

Sean Marcelo

**From:** Sean Marcelo  
**Sent:** Monday, April 22, 2024 4:06 PM  
**To:** Troy Deda  
**Subject:** NBH Duration

Good day Troy.

Hope this report below regarding how long Ben Lo spends on a task eventually set to Incomplete status whenever the customer isn’t home. I’ve also included information if we received a Giveback Notification on a given day.

Thanks.

Incomplete Task	Date	Start	Finish	Duration (h:mm)	Incomplete Task Details:	Givebacks	Date	Time	Giveback Reason Details
0000134150823	2024-04-03	9:40 AM	10:47 AM	1:07	Could not get hold of cx	0000134804114	2024-04-05	1:38 PM	Late
SC2826392	2024-04-05	9:35 AM	10:35 AM	1:00	Could not get hold of cx, I will try returning later				
VAT;SC00027682	2024-04-06	8:10 AM	9:09 AM	0:59	Could not get hold of cx	Average Duration Spent on NBH	0:54		
VAN;SC05803491	2024-04-10	5:45 PM	6:24 PM	0:39	Could not get hold of cx				
VAN;WO34497943	2024-04-11	1:28 PM	2:16 PM	0:48	Could not get hold of cx	SC2836020	2024-04-11	4:57 PM	Late
VAT;SC00027726	2024-04-12	6:44 PM	7:46 PM	1:02	Could not get hold of cx	SC2836816	2024-04-12	5:30 PM	Late
SC2838738	2024-04-15	4:18 PM	5:29 PM	1:11	Called twice and knocked on the door				
0000135919880	2024-04-21	3:01 PM	3:30 PM	0:29	Cx not home				

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