

Fitbit

Bi-Weekly Support Discussion MCS

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 fitbit.

 salesforce

Potential Weekly Agenda Topics

Topics may differ week to week to ensure we all focus on the highest impact items

1



Issue Management

Discuss all Open & Closed Cases

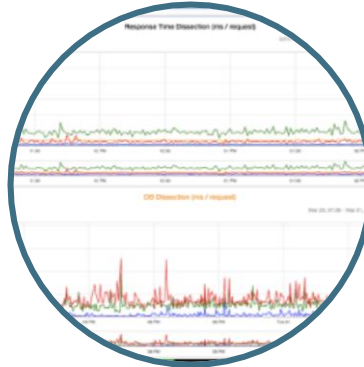
2



Release Planning

Sandbox Management and Pending Project Releases

3



Org Performance

Proactive Dashboards Review, Optimization Action Planning

4



Technical Readiness

Prepare for Infrastructure & Application Changes

5



Measures of Success

Periodically Align on Goals and the Adoption Scorecard





Priority Central

Current focus areas for discussion

Item	Priority/ Impact	Frequ ncy / Occurre nce	Date Identified	Target / Deadline	Customer Owner	Status	Measu rement	Business Value Expected, or Risk Averted
Product Innovation: Spring 19	High	Once	Dec 2018	Feb 2019	TBD	In Progress	NA	<ul style="list-style-type: none">Release Readiness: https://success.salesforce.com/featuredGroupDetail?id=a1z300000006IDYhAAO
Salesforce for iOS and Android v.18.0 availability	Medium	Once	Feb 2019	Feb 2019	TBD	In Progress	NA	<p>What's new in Salesforce v18.0 for iOS?</p> <ul style="list-style-type: none">Switch devices much? Your active page will transfer seamlessly with HandoffUse Siri Shortcuts to navigate directly to a page in the Salesforce appGot list views? See them all from your mobile device starting todayManage team access directly from your Accounts and OpportunitiesNow you have more control of Chatter (edit, mute, and control who can view) <p>What's new in Salesforce v18.0 for Android?</p> <ul style="list-style-type: none">Manage user access directly from your Accounts and OpportunitiesNow you have more control of Chatter from the Salesforce app.Make edits and update your postsChange who can view or access your Chatter postsMute Chatter posts and stop email updates that are not relevant to you <p>Salesforce for iOS and Android v18.0 will be available in the App Store and Google Play Store during the week of February 11-20, 2019</p>



Priority Central

Current focus areas for discussion

Item	Priority/ Impact	Frequen cy / Occurre nce	Date Identified	Target / Deadline	Customer Owner	Status	Measure ment	Business Value Expected, or Risk Averted
Product Innovation Field History Data Retention Now Enforced	High	Once	Dec 2018	Feb 2019	TBD	Complete	NA	<ul style="list-style-type: none">Starting Spring 19 release Salesforce will enforce 18-month retention policy and begin the process of removing field history data beyond 24 months. If you have data beyond 24 months that you would like to retain, please take action well before Spring 19 release.If you have data beyond 24 months that you would like to retain before Spring 19 release -> There are two options to retain old data either Purchase Field Audit Trail or Download the data via data loader and add to custom big object.
Security Enhancements: TLS 1.0 disablement for Marketing Cloud	High	Once	Sep 2018		TBD	In Progress	NA	<ul style="list-style-type: none">Check out https://help.salesforce.com/articleView?id=000270626&language=en_US&type=1 for more details.



Priority Central

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System Maintenance Site Switching	High	6 months	Feb 2019	July 7, 2019	TBD	New	NA	NA57 has site switch scheduled on July 7, 2019 Continuous Site Switching entails switching each Salesforce instance to its ready site approximately once every six months for maintenance, compliance, and continual improvement of disaster recovery capabilities. For more information, review the Continuous Site Switching article: https://help.salesforce.com/articleView?id=000264798&type=1&language=en_US <i>This schedule is subject to change. Subscribe to Trust notifications for the most up-to-date information.</i>
System Maintenance New Salesforce IP Addresses and Ranges	High	Once	Dec, 2018	Feb 2019	TBD	Complete	NA	<ul style="list-style-type: none">Get more details here: https://help.salesforce.com/articleView?id=000003652&language=en_US&type=1
Salesforce System Maintenance Schedule	Medium	Bi-weekly	NA	NA	TBD	In Progress	NA	Plan your maintenance around the Salesforce Maintenance Windows. Key Resources: <ul style="list-style-type: none">Preferred Salesforce Maintenance Article: https://help.salesforce.com/articleView?id=000176208&type=1How is my org impacted during Salesforce maintenance: https://help.salesforce.com/articleView?id=000230808&type=1&language=en_USSalesforce Trust Site: Opt-in for Notifications https://status.salesforce.com/



Priority Central

Current focus areas for discussion

Item	Priority / Impact	Frequency / Occurrence	Date Identified	Target / Deadline	Customer Owner	Status	Measurement	Business Value Expected, or Risk Averted
Feature Retirements Swing Flow UI will be retired in Summer 19	High	Once	Feb 2019	June 2019	TBD	New	NA	We checked your org and you are not using swing flows
Feature Retirements Process Visualizer will be retired in Summer '19	High	Once	Feb 2019	June 2019	TBD	New	NA	What's changing? <ul style="list-style-type: none">With the Summer '19 release, Process Visualizer will be retired. You will simply not be able to view a visual representation of approval processes using the Process Visualizer.Your data and approval processes will not be impacted, nor will the approval process information in the Approval Processes pages in Setup. You may continue to create/edit/view your approvals processes with the Approval Processes pages in Setup, including using the Jump Start Wizard and Standard Setup Wizard.No action is necessary as there is no impact to the approval processes themselves For information on Process Visualizer, please check below link https://help.salesforce.com/articleView?id=approval_process_viewer_ui.htm&type=5&sfdcclFrameOrigin=null



Priority Central

Current focus areas for discussion

Item	Priorit y/ Impac t	Frequ ency / Occurr ence	Date Identif ied	Target / Deadline	Custo mer Owner	Status	Meas urem ent	Business Value Expected, or Risk Averted
Feature Retirements Legacy Reports and Dashboards Tab to Retire in Summer 19	High	Once	Dec, 2018	June, 2019	TBD	In Progre ss	NA	What's changing? <ul style="list-style-type: none">With the Summer '19 release, customers using the Legacy Reports and Dashboards tabs will automatically be upgraded to the Salesforce Classic Reports and Dashboards tab. Customers using Lightning Experience will not see any changes. All customers will continue to be able to access their data after this date.Users should note that the Classic Reports and Dashboards Home page provides an easier way to find their folders, reports, and dashboards. To familiarize yourself with the capabilities of the Salesforce Classic Reports and Dashboards Home page, click here.
Feature Retirements Support for IE 9 and 10 will retire on April 5, 2019	High	Once	Dec, 2018	April 5, 2019	TBD	In Progre ss	NA	What's changing? <ul style="list-style-type: none">Support for Internet Explorer (IE) 9 and 10 will be retired on April 5, 2019. After April 5, 2019, you can continue to access Salesforce Classic using IE9 and IE10. However, Salesforce will not provide support for any issues you may encounter using these browsers. What action do I need to take? <ul style="list-style-type: none">To avoid functionality issues, we encourage you and your users move to a supported browser like Chrome, Firefox, Safari, Edge, and IE11. You can identify impacted users via Login History in Setup. Note: I see that around 7 external users (in last 6 months) while accessing https://myhelp.fitbit.com/login have used IE 10 and older versions.



