

**Sean Marcelo**

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

Good day Troy.

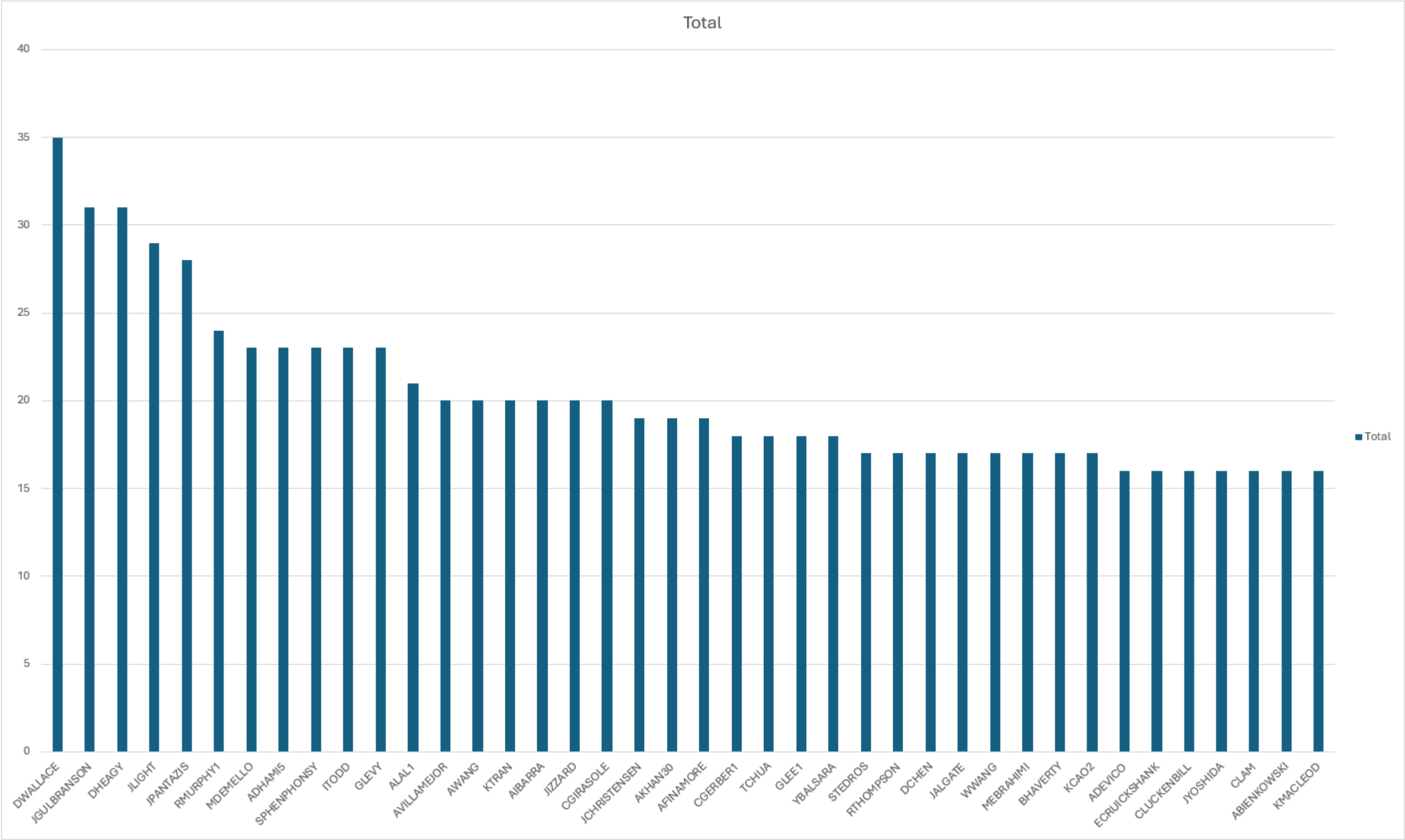
You probably have tons of useful data and information to support our operations already. Still, I wanted to see what insights we could gain from all the emails we received in our mailbox with the subject line “Giveback Notification” so I exported all I’m able to gather into a spreadsheet and roughed 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](#)

