# Title: Squads

Alpha Team

|  |
| --- |
| **Squad Members** |

|  |  |  |
| --- | --- | --- |
| [Vijayaragavan Venkatarathinam](%20%20%20%20/display/~vijayaragavan.venkatarathinam%0A) [vijayaragavan.venkatarathinam@freshworks.com](mailto:vijayaragavan.venkatarathinam@freshworks.com) | [User icon: akshayvaliya.rakkanchath](%20%20%20%20/display/~akshayvaliya.rakkanchath%0A) [Akshayvaliya Rakkanchath](%20%20%20%20/display/~akshayvaliya.rakkanchath%0A) [akshayvaliya.rakkanchath@freshworks.com](mailto:akshayvaliya.rakkanchath@freshworks.com) | [Manikandan Chellamuthu](%20%20%20%20/display/~manikandan.chellamuthu%0A) [manikandan.chellamuthu@freshworks.com](mailto:manikandan.chellamuthu@freshworks.com) |
| [Prabhu Balaji](%20%20%20%20/display/~prabhu.balaji%0A) [prabhu.balaji@freshworks.com](mailto:prabhu.balaji@freshworks.com) | [Vignesh Eswaran Sundararajan](%20%20%20%20/display/~vignesh.sundararajan%0A) [vignesh.sundararajan@freshworks.com](mailto:vignesh.sundararajan@freshworks.com) | [Tahseen Ibrahim](%20%20%20%20/display/~tahseen.ibrahim%0A) [tahseen.ibrahim@freshworks.com](mailto:tahseen.ibrahim@freshworks.com) |
| [User icon: pavithra.perumal](%20%20%20%20/display/~pavithra.perumal%0A) [Pavithra P](%20%20%20%20/display/~pavithra.perumal%0A) [pavithra.perumal@freshworks.com](mailto:pavithra.perumal@freshworks.com) | [Rubika Srinivasan](%20%20%20%20/display/~rubika.srinivasan%0A) [rubika.srinivasan@freshworks.com](mailto:rubika.srinivasan@freshworks.com) | [Murali Krishna](%20%20%20%20/display/~murali.krishna%0A) [murali.krishna@ctr.freshworks.com](mailto:murali.krishna@ctr.freshworks.com) |
| [Vignesh Swaminathan](%20%20%20%20/display/~vignesh.swaminathan%0A) [vignesh.swaminathan@freshworks.com](mailto:vignesh.swaminathan@freshworks.com) | [Kevin Shelton](%20%20%20%20/display/~kevin.shelton%0A) [kevin.shelton@freshworks.com](mailto:kevin.shelton@freshworks.com) |  |

**Body of Ownership:**

**Sales Goals - Activities Dashboard - Marketplace -  iPaaS - Lead Scoring - Tags - Invoicing integration - Esignature integration - Freshdesk integration.**