Support: Issue Management

Review of all Open Cases (Severity 1-4)

Case Contact Name	Case Number	Case Subject	Severity Level	Date Opened	Status	Comments
Dale Lampson	21774847	Fitbit sites in NA and APAC lost access to SFDC	Level 2 - Urgent	2/20/2019 9:55 PM	Escalated	We have shared the preliminary RCM. Infra team is looking to final RCM, I shall share once it is ready
Dale Lampson	21584784	Fitbit chat disconnects & LA	Level 2 - Urgent	2/5/2019 5:51 PM	Working	<p>We have analyzed the logs for disconnected chats. We noticed that that when a chat gets disconnected from one IP (device), there were other chats initiated subsequently from the same IP, out of which some chats got successful and others got disconnected.</p> <p>Looking at the reason why the ongoing chat disconnect, we do see pattern: "connection JS errors on the Visitor device" We would like to understand more on this connection JS errors on the visitor machine/device.</p>



Support: Important General Observations

- Fitbit org data storage has reached 120%. Crossed the limit.

(As per our last discussion you have plans to archive data in Heroku)

- Observed data skew on Task (Task.who) and Case (Case.Account) objects.

<https://developer.salesforce.com/blogs/engineering/2012/04/avoid-account-data-skew-for-peak-performance.html>

Note: We have shared the list of objects and the impact of this previously.



Org Performance

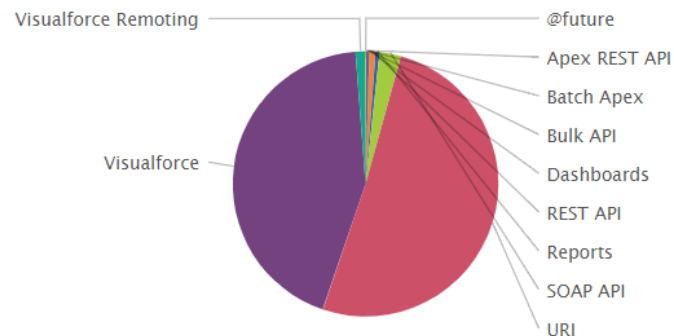
Proactive Dashboard Review, Recommendations and Action Plan Tracking



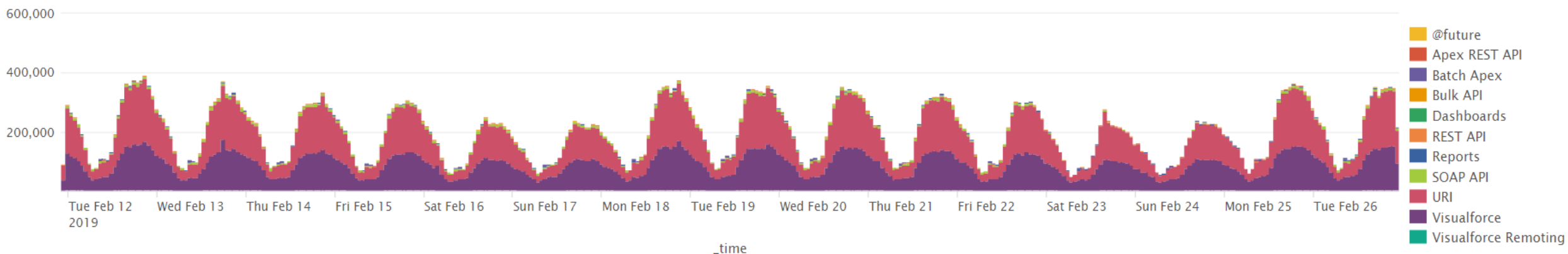


Proactive Dashboard Reviews - Request Distribution

Last 15 days



Request breakdown by count





Proactive Dashboard Reviews – Visualforce

Last 15 days

Which Pages are Slowest?



Top 30 Long-Running VF Pages

Name ↕	Avg Time over 5sec ↕	Total Avg Time ↕	Count Over 5sec ↕	Total Count ↕	% Slow Loads ↕
/apex/cloudwords__translate	12180	12180	1	1	100.0
/apex/cloudwords__Translate	12411	8346	12	18	66.7
/apex/pkb_SiteMapIndex	10579	2602	3	13	23.1
/apex/cloudwords__createcloudwordsproject	9571	1065	1	27	3.7
/apex/Product_Validation	8401	1012	24	13229	0.2
/apex/DutchConsole	8317	937	16743	4148234	0.4
/apex/mkto_si__Lead	29914	769	2	1281	0.2
/apex/pkb_Home	8103	731	1618	3615874	0.0
/apex/Fitbit_Payment_Panel	8205	634	22	13211	0.2
/apex/Unauthorized	12711	536	28	14535	0.2

« prev 1 2 3 next »

Which Pages are Viewed Most Often?



Top 30 Accessed VF Pages

Name ↕	Avg Time over 5sec ↕	Total Avg Time ↕	Count Over 5sec ↕	Total Count ↕	% Slow Loads ↕
/apex/Product_Validation	8401	1012	24	13229	0.2
/apex/DutchConsole	8317	937	16743	4148234	0.4
/apex/pkb_Home	8103	731	1618	3615874	0.0
/apex/Fitbit_Payment_Panel	8205	634	22	13211	0.2
/apex/Unauthorized	12711	536	28	14535	0.2
/apex/InMaintenance	11985	428	16	11306	0.1
/apex/ReplacementOptions	6757	414	682	276806	0.2
/apex/FileNotFound	7746	390	24	56573	0.0
/apex/Orders_Console_Panel	6046	247	434	161411	0.3
/apex/CaseIssueLevelHandler	11692	214	3	67022	0.0

« prev 1 2 3 next »

Note: Time mentioned in the slides are in milli seconds (ms).



Proactive Dashboard Reviews - Apex classes

Last 15 days

Which Apex Classes are Slowest?



Top 30 Long Running Apex

Name	Avg Time over 5sec	Total Average Time	Count Over 5sec	Count	% Slow Loads
ZendeskApexRestAPI.createUpdateZendesk()	55977	21780	44	121	36.4
TimeBasedWorkflow-Case	20091	20077	1273	1274	99.9
InsertUpdateUserProgramResult.createBulk(Litmos.InsertUpdateUserProgramResult.RequestBody)	8881	3172	46	205	22.4
VF- /apex/DutchConsole	8339	1773	16533	2154606	0.8
VF- /apex/Fitbit_Payment_Panel	8191	1762	22	4626	0.5
In_WarrantyReplacement_Controller.FetchDutchData	10035	1631	113	45106	0.3
InsertUpdateAchievement.createBulk	5663	1576	40	16253	0.2
Aura	8335	1504	340	9610	3.5
zkmulti.BulkProcessShipment	7335	1189	1253	15564	8.1
EmailToCaseHandler.handleInboundEmail(Messaging.InboundEmail, Messaging.InboundEnvelope)	6084	1078	448	150924	0.3
VF- /apex/Product_Validation	8381	995	24	13227	0.2

Which Apex Classes are Used Most Often?



