Insightify Weekly Report - Week 2

Week: March 11 - March 15, 2024

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Highlights

Reduced average latency by 15% for Android users.

Launched SmartSearch 2.1 patch with improved error handling.

Implemented zero-result fallback recommendations.

Key Metrics

Avg. query latency: 650ms ((down) from 780ms)

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

NPS: 8.0 ((up) from 7.1)

Top Issues

Zero-results UI state still lacks guidance.

Confusion between Filters vs Tags remains.

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

Next Steps

Finalize SmartSearch keyboard shortcut updates.

Launch experiment on context-aware autocomplete.

Analyze support transcripts for top complaint themes.