

Incident Analysis Report

Title: Survey trending report loading failure

Incident ID	12001
Start Time	2024-05-09 15:05
End Time	2024-05-09 18:05
Incident Description	Some users sometimes can't load trends report, have not seen clear pattern relation to any specific report types or accounts. From monitor KPI, we see trends report loading success rate decreased from 99.8% to 90%.
Impact service	Survey trends report service
Root Cause Analysis	In new release, there is backend code change related to trends report module, have not cover response count = 0 scenario. In case any report has KPI with 0 count, then those KPI result will be NaN not 0, this eventually caused query rejection due to data type mismatch. After we fix the zero count issue, trends report loading success rate back to normal.
Support Engineer	Kevin White