Top 30 Apex Classes

Name	Avg Time over 5sec	Total Average Time	Count Over 5sec	Count	% Slow Loads
VF- /apex/DutchConsole	8339	1773	16533	2154617	0.8
EmailToCaseHandler.handleInboundEmail(Messaging.InboundEmail, Messaging.InboundEnvelope)	6084	1078	448	150925	0.3
VF- /apex/pkb_Home	8139	721	1594	3615808	0.0
TRIGGERS	9154	670	877	1359451	0.1
In_WarrantyReplacement_Controller.Next	10798	574	108	268400	0.0
interaction.InteractionServiceImpl	5997	540	15	203510	0.0
VF- /apex/ReplacementOptions	6726	489	681	225614	0.3
zkmulti.BatchableTrackShipment	14412	449	38	189638	0.0
VF- /apex/FileNotFound	7911	440	60	196617	0.0
VF- /apex/Orders_Console_Panel	6037	402	431	92736	0.5

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Proactive Dashboard Reviews - Long Running SOQL Queries

Last 15 days

Long Running SOQL queries

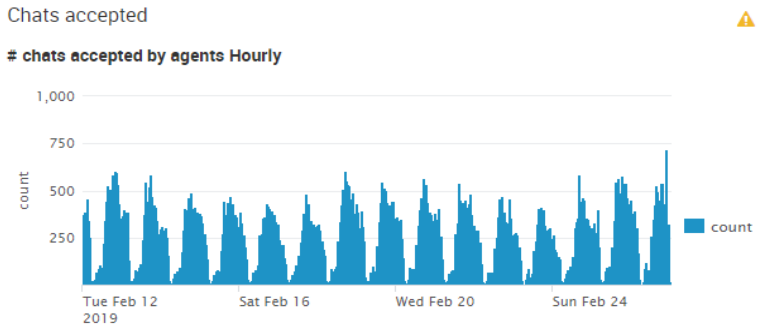
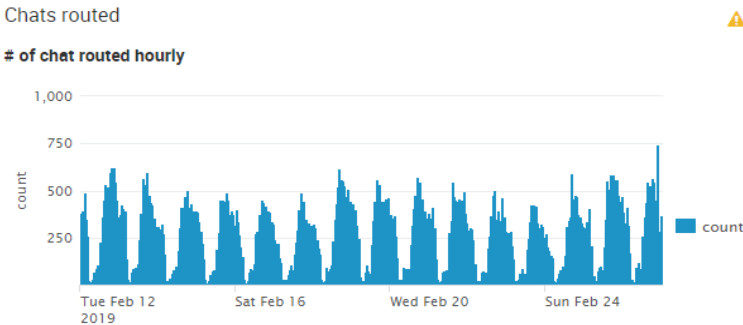
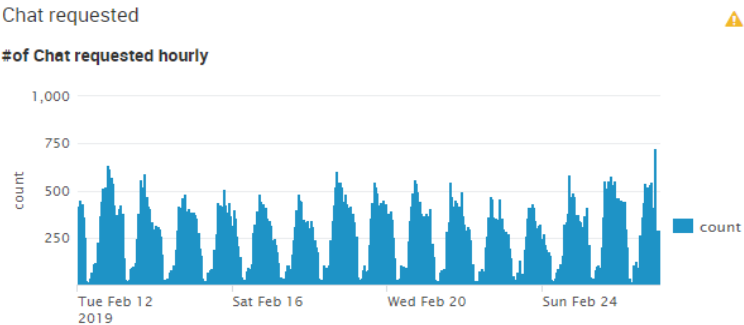
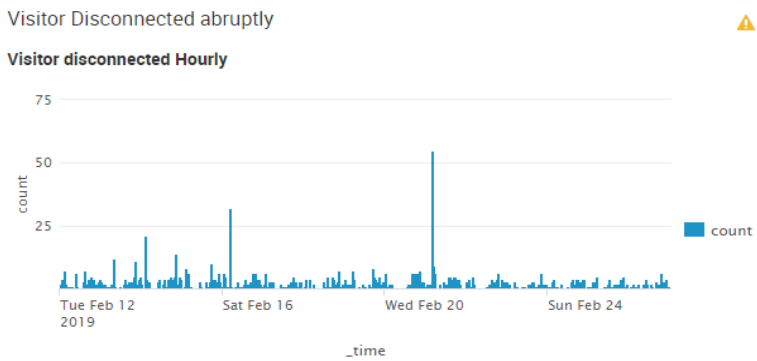
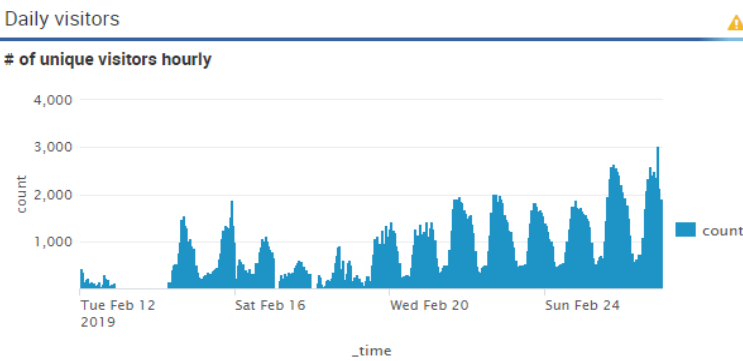
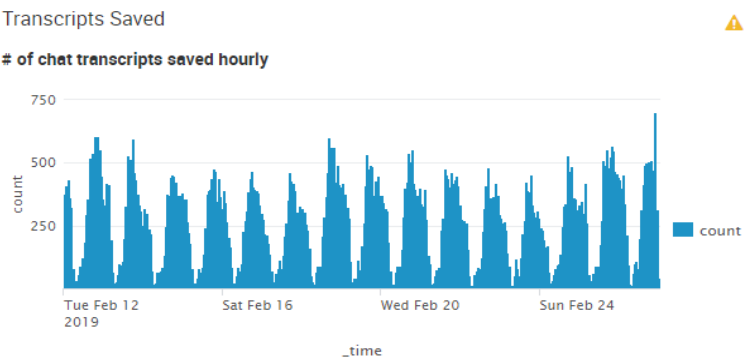
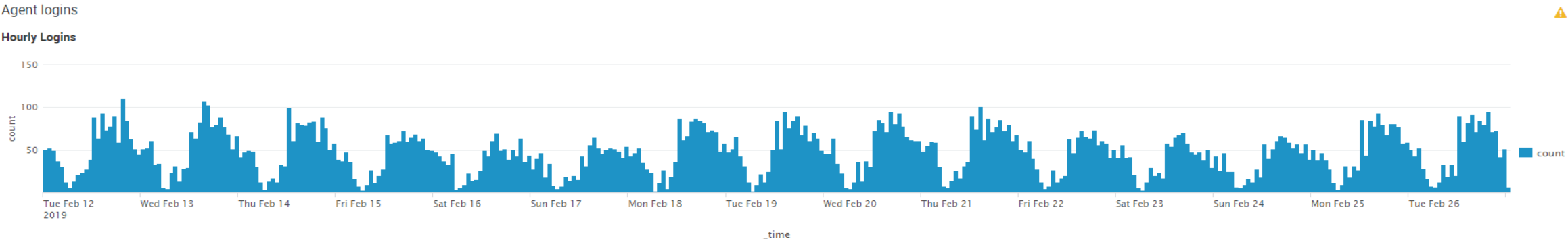
SOQL query running > 5 seconds

