From: Andrew Grant ████████████████████████
Sent: Wed, 22 Jul 2020 14:07:51 +0000 (UTC)
To: Alec Shobin ████████████████████
Cc: Aakash Gupta ████████████████ Ed Zobrist ██████████████████████
Emu Servais ████████████████████, Cameron Payne
████████████████ Aaron Medvick ████████████
Darren Clary ████████████████████ Matt Salazar ██████████████████

Subject: Re: Visibility into Mobile Update Speed

Just a side note - this shows when those people *logged in* with a new version, not when they actually got the update from the App Store. A good percentage of people coming in "late" will already have received the update via automatic updates.
It's hard to get that number, but anecdotally in the early days of mobile, when we often released crash fixes as "non-required" updates (e.g we did not prompt you to update to play) we found that within 3 days about 30% of players appeared to have received the new build, either via automatic updates or just from checking their update list themselves.
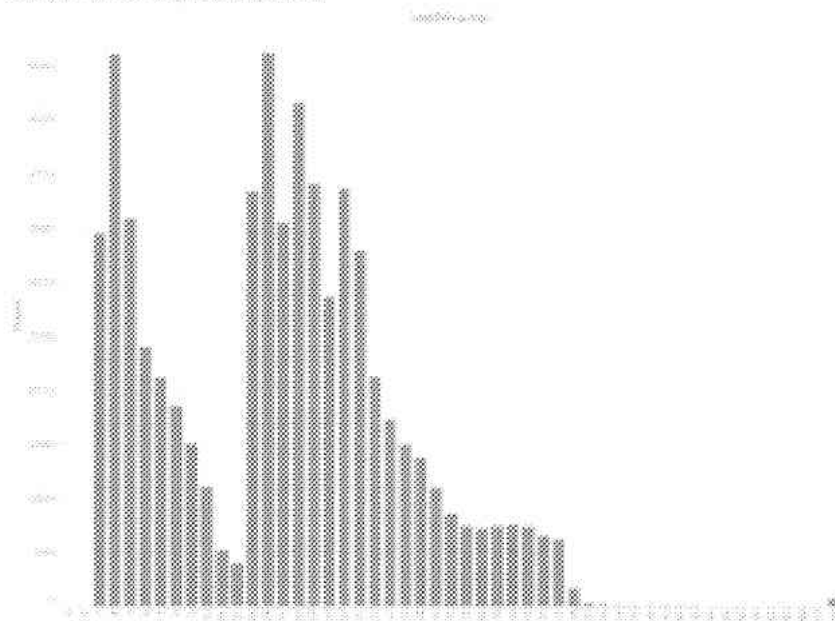
On Wed, Jul 22, 2020 at 10:00 AM Alec Shobin ████████████████████████ wrote:

Thanks, Aakash and Aaron! We appreciate the hustle on this.
@Cameron Payne were you able to catch up with @Aaron Medvick on this?

+Ed Zobrist +Emu Servais for vis on % of players that update N days after an update releases.

@Aakash Gupta @Aaron Medvick I drilled down to look at the later updates in Season 12 just on iOS - that should be a pretty good proxy for us here:

It looks like that shows (eyeballing) a quarter of players updating to the new release within under 2 weeks, while a larger chunk updates over the following week or two. Am I interpreting this data correctly or is there a different way we should look at it?

Thanks!

-Alec

On Wed, Jul 22, 2020 at 9:51 AM Aakash Gupta ███████████████████ wrote:

Aaron was a <u>hero</u> and did this last night.

On Tue, Jul 21, 2020 at 5:29 PM Cameron Payne ███████████████████ wrote:

Thanks!

On Tue, Jul 21, 2020 at 4:28 PM Aakash Gupta ███████████████████ wrote:

Understood - escalating priority. Will do our best.

On Tue, Jul 21, 2020 at 4:19 PM Cameron Payne ███████████████████ wrote:

Hate to be that guy, but this is probably going to be a very hot topic question at a big Tim meeting tomorrow at 2pm.
Any chance we can get a sense of an answer by then?

cc-ing Matt S just because he's in the same meeting and has some context on importance. Sorry for being vague on the meeting overall.

On Tue, Jul 21, 2020 at 12:27 PM Cameron Payne ███████████████████ wrote:

Thanks, this is high priority for a Tim meeting.
Any chance in the short-term we can just get a quick take for the most recent client update (non-HF), about % of mobile MAU that was updated to latest update version after 9 days?

On Tue, Jul 21, 2020 at 12:24 PM Aakash Gupta ███████████████████ wrote:

Sounds good. Darren is off to paternity but <u>@Aaron Medvick</u> 's team is looking into.

On Tue, Jul 21, 2020 at 9:16 AM Cameron Payne ███████████████████ wrote:

Aakash, to put an extra fine point to the question, in addition to the general question:
We will launch 13.40 on Tue Aug 4th. By the time we hotfix on early morning Thu Aug 13th, what % of active mobile players do we think will have updated to that build? By platform (iOS vs Google Play vs Other Android). Do we see any meaningful discrepancies by region/country?

On Mon, Jul 20, 2020 at 7:43 PM Aakash Gupta ███████████████████ wrote:

Roger - tracking the issue <u>here</u>.

On Mon, Jul 20, 2020 at 6:59 PM Alec Shobin ███████████████████ wrote:

Thanks - Aakash, let me know if you need more info or context. Overall we're trying to figure out what percent of active players update to the new client N days after release.

On Mon, Jul 20, 2020 at 6:48 PM Darren Clary ███████████████████ wrote:

Adding aakash, he can find someone to do it

On Mon, Jul 20, 2020, 5:56 PM Alec Shobin ██████████████████ wrote:

> Hey team,
> Circling back on this. @Christopher Wright have you had a chance to investigate?

Thanks,

-Alec

On Thu, Jul 16, 2020 at 10:31 AM Jon Sredl ██████████████████ wrote:

> Adding the rest of ███████████ for viz, but @Christopher Wright specifically is probably the most likely to know where to track these down.

On Thu, Jul 16, 2020 at 10:08 AM Alec Shobin ██████████████████ wrote:

> Jon, Darren,
> We're looking to get a better understanding of how quickly new players migrate onto a typical mobile update.

Example: % of MAU with latest update N days after release

Would it be possible to get this info before EOW?

Thank you,

-Alec

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