**Sprint Summary:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Sprint Name | Sprint Duration | Planned Items | Completed Items | Ad Hoc Items / Unplanned Items | Retrospective | Star Performer / Sprint Champion |
| 1 | Aquaman | 12 Dec 2019  - 25 Dec 2019 | 28 | 20 |  | [Aquaman - Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=230091783) | [Gowthaman Ravindran](https://confluence.freshworks.com/display/~gowthaman.ravindran) |
| 2 | Batman | 26 Dec 2019  - 08 Jan 2020 | 16 | 8 |  | [Batman - Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=230093562) | [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) |
| 3 | Capt. Marvel | 09 Jan 2020  - 22 Jan 2020 | 27 | 5 + 10 (DOD reached) = 15 |  | [Capt.Marvel - Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=237143180) | [Tahseen Ibrahim](https://confluence.freshworks.com/display/~tahseen.ibrahim) |
| 4 | Deadpool | 23 Jan 2020  - 05 Feb 2020 | 25 | 23 + 2 ( DOD reached) = 25 | 7 | [Deadpool Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=237148631) | [Vaidhyanathan Ananthakrishnan](https://confluence.freshworks.com/display/~vaidhyanathan.ananthakrishnan) |
| 5 | Elektra | 06 Feb 2020  - 19 Feb 2020 | 28 Story Points : 42 | 29 Story Points : 78 | 8 | [Elektra Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=237154398) | [Vaidhyanathan Ananthakrishnan](https://confluence.freshworks.com/display/~vaidhyanathan.ananthakrishnan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Pavithra P](https://confluence.freshworks.com/display/~pavithra.perumal) |
| 6 | Flash | 20 Feb 2020  - 04 Mar 2020 | 29 Story Points : 49 | 22 Story Points : 55 | 6 | [Flash Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=242296114) | Team |
| 7 | Groot | 05 Mar 2020  - 18 Mar 2020 | 22 Story Points : 43 | 17 Story Points : 45 | 5 | [Groot Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=242296097) | Team |
| 8 | Hulk | 19 Mar 2020  - 01 Apr 2020 | 18 Story Points : 62 | 17 Story Points : 62 | 5 | [Hulk Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=242296087) | Team |
| 9 | Iron Man | 02 Apr 2020  - 15 Apr 2020 | 19 Story Points : 73 | 16 Story Points : 67 |  | [Iron Man Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=242296628) | [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Vaidhyanathan Ananthakrishnan](https://confluence.freshworks.com/display/~vaidhyanathan.ananthakrishnan)  Special Appreciations  [Dheenadhayalan Gunasekaran](https://confluence.freshworks.com/display/~dheenadhayalan.gunasekaran) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) For MCR |
| 10 | Joker | 16 Apr 2020  - 29 Apr 2020 | 23 Story Points : 84 | 24 Story Points : 79 | 8 | [Joker Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=242308191) | [Gowthaman Ravindran](https://confluence.freshworks.com/display/~gowthaman.ravindran) |
| 11 | Krypto | 30 Apr 2020  - 13 May 2020 | 20 Story Points : 77 | 19 Story Points : 76 | 8 | [Krypto Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=242316656) | [Vaidhyanathan Ananthakrishnan](https://confluence.freshworks.com/display/~vaidhyanathan.ananthakrishnan) [Hari Bukke](https://confluence.freshworks.com/display/~hari.bukke) [Gowthaman Ravindran](https://confluence.freshworks.com/display/~gowthaman.ravindran) |
| 12 | Loki | 14 May 2020  - 27 May 2020 | 25 Story Points : 79 | 22 Story Points : 74 | 11 | [Loki Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=247635000) | [Hari Bukke](https://confluence.freshworks.com/display/~hari.bukke) [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar)  Special Appreciations Designer - [Gopi Krishna](https://confluence.freshworks.com/display/~gopi.krishna) Reviews and response time |
| 13 | Mysterio | 28 May 2020  - 10 Jun 2020 | 23 Story Points : 101 | 17 Story Points : 69 | 8 | [Mysterio Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=247645021) | [Rubika Srinivasan](https://confluence.freshworks.com/display/~rubika.srinivasan) [Hari Bukke](https://confluence.freshworks.com/display/~hari.bukke)  Special Appreciations Designer - [Gopi Krishna](https://confluence.freshworks.com/display/~gopi.krishna) Reviews and response time |
| 14 | Nightwing | 11 Jun 2020  - 24 Jun 2020 | 24 Story Points : 100 | 20 Story Points: 74 | 5 | [Nightwing Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=251108545) | [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) [Hari Bukke](https://confluence.freshworks.com/display/~hari.bukke) [Rubika Srinivasan](https://confluence.freshworks.com/display/~rubika.srinivasan) |
| 15 | Ozymandias | 25 Jun 2020  - 08 Jul 2020 | 22 Story Points: 91 | 17 Story Points : 59 | 5 |  | [Prabhu Balaji](https://confluence.freshworks.com/display/~prabhu.balaji) |
| 16 | Punisher | 09 Jul 2020  - 22 Jul 2020 | 22 Story Points: 90 | 19 Story Points : 66 | 5 |  | [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) |
| 17 | Quarantine | 23 Jul 2020  - 05 Aug 2020 | 22 Story Points: 76 | 21 Story Points : 68 | 5 | [Quarantine Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=256429071) | [Hari Prasad D N](https://confluence.freshworks.com/display/~hari.prasad) [Gowthaman Ravindran](https://confluence.freshworks.com/display/~gowthaman.ravindran)  [Prabhu Balaji](https://confluence.freshworks.com/display/~prabhu.balaji) [Tahseen Ibrahim](https://confluence.freshworks.com/display/~tahseen.ibrahim)  Special Appreciations  [Thoppe Dwarakanath](https://confluence.freshworks.com/display/~thoppe.dwarakanath) |
| 18 | Red Skull | 07 Aug 2020  - 19 Aug 2020 | 16 Story Points: 50 | 11 Story Points : 25 | 9 | [Red Skull Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=256413058) | [Hari Prasad D N](https://confluence.freshworks.com/display/~hari.prasad) [Gowthaman Ravindran](https://confluence.freshworks.com/display/~gowthaman.ravindran)  [Prabhu Balaji](https://confluence.freshworks.com/display/~prabhu.balaji) |