QueryType	uniqueQueryIdentifier	TotalCount	CountOver5Secs	CountUnder5Secs	avgExecTimeOver5Secs	avgExecTimeUnder5Secs	averageExecutionTime	SlownessPercentage
SOQL	Apex.Class.SMBEmailService.getLeadIdByTheadId: line 67	1	1	0	20657			100
SOQL	Apex.Class.pkb_mobile_controller.calculateUsefulnesStats: line 180	19	18	1	135133	2	7112	94.73684210526316
SOQL	Apex.Class.TECTriggerHandler.efuseCaseInsertion: line 58	53	10	43	14265	655	282	18.867924528301888
SOQL	Apex.Class.NarvarRMANotification.handleInboundEmail: line 81	89	8	81	16998	679	199	8.98876404494382
SOQL	Apex.Class.PreChatController3.getSupportcontact: line 25	4348	361	3987	40461	4	9	8.30266789328427
SOQL	Apex.(mkto_si)	170	14	156	72906	7	429	8.235294117647058
SOQL	ApexBatch.(zkmulti)	281	8	273	17236	109	62	2.8469750889679717
SOQL	Apex.(Litmos)	23108	80	23028	8886	88	0	0.3462004500605851
SOQL	Apex.(Zendesk)	22907	47	22860	56321	6	2	0.20517745667263282
SOQL	SOQL	2075369	928	2074441	167386	8	0	0.0447149398492509



Live Agent Dashboard

Last 15 days



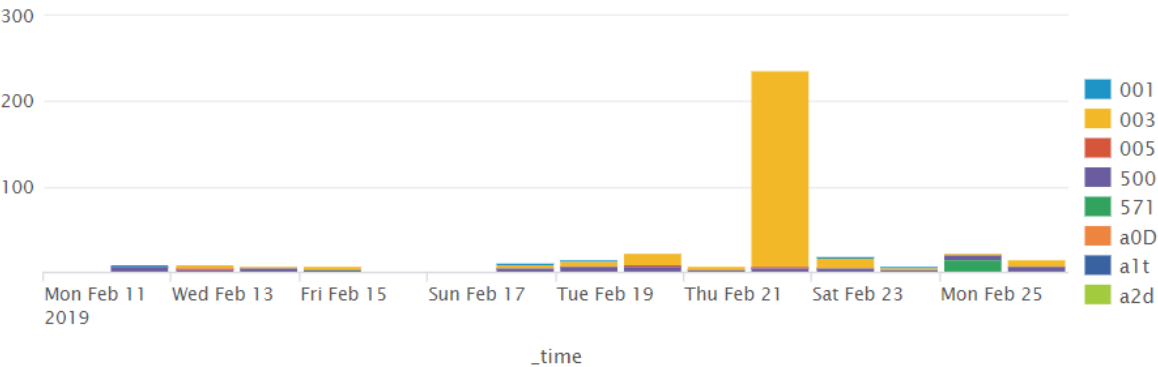


Proactive Dashboard Reviews – Errors

Last 15 days

Row Locks

Row Locks per Day



Concurrent Apex Requests

Concurrent Apex Requests per Day

No results found.

Limits Being Hit

No results found.



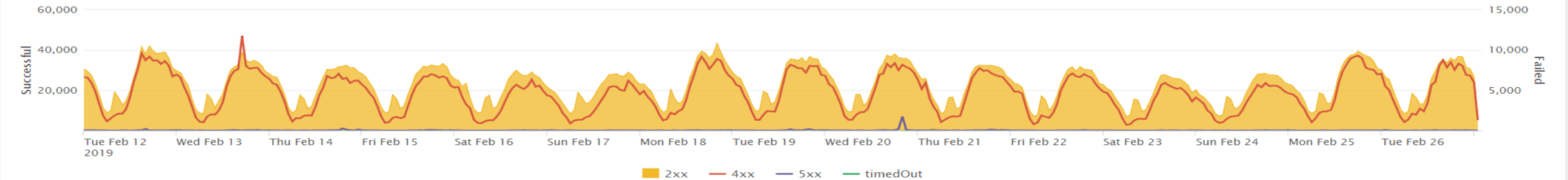
Proactive Dashboard Reviews – Callouts

Last 15 days

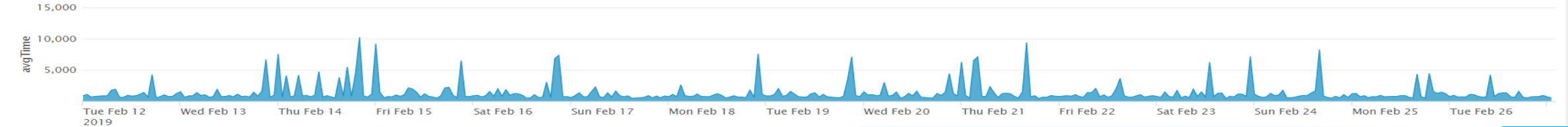
End Point status code breakdown count

	endPoint	total	2xx	4xx	5xx	timedOut	avgTime	maxTime
1	https://api.fitbit.com/	4541224	2907559	1630203	3287	175	00:00:02.862	00:02:00.111
2	https://web-api.fitbit.com/	2171359	2163614	6201	1392	152	00:00:02.488	00:02:00.237
3	https://store-au.fitbit.com/	3162	690	2459	0	13	00:00:02.125	00:00:14.993
4	https://api.cloudwords.com/	41	31	0	0	10	00:00:05.745	00:00:10.426
5	https://ws.fedex.com:443/	127909	127899	0	0	10	00:00:01.205	00:00:25.062
6	https://api.fitstar.com/	2725812	2701128	24668	7	9	00:00:00.095	00:00:12.246
7	https://commerce-api.fitbit.com/	25780	23652	2120	0	8	00:00:00.304	00:00:16.605
8	https://fitbit.my.salesforce.com/	330518	330503	11	0	4	00:00:00.621	00:01:00.064
9	https://493-CEF-482.mktoapi.com/	2815	0	0	2813	2	00:00:00.549	00:00:14.800
10	https://twinehealth.zendesk.com/	1307	1305	0	0	2	00:00:00.313	00:00:14.820
11	https://api.zenkraft.com/	4849	4642	206	0	1	00:00:02.111	00:00:59.908
12	https://store-nz.fitbit.com/	414	46	367	0	1	00:00:03.367	00:00:14.656
13	https://api.litmos.com/	191	191	0	0	0	00:00:00.666	00:00:09.756
14	https://api.printnode.com/	39	35	4	0	0	00:00:00.269	00:00:00.393
15	https://des.payables.co/	6443	6443	0	0	0	00:00:00.067	00:00:03.798

