

Evaluating the Impact of New Feature Launches on System Performance and User Experience at Colume

Problem Statement:

Following the launch of three new features on February 20, 2025, Colume's product and engineering teams need to evaluate how these features have affected system performance and user satisfaction. The new features may have introduced additional load on our system, potentially leading to performance bottlenecks, slower response times, or increased error rates. Additionally, we need to assess if the features have caused an increase in support tickets, indicating that users are experiencing issues or confusion with the new functionalities. By analyzing system performance metrics, user feedback, and support ticket volumes, we aim to understand the full impact of the new features on the user experience. This information will help us identify any areas requiring optimization, guide future feature development, and improve our ability to scale the platform effectively as new features are introduced.

Stakeholder: Engineering/Operations or Infrastructure Team

Key Objectives:

- Identify any significant increase in support ticket volume linked to the new features and assess the nature of these tickets (e.g., usability issues, bugs).
- Analyze system load before and after the feature launch to identify any scalability concerns, including spikes in CPU or memory usage, or slower response times.
- Correlate feature usage patterns with system performance metrics (e.g., CPU usage, memory usage, error rates, response times) to identify any performance bottlenecks caused by the new features.
- Evaluate user satisfaction based on feedback and support ticket trends to determine if the new features have improved or hindered the overall user experience