* **Planned Items** - *Defines the number of items(User story, Task, Bugs) committed by all folks during the sprint planning*.
* **Ad Hoc Items** - *Defines the numbers of items (User story, Task, Bugs) added to the ongoing sprint on priority.*
* **Completed Items -***Defines the numbers of items (User story, Task, Bugs) completed in the sprint but the count does not include the Ad-hoc and unplanned Items*
* ***Unplanned Items*** *- Defined the number of items (User story, Task, Bugs) added after the beginning of the sprint but not part of the original sprint plan.*
* ***DOD****- Definition of Done , should be added to the ticket as comment or description on what the status of the ticket should be by the end of the sprint.*

ByeBuggers

**Slogan of the Squad** : Hakkuna Mattata

|  |
| --- |
| **Squad Members** |

**Engineering Manager:** [**Mohaan Raja**](https://confluence.freshworks.com/display/~mohaan.raja)

**TPM:** [Ravi Sankar](https://confluence.freshworks.com/display/~ravi.sankar)

**Architects:**

BE - [Sivalingam Selvasekaran](https://confluence.freshworks.com/display/~sivalingam.selvasekaran)

FE - [Harish Sundararaman](https://confluence.freshworks.com/display/~harish.sundararaman)

**Backend:**

[Prakash Thiyagarajan](https://confluence.freshworks.com/display/~prakash.thiyagarajan)

[Chavitipalli Raju](https://confluence.freshworks.com/display/~chavitipalli.raju)

[Haiden Arulappan](https://confluence.freshworks.com/display/~haiden.arulappan)

[Gopal](https://confluence.freshworks.com/display/~gopal.kalyan)

[Poornima Anantharaman](https://confluence.freshworks.com/display/~poornima.anantharaman)

[Surendar Dillibabu](https://confluence.freshworks.com/display/~surendar.dillibabu)

**Frontend:**

[Sampath Kumar Paravasthu](https://confluence.freshworks.com/display/~sampath.paravasthu)

[Triveniprasad gupta](https://confluence.freshworks.com/display/~triveniprasad.gupta)

**QA:**

[Senthil Palanisamy](https://confluence.freshworks.com/display/~senthil.palanisamy)

[Deepak Jayaram](https://confluence.freshworks.com/display/~deepak.jayaram)

[kanishkar Uthayasuriyan](https://confluence.freshworks.com/display/~kanishkar.uthayasuriyan)