End point breakdown count per status code per 1h



Callout run time average per 1h





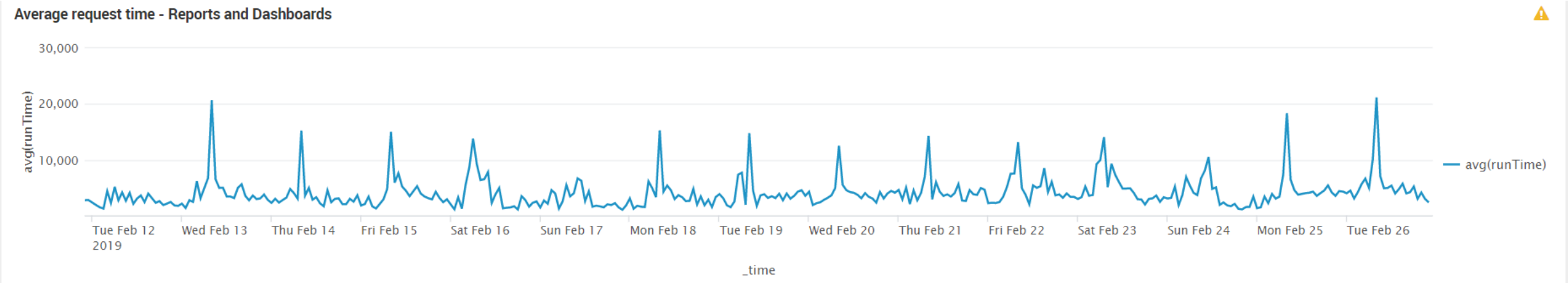
Proactive Dashboard Reviews – Reports

Last 15 days



Run time breakdown count

	reportId	total	under1m	1-5m	5-10m	over10m	timedOut	avgRunTime	maxRunTime
1	0000b000006VBM9	235	136	33	27	39	39	00:03:58.078	00:10:05.144
2	0000b000005FeBc	468	305	58	69	36	36	00:03:27.540	00:10:05.192
3	0000b000006VIUN	167	136	6	8	17	17	00:01:22.430	00:10:05.591
4	00033000004PRtr	106	48	29	15	14	14	00:03:51.919	00:10:05.081
5	00033000004XZHø	113	41	42	15	15	13	00:04:12.939	00:10:04.731
6	00033000004JPuM	41	13	10	9	9	9	00:05:37.261	00:10:05.304
7	0000b000006VEOc	860	745	93	14	8	8	00:01:07.432	00:10:04.841
8	0000b000004VtoJ	21	4	10	0	7	7	00:04:35.056	00:10:04.035
9	0000b000004VpBN	7	0	2	0	5	5	00:07:29.744	00:10:03.370
10	00033000004XvI1	14	1	8	0	5	5	00:05:23.747	00:10:04.249
11	0000b000004fBrY	3914	3907	1	2	4	4	00:00:01.039	00:10:04.575
12	0000b000004fDy7	48	16	16	12	4	4	00:04:12.838	00:10:02.961
13	0000b000006VHNG	177	134	34	5	4	4	00:01:34.511	00:10:02.539
14	00033000004XvB8	1647	1643	0	0	4	4	00:00:01.926	00:10:04.812
15	0000b000004VpNs	483	416	56	8	3	3	00:00:49.104	00:10:04.158





Proactive Dashboard Reviews - Inefficient List Views

Last 15 days

Inefficient List Views



Top 100 Inefficient List Views

List View ID ↕	Count ↕	Unique Users ↕	Average Run Time ↕	Average Buffer Gets ↕
00B0b0000094svt	776	1	12702.190721649484	2095330.9987113401
00B0b0000095BP4	514	1	11490.217898832685	2026095.4824902723
00B0b000007JZYk	797	1	3480.692597239649	1234945.2936010037
00B0b0000095CH6	458	1	12967.659388646289	2120166.3580786027

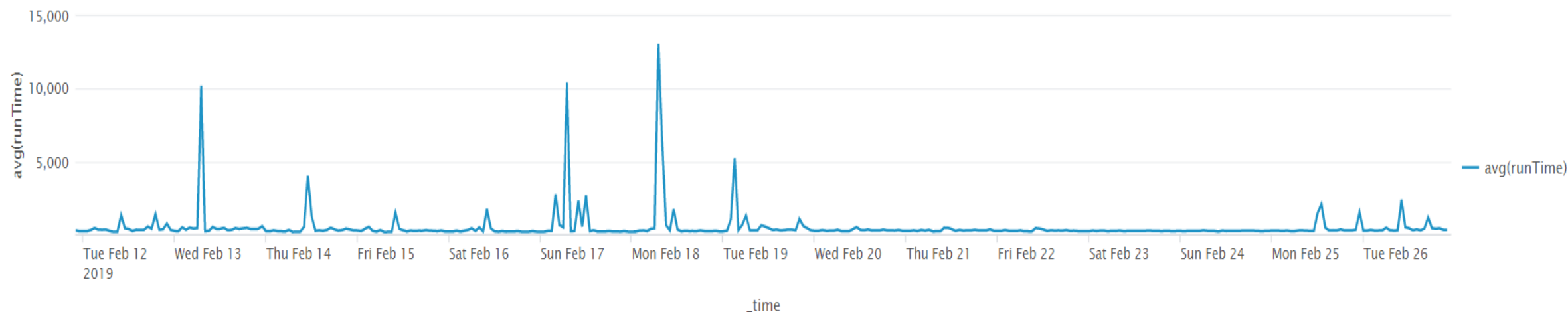


Proactive Dashboard Reviews - SOAP API Usage

Last 15 days



Average request time - SOAP API





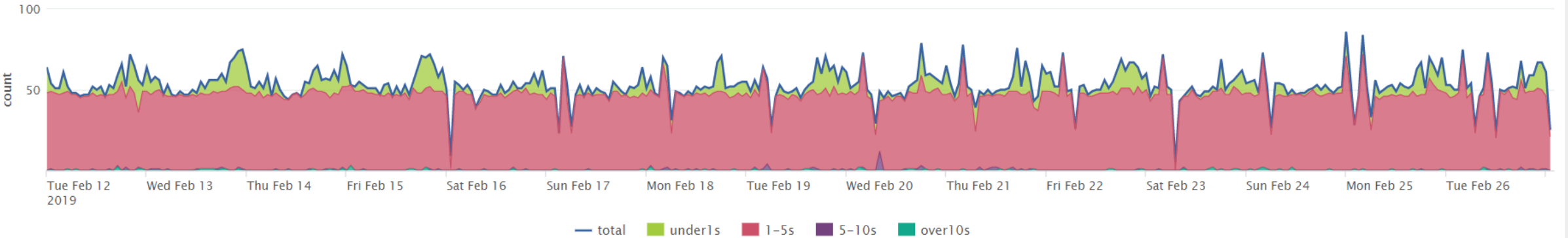
Proactive Dashboard Reviews - REST API Usage

