

# DATA COLLECTION REQUEST - FOR LARRY

## Spiceworks CSV Export - Partnership Data Analysis

**Date:** November 20, 2025

**Recipient:** Larry (North Shore Computer - IT Director)

**Purpose:** Export Spiceworks support ticket data for AI analysis

**Timeline:** ASAP (we'll have insights within 20 minutes of receipt)

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## [TARGET] WHAT WE NEED

### Larry's Request from Meeting (00:38:31 - 00:54:51):

Larry confirmed: - [OK] Spiceworks is web-based ticketing system - [OK] Can export tickets (CSV, JSON, or Excel format) - [OK] Larry has access to export functionality

**What We Need:** - **Format:** CSV (preferred) or Excel - **Data Fields:** - Ticket ID - Date/Time - Customer/Client Name - Issue/Problem Description - Resolution/Notes - Status (Open/Closed/Resolved) - Category/Type - Any other relevant fields

**Send To:** jimmy@bravetto.com

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## [LIST] EMAIL TEMPLATE FOR LARRY

**Subject:** Spiceworks CSV Export - Partnership Data Collection

**Message:**

Hey Larry,

Following up on our meeting - we're ready to start the data analysis!

Can you export the Spiceworks tickets as CSV and send to [jimmy@bravetto.com](mailto:jimmy@bravetto.com)?

We'll have actionable insights back to you within 20 minutes of receipt.

The data will help us identify:

- Support ticket patterns
- Recurring issues
- Revenue opportunities
- Solution recommendations

Thanks!

Michael & Bryan

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## [HOT] WHAT WE'LL DO WITH THE DATA

**Immediate Analysis (20 minutes after receipt):** 1. **Pattern Detection:** Identify recurring support issues 2. **Pain Point Mapping:** Map tickets to client pain points 3. **Revenue Opportunities:** Generate 10 revenue opportunities 4. **Solution Recommendations:** Recommend AI solutions for common issues

**Deliverables:** - “What happened last week?” summary dashboard - “How can we make money off this?” revenue opportunities - Custom solution recommendations - Predictive analytics insights

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## [OK] SUCCESS METRICS

**What This Enables:** - [OK] Support ticket intelligence dashboard - [OK] Predictive maintenance alerts - [OK] Revenue opportunity identification - [OK] Custom solution development

**Timeline:** - Data received -> 20 minutes -> Insights delivered - Insights -> 1 week -> Solutions built - Solutions -> 2 weeks -> Revenue generated

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**Pattern:** DATA x ANALYSIS x INSIGHTS x REVENUE x ONE

**Status:** [OK] READY FOR DATA EXPORT

LFG!