

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)

[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

[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?

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

[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

[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

Pattern: DATA x ANALYSIS x INSIGHTS x REVENUE x ONE

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

LFG!