Last 15 days

Run time breakdown count

	entryPoint	total	under1s	1-5s	5-10s	over10s	avgRunTime	maxRunTime
1	InsertUpdateAchievement.createBulk	16296	0	16255	39	1	00:00:01.572	00:00:10.426
2	InsertUpdateUserProgramResult.createBulk(Litmos.InsertUpdateUserProgramResult.RequestBody)	208	86	75	35	12	00:00:03.409	00:00:15.689
3	FailureCaseCreation.createCase()	708	335	357	8	8	00:00:01.328	00:00:26.786
4	ZendeskApexRestAPI.createUpdateZendesk()	119	0	75	4	40	00:00:27.347	00:01:24.638
5	ZendeskApexRestAPI.createUpdateZendesk	1184	1120	52	3	9	00:00:01.243	00:01:15.530
6	CaseAttachmentResource.doPost	114	99	11	3	1	00:00:01.074	00:00:26.297
7	ValidatePromoCode.getPromoCodesStatus	434	432	2	0	0	00:00:00.128	00:00:04.014
8	UpdateQueue.createBulk(Litmos.UpdateQueue.RequestBody)	118	100	18	0	0	00:00:00.354	00:00:02.698
9	ShipmentLabelsAPI.doGet	39	39	0	0	0	00:00:00.090	00:00:00.236
10	InsertUpdateUserLearningPathResult.createBulk(Litmos.InsertUpdateUserLearningPathResult.RequestBody)	25	19	6	0	0	00:00:00.880	00:00:02.432
11	InsertUpdateModule.createBulk(Litmos.InsertUpdateModule.RequestBody)	19	19	0	0	0	00:00:00.193	00:00:00.657
12	InsertUpdateProgram.createBulk(Litmos.InsertUpdateProgram.RequestBody)	17	17	0	0	0	00:00:00.242	00:00:00.621
13	UpdateUser.createBulk(Litmos.UpdateUser.RequestBody)	17	17	0	0	0	00:00:00.334	00:00:00.562
14	CaseAttachmentResource.doPost()	9	1	8	0	0	00:00:01.595	00:00:02.621
15	InsertUpdateLearningPath.createBulk(Litmos.InsertUpdateLearningPath.RequestBody)	4	4	0	0	0	00:00:00.169	00:00:00.228

Run time breakdown count per 1h





Proactive Dashboard Reviews - Bulk API Usage

Last 15 days

Bulk Data Load Jobs



	jobId	userId	entityType	verb	startTime	endTime	timeToComplete	batches	lockFailures	timeoutFailures	retries	recordsProcessed	recordsFailed
1	7500b00000EbrBM	00533000003YRQi	ProductPageSettings__c	insert	02/21/2019:05:56:09	02/21/2019:05:56:11	00:00:01.731	1	0	0	0	40	0
2	7500b00000EvtM2	0050b000004IUMv	cloudwords__Translation_Article__c	query	02/12/2019:23:18:15	02/12/2019:23:18:16	00:00:01.073	1	0	0	0	4	0
3	7500b00000EvtM7	0050b000004IUMv	Help_article__kav	query	02/12/2019:23:18:25	02/12/2019:23:18:26	00:00:01.080	1	0	0	0	2	0
4	7500b00000EvtMC	0050b000004IUMv	Help_article__kav	query	02/12/2019:23:18:27	02/12/2019:23:18:28	00:00:01.056	1	0	0	0	2	0
5	7500b00000Ew5ld	0050b000004IUMv	Help_article__kav	update	02/14/2019:17:08:47	02/14/2019:17:08:48	00:00:01.242	1	0	0	0	1	0
6	7500b00000Ew5ls	0050b000004IUMv	Help_article__kav	update	02/14/2019:17:10:59	02/14/2019:17:11:01	00:00:01.259	1	0	0	0	1	0
7	7500b00000Ew5oh	0050b000004IUMv	Help_article__kav	update	02/14/2019:17:19:41	02/14/2019:17:19:42	00:00:01.178	1	0	0	0	1	0
8	7500b00000Ew5p6	0050b000004IUMv	Help_article__kav	update	02/14/2019:17:20:56	02/14/2019:17:20:57	00:00:01.166	1	0	0	0	1	0
9	7500b00000Ew5pB	0050b000004IUMv	Help_article__kav	update	02/14/2019:17:23:42	02/14/2019:17:23:44	00:00:01.435	2	0	0	0	2	0
10	7500b00000Ew5pL	0050b000004IUMv	Help_article__kav	update	02/14/2019:17:24:57	02/14/2019:17:24:58	00:00:01.440	2	0	0	0	2	0
11	7500b00000Ew5pa	0050b000004IUMv	Help_article__kav	update	02/14/2019:17:25:41	02/14/2019:17:25:43	00:00:01.536	2	0	0	0	2	0
12	7500b00000Ew5pk	0050b000004IUMv	Help_article__kav	update	02/14/2019:17:27:24	02/14/2019:17:27:26	00:00:01.438	2	0	0	0	2	0
13	7500b00000Ew5pp	0050b000004IUMv	Help_article__kav	update	02/14/2019:17:27:36	02/14/2019:17:27:37	00:00:01.433	2	0	0	0	2	0
14	7500b00000Ew5pu	0050b000004IUMv	Help_article__kav	update	02/14/2019:17:28:32	02/14/2019:17:28:33	00:00:01.424	2	0	0	0	2	0
15	7500b00000EwWjt	0050b000004IUMv	Help_article__kav	update	02/18/2019:16:30:15	02/18/2019:16:30:21	00:00:05.976	2	0	0	0	2	0



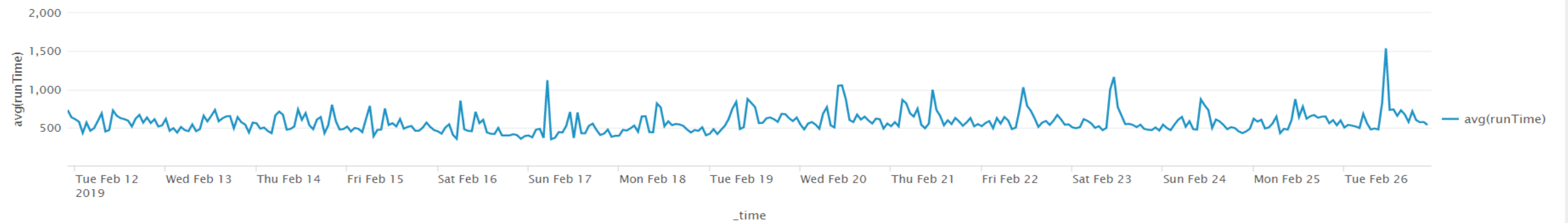
Proactive Dashboard Reviews - Batch Apex