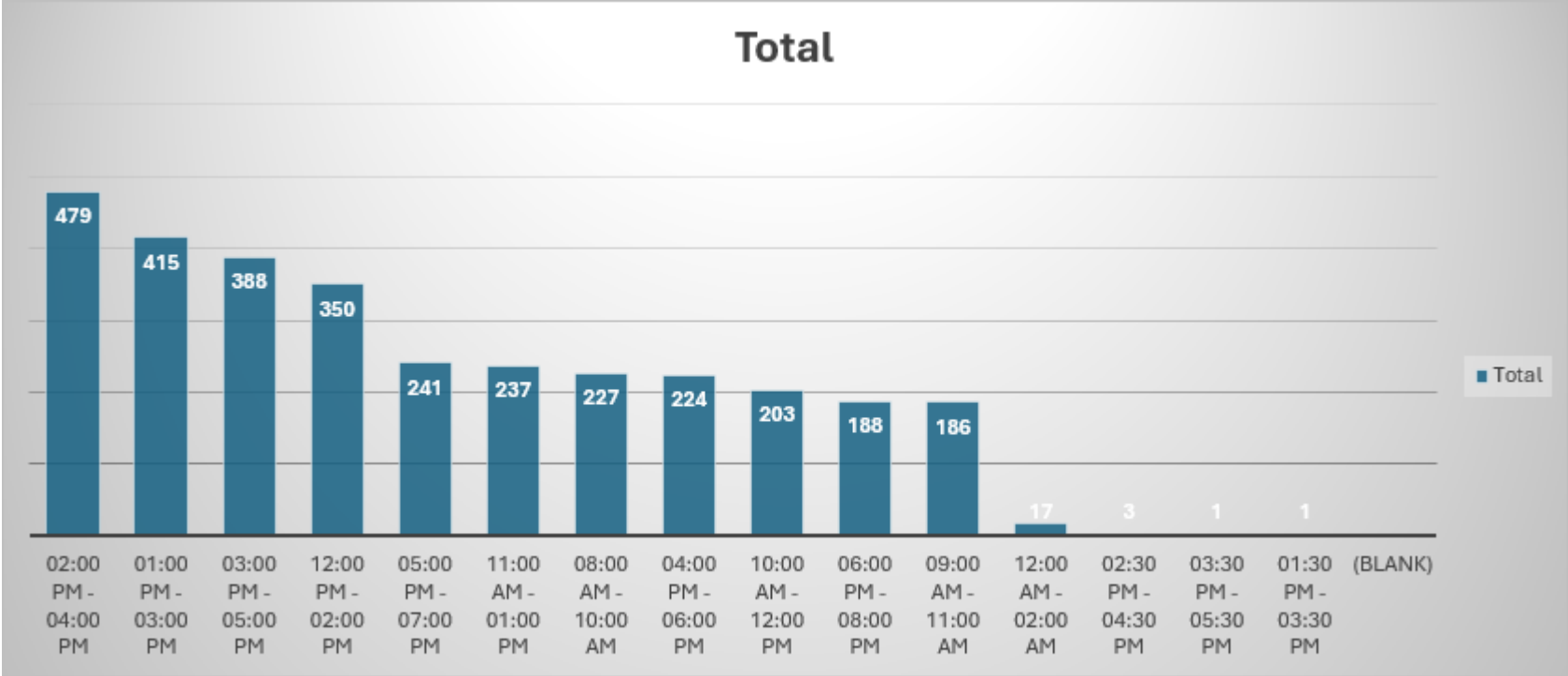
Top 40 Techs with the Most Givebacks

Technician ID	Count of Givebacks
⊕ DWALLACE	35
⊕ JGULBRANSON	31
⊕ DHEAGY	31
⊕ JLIGHT	29
⊕ JPANTAZIS	28
⊕ RMURPHY1	24
⊕ MDEMELLO	23
⊕ ADHAMI5	23
⊕ SPHENPHONSY	23
⊕ ITODD	23
⊕ GLEVY	23
⊕ ALAL1	21
⊕ AVILLAMEJOR	20
⊕ AWANG	20
⊕ KTRAN	20
⊕ AIBARRA	20
⊕ JIZZARD	20
⊕ CGIRASOLE	20
⊕ JCHRISTENSEN	19
⊕ AKHAN30	19
⊕ AFINAMORE	19
⊕ CGERBER1	18
⊕ TCHUA	18
⊕ GLEE1	18
⊕ YBALSARA	18
⊕ STEDROS	17
⊕ RTHOMPSON	17
⊕ DCHEN	17
⊕ JALGATE	17
⊕ WWANG	17
⊕ MEBRAHIMI	17
⊕ BHAVERTY	17
⊕ KCAO2	17
⊕ ADEVICO	16
⊕ ECRUICKSHANK	16
⊕ CLUCKENBILL	16
⊕ JYOSHIDA	16
⊕ CLAM	16
⊕ ABIENKOWSKI	16
⊕ KMACLEOD	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	



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