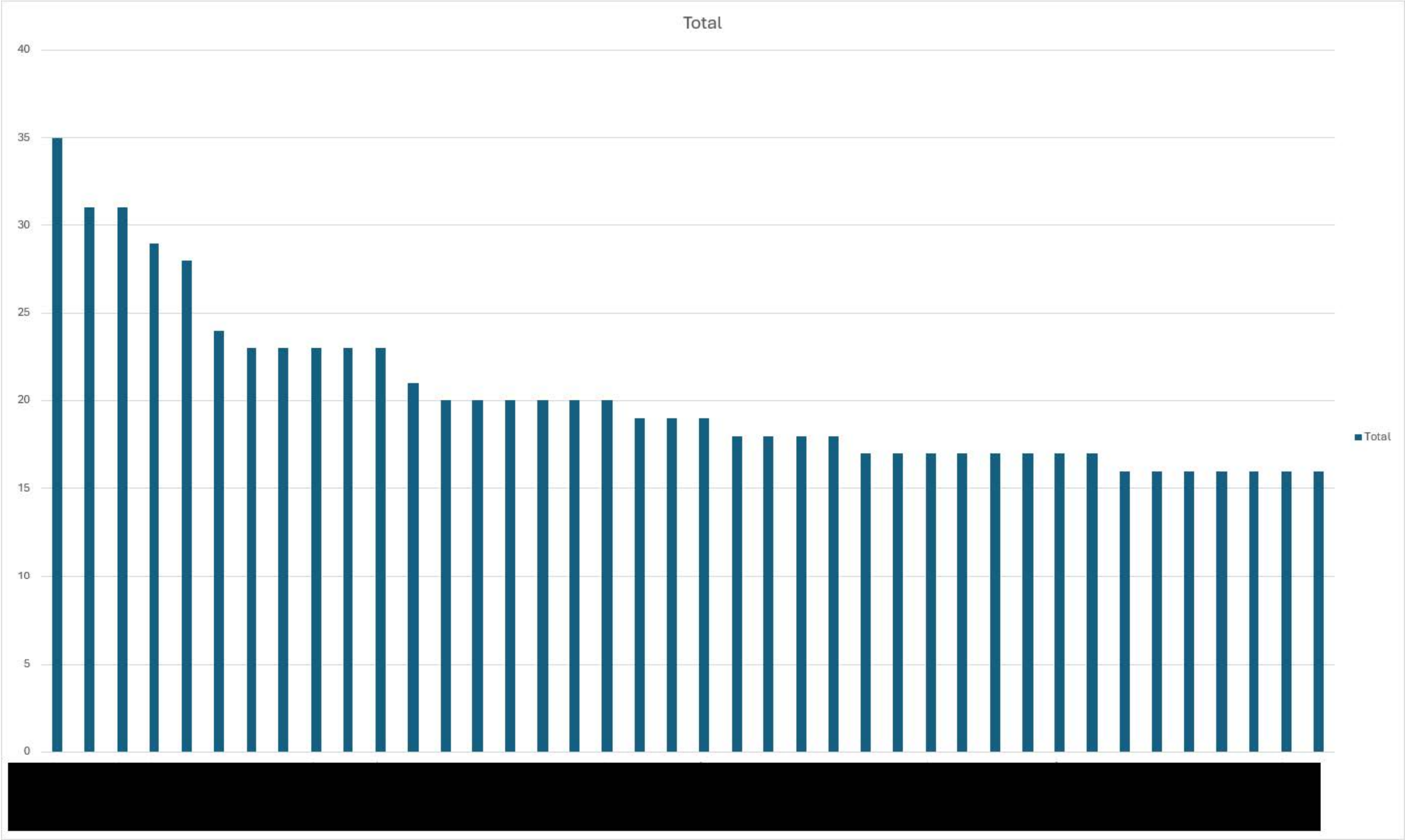
You probably have tons of useful data and information to support our operations already. Still, I wanted to see what insights we could gain from all the emails we received in our mailbox with the subject line “Giveback Notification” so I exported all I’m able to gather into a spreadsheet and roughed up something we can visualize. Uploaded in our shared Field Enablement Teams Files tab. Please let me know if you’re interested in more details.

Thanks.