Last 15 days

Batch Apex Jobs

	ParentJobId	ApexClassName	userId	startTime	endTime	runTime	dbTime
1	7070b00005dmUay	zkmulti.BatchableTrackShipment	00533000003YRQi	02/26/2019:08:00:09	02/26/2019:09:43:36	01:41:27.275	00:18:19.625
2	7070b00005cLWJt	zkmulti.BatchableTrackShipment	00533000003YRQi	02/22/2019:08:00:07	02/22/2019:09:44:54	01:41:13.724	00:17:45.893
3	7070b00005cPABf	zkmulti.BatchableTrackShipment	00533000003YRQi	02/23/2019:08:00:10	02/23/2019:09:46:42	01:39:38.984	00:17:41.192
4	7070b00005dJQII	zkmulti.BatchableTrackShipment	00533000003YRQi	02/25/2019:08:00:04	02/25/2019:09:41:14	01:39:31.569	00:16:56.736
5	7070b00005cvVTj	zkmulti.BatchableTrackShipment	00533000003YRQi	02/24/2019:08:00:06	02/24/2019:09:40:58	01:39:16.510	00:17:51.412
6	7070b00005dmqaG	Litmos.UpdatePercentageCompletedInUserBatche	00533000003YUyJ	02/26/2019:11:00:06	02/26/2019:11:02:26	00:02:15.472	00:01:58.950
7	7070b00005cPTiB	Litmos.UpdatePercentageCompletedInUserBatche	00533000003YUyJ	02/23/2019:11:00:16	02/23/2019:11:01:12	00:00:40.289	00:00:34.500
8	7070b00005cLrzz	Litmos.UpdatePercentageCompletedInUserBatche	00533000003YUyJ	02/22/2019:11:00:08	02/22/2019:11:00:54	00:00:35.811	00:00:28.393
9	7070b00005cvjBw	Litmos.UpdatePercentageCompletedInProgramBatche	00533000003YUyJ	02/24/2019:10:00:10	02/24/2019:10:00:31	00:00:21.640	00:00:20.609
10	7070b00005dKh4U	zkmulti.BulkProcessShipment	00533000003KUXI	02/25/2019:16:24:13	02/25/2019:16:24:35	00:00:21.375	00:00:01.340
11	7070b00005cNcHO	zkmulti.BulkProcessShipment	0050b000005Rpve	02/22/2019:20:33:18	02/22/2019:20:33:39	00:00:20.647	00:00:01.328
12	7070b00005cNgmc	zkmulti.BulkProcessShipment	0050b000005T2Ru	02/22/2019:20:57:59	02/22/2019:20:58:19	00:00:20.201	00:00:01.397
13	7070b00005cPdX0	zkmulti.BulkProcessShipment	00533000003hj3m	02/23/2019:12:35:03	02/23/2019:12:35:32	00:00:20.164	00:00:01.427
14	7070b00005cM8rq	zkmulti.BulkProcessShipment	00533000003he9G	02/22/2019:13:08:31	02/22/2019:13:08:57	00:00:19.042	00:00:01.280
15	7070b00005dnLN5	zkmulti.BulkProcessShipment	00533000003hiEZ	02/26/2019:14:23:05	02/26/2019:14:23:24	00:00:18.701	00:00:01.622
16	7070b00005dJtSW	zkmulti.BulkProcessShipment	0050b000004QFT6	02/25/2019:12:02:06	02/25/2019:12:02:25	00:00:18.088	00:00:01.330
17	7070b00005cwGSZ	zkmulti.BulkProcessShipment	0050b000005TJi7	02/24/2019:14:46:41	02/24/2019:14:46:59	00:00:17.937	00:00:01.478
18	7070b00005cPOHb	zkmulti.BulkProcessShipment	0050b0000030N8r	02/23/2019:10:09:48	02/23/2019:10:10:13	00:00:17.426	00:00:01.407
19	7070b00005dJXgy	zkmulti.BulkProcessShipment	00533000003Yc07	02/25/2019:09:03:41	02/25/2019:09:03:59	00:00:17.353	00:00:01.506
20	7070b00005cOhV0	zkmulti.BulkProcessShipment	00540000002UPKL	02/23/2019:03:51:41	02/23/2019:03:51:58	00:00:17.214	00:00:06.735

Average request time - Batch Apex





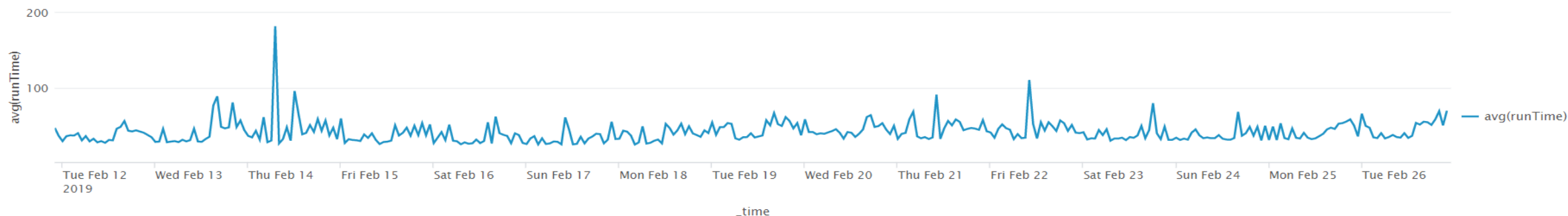
Proactive Dashboard Reviews - Visualforce Remote

Last 15 days

Run time breakdown count

	remoteAction	total	under1s	1-5s	5-10s	over10s	avgRunTime	maxRunTime
1	zkmulti.RemoteHandler invoke(actionHandler)	30	14	16	0	0	00:00:02.847	00:00:04.631
2	ReplacementOptionsController invoke(doUploadAttachment)	2635	2556	36	41	2	00:00:00.534	00:01:43.016
3	PreChatController3 invoke(getSupportcontact)	81514	81140	11	3	360	00:00:00.229	00:02:05.111
4	PreChatController3 invoke(getcontact)	7131	7131	0	0	0	00:00:00.015	00:00:00.791

Average request time - Visualforce Remoting

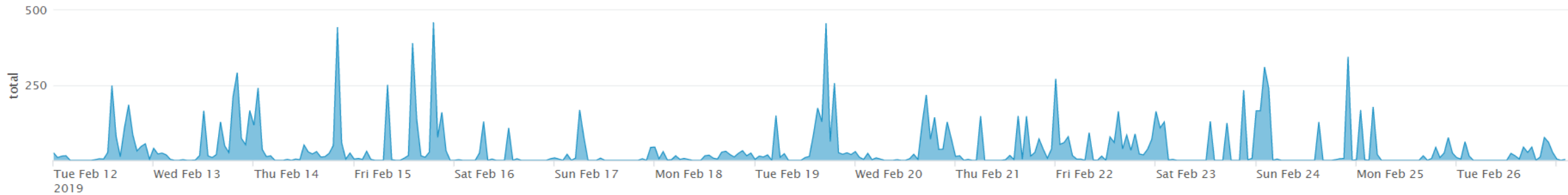




Proactive Dashboard Reviews - Salesforce1

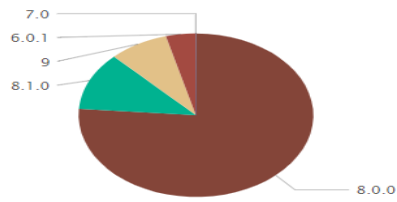
Last 15 days

Access stats for Android per 1h

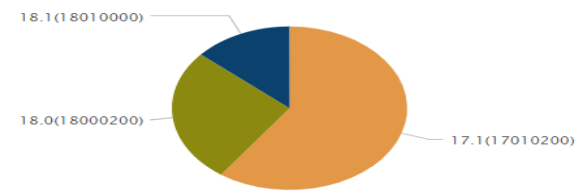


Access stats						
	deviceId ^	platform	platformVersion	appName	appVersion	total
1	ANE-LX2J	android mobile	8.0.0	Salesforce1	17.1(17010200)	4481
2	ASUS_X00ID	android mobile	8.1.0	Salesforce1	17.1(17010200)	225
3	CPH1613	android mobile	6.0.1	Salesforce1	17.1(17010200)	1
4	CPH1819	android mobile	8.1.0	Salesforce1	17.1(17010200)	266
5	CPH1819	android mobile	8.1.0	Salesforce1	18.0(18000200)	873
6	PAR-LX9	android mobile	8.1.0	Salesforce1	17.1(17010200)	12
7	PAR-LX9	android mobile	8.1.0	Salesforce1	18.0(18000200)	5
8	PAR-LX9	android mobile	9	Salesforce1	18.0(18000200)	43
9	POCOPHONE F1	android mobile	8.1.0	Salesforce1	17.1(17010200)	156
10	POCOPHONE F1	android mobile	9	Salesforce1	17.1(17010200)	1075
11	Redmi Note 5	android mobile	8.1.0	Salesforce1	17.1(17010200)	4
12	SM-A750GN	android mobile	8.0.0	Salesforce1	17.1(17010200)	250
13	SM-A750GN	android mobile	8.0.0	Salesforce1	18.0(18000200)	127
14	SM-G610Y	android mobile	6.0.1	Salesforce1	17.1(17010200)	554
15	SM-G610Y	android mobile	6.0.1	Salesforce1	18.0(18000200)	6

