

Insightify Weekly Report - Week 11

Week: May 13 - May 17, 2024

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Highlights

Launched SmartSearch 2.1 patch with improved error handling.

Positive feedback on new onboarding flow and tooltip hints.

Voice query support expanded to French and Spanish.

Key Metrics

Crash-free sessions: 93.2% ((up) from 89%)

SmartSearch usage up by 22% week-over-week.

NPS: 8.0 ((up) from 7.1)

Top Issues

Voice search fails on some accents (esp. Indian English).

Zero-results UI state still lacks guidance.

Search input not saving on form reload (Safari only).

Next Steps

Analyze support transcripts for top complaint themes.

Finalize SmartSearch keyboard shortcut updates.

Deploy multilingual re-indexing patch.