 [Giveback.xlsx](#)

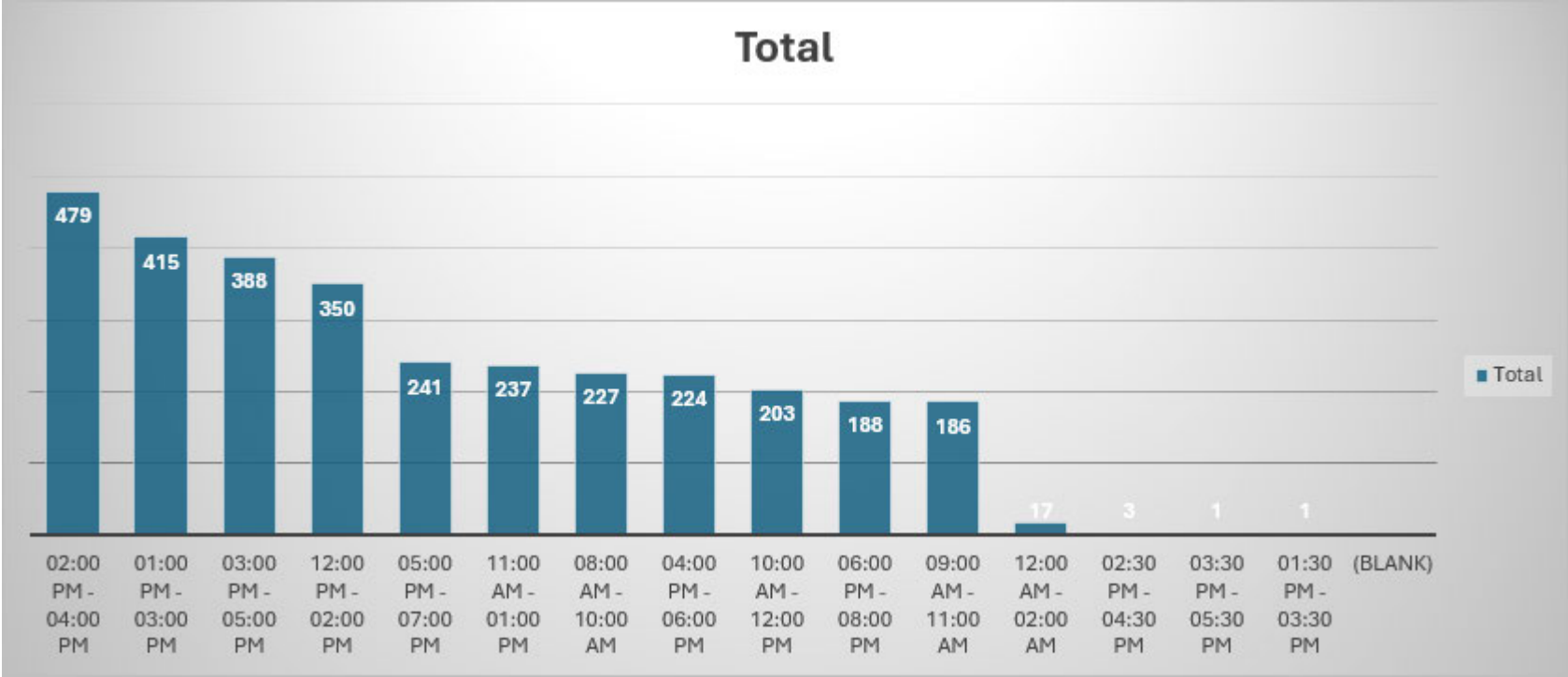
Top 40 Techs with the Most Givebacks

Technician ID	Count of Givebacks
	35
	31
	31
	29
	28
	24
	23
	23
	23
	23
	23
	23
	21
	20
	20
	20
	20
	20
	20
	19
	19
	19
	18
	18
	18
	18
	17
	17
	17
	17
	17
	17
	17
	16
	16
	16
	16
	16
	16
	16
Grand Total	811



Time Windows with the Most Givebacks

Window (Start Time + 2)	Count of Givebacks		
⊕ 02:00 PM - 04:00 PM	479		
⊕ 01:00 PM - 03:00 PM	415		
⊕ 03:00 PM - 05:00 PM	388		
⊕ 12:00 PM - 02:00 PM	350		
⊕ 05:00 PM - 07:00 PM	241		
⊕ 11:00 AM - 01:00 PM	237		
⊕ 08:00 AM - 10:00 AM	227		
⊕ 04:00 PM - 06:00 PM	224		
⊕ 10:00 AM - 12:00 PM	203		
⊕ 06:00 PM - 08:00 PM	188		low numbers probably due to low number of evening techs and weekends
⊕ 09:00 AM - 11:00 AM	186		
⊕ 12:00 AM - 02:00 AM	17	Mostly from Comm/Biz	
⊕ 02:30 PM - 04:30 PM	3		
⊕ 03:30 PM - 05:30 PM	1		
⊕ 01:30 PM - 03:30 PM	1		
⊕ (blank)			
Grand Total	3160		Difference from previous PivotTable (3143) due to different cleaning process



Sean Myro Marcelo (pronouns: he/him)
Field Management Agent, Operations, Delivery & Insights

[REDACTED]