by Android version



by Salesforce1 version





Proactive Dashboard Reviews – Deployments

Last 15 days



Deployments



	organizationId ↕	userId ↕	client ↕	operation ↕	deployId ↕	name ↕	quickDeploy ↕	completed ↕	dequeueLatency ↕	deployRunTime ↕	killed ↕
1	00D40000000N2lj	00533000003YRQi	change_set/	VALIDATE	0EP0b000000TsCs	SFDC - 4155 (SKU Replacement Button for CSF created thru CCF)		02/14/2019:05:41:32	00:00:00:009	00:00:45:421	



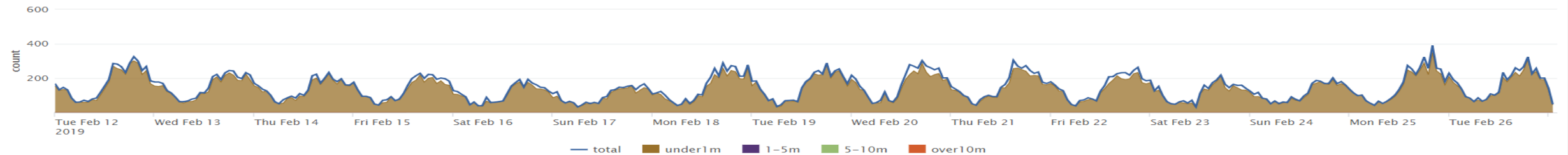
Proactive Dashboard Reviews - Apex Future

Last 15 days

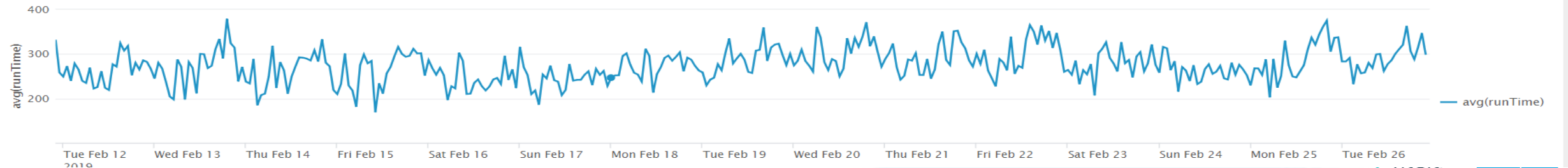
Run time breakdown count

	entryPoint	total	under1m	1-5m	5-10m	over10m	avgRunTime	maxRunTime
1	VF- /apextemplate/1550773772160	1	0	0	0	0	00:00:02.894	00:00:05.769
2	VF- /apextemplate/1550932764022	1	0	0	0	0	00:00:02.793	00:00:05.567
3	VF- /apextemplate/1550698341674	1	0	0	0	0	00:00:02.630	00:00:03.194
4	VF- /apextemplate/1550700184600	1	0	0	0	0	00:00:02.597	00:00:03.399
5	VF- /apextemplate/1550348525609	1	0	0	0	0	00:00:02.431	00:00:04.846
6	VF- /apextemplate/1550690333490	1	0	0	0	0	00:00:01.822	00:00:03.556
7	VF- /apextemplate/1551216850100	1	0	0	0	0	00:00:01.807	00:00:03.589
8	VF- /apextemplate/1550137616323	1	0	0	0	0	00:00:01.558	00:00:02.916
9	VF- /apextemplate/1550601192160	1	0	0	0	0	00:00:01.086	00:00:02.149
10	CallHomeScheduleHandler.callHome	15	15	0	0	0	00:00:01.050	00:00:01.976

Run time breakdown count per 1h



Average request time - @future





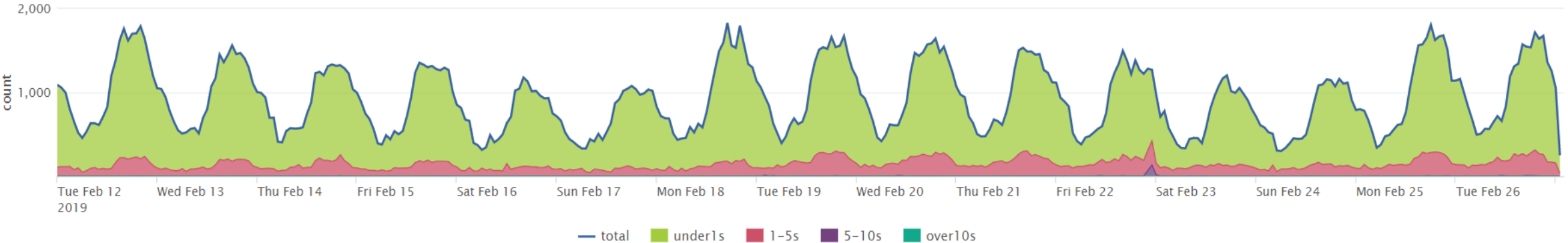
Proactive Dashboard Reviews - Apex Email Service

Last 15 days

Run time breakdown count

entryPoint	total	under1s	1-5s	5-10s	over10s	avgRunTime	maxRunTime
1 SMBEmailService.handleInboundEmail(Messaging.InboundEmail, Messaging.InboundEnvelope)	1	0	0	0	1	00:00:21.217	00:00:21.217
2 NarvarRMANotification.handleInboundEmail(Messaging.InboundEmail, Messaging.InboundEnvelope)	1288	617	654	10	7	00:00:01.477	00:00:33.231
3 EmailToCaseHandler.handleInboundEmail(Messaging.InboundEmail, Messaging.InboundEnvelope)	151170	100562	50095	439	9	00:00:01.065	00:00:50.892
4 ReplacementToolCaseFeedCreate.handleInboundEmail(Messaging.InboundEmail, Messaging.InboundEnvelope)	95574	95357	214	3	0	00:00:00.185	00:00:07.886
5 CreateCaseFeedEmailHandler.handleInboundEmail(Messaging.InboundEmail, Messaging.InboundEnvelope)	88859	88661	197	1	0	00:00:00.180	00:00:05.328
6 NarvarRMANotification.handleInboundEmail	53	53	0	0	0	00:00:00.164	00:00:00.358
7 EmailToCaseHandler.handleInboundEmail	25	25	0	0	0	00:00:00.100	00:00:00.165
8 ReplacementToolCaseFeedCreate.handleInboundEmail	394	394	0	0	0	00:00:00.019	00:00:00.182
9 CreateCaseFeedEmailHandler.handleInboundEmail	1	1	0	0	0	00:00:00.010	00:00:00.010

Run time breakdown count per 1h



Thank You