Hacker Hostel 2.0

Hacker Hostel 2.0 - Body of ownership

1. Trinity(Contacts integration),
2. Google calendar integration,
3. Outlook calendar integration,
4. Tasks,
5. Slack/Connect,
6. Appointments,
7. Sales activities,
8. Notes,
9. Notifications,
10. Tags,
11. Attachments,
12. Files,
13. Web forms

|  |  |  |
| --- | --- | --- |
|  | **Name** | **Manager** |
| **Technical Architect** | [Sathish Suresh](https://confluence.freshworks.com/display/~suresh.sathish) | [Sriram Chandra Mouli Viswanathan](https://confluence.freshworks.com/display/~sriram.viswanathan) |
| **Engineering Manager** | [Mahalakshmi Rajagopal](https://confluence.freshworks.com/display/~mahalakshmi.rajagopal) | [Sriram Chandra Mouli Viswanathan](https://confluence.freshworks.com/display/~sriram.viswanathan) |
|  | [Dheenadhayalan Gunasekaran](https://confluence.freshworks.com/display/~dheenadhayalan.gunasekaran) | Maha |
|  | [Melstin Jeno](https://confluence.freshworks.com/display/~melstin.jeno) | Maha |
|  | [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) | Maha |
|  | [Dasu Velupudi](https://confluence.freshworks.com/display/~dasu.velupudi) | Maha |
|  | [Vignesh Manikandan](https://confluence.freshworks.com/display/~vignesh.manikandan) | Maha |
|  | [BarathKumar Sankar](https://confluence.freshworks.com/display/~barath.sankar) | Maha |
| **Squad Lead** | [Tahseen Ibrahim](https://confluence.freshworks.com/display/~tahseen.ibrahim) | Maha |
| **Technical Lead** | [Kiriti Madakasira](https://confluence.freshworks.com/display/~kiriti.madakasira) | Maha |

[Hacker Hostel Testplans](https://confluence.freshworks.com/display/freshsales/Test+plans)

Petta

## **Squad Details**

|  |  |
| --- | --- |
| Squad Name |  |
| BoO | E-signature integration, CPQ, Documents, Docusign, invoicing integration  Platform: Marketplace |
| EM | [Dipender Singh](https://confluence.freshworks.com/display/~dipender.singh) |
| BE | [Jothiswaran Sellamuthu](https://confluence.freshworks.com/display/~jothiswaran.sellamuthu1) [Abinaya Srinivasan](https://confluence.freshworks.com/display/~abinaya.srinivasan) |
| FE | [Naveen Baskaran](https://confluence.freshworks.com/display/~naveen.baskaran) [Muhammed Afras](https://confluence.freshworks.com/display/~muhammed.afras) [Deeptha Mohan](https://confluence.freshworks.com/display/~deeptha.mohan) |
| SET | [Illakia Varatharaj](https://confluence.freshworks.com/display/~illakia.varatharaj) @[shibhani.vijayakumar@freshworks.com](mailto:shibhani.vijayakumar@freshworks.com) [Shreedevi Vijayan](https://confluence.freshworks.com/display/~shreedevi.vijayan) |
| BE-Architect | [Gangadharan Krishnamoorthy](https://confluence.freshworks.com/display/~gangadharan.krishnamoorthy) |
| FE-Architect | [Umashankar Masilamani](https://confluence.freshworks.com/display/~umashankar.masilamani) |
| Product Management | [Krutishkumar Venkataraman](https://confluence.freshworks.com/display/~krutishkumar.venkataraman) |
| Program Manager | [Ramya Raghavan](https://confluence.freshworks.com/display/~ramya.raghavan) |
| TPM | [Savithri Ganesan](https://confluence.freshworks.com/display/~savithri.ganesan) |

Retro Template

Pied piper

## Body of Ownership

##### Core Objects (Lead/Contact/Account/Deal)

##### Multi-currency

##### Data Import/Export

##### External Migrations

##### Trinity

##### Filters

## Team Members:

|  |  |
| --- | --- |
| **Role** | **Member** |
| Technical Architect | [Sudharshan Jayasampath](%20%20%20%20/display/~sudharshan.jayasampath%0A) [sudharshan.jayasampath@freshworks.com](mailto:sudharshan.jayasampath@freshworks.com) |
| Engineering Manager | [Vijayaragavan Venkatarathinam](%20%20%20%20/display/~vijayaragavan.venkatarathinam%0A) [vijayaragavan.venkatarathinam@freshworks.com](mailto:vijayaragavan.venkatarathinam@freshworks.com) |
| Technical Lead | [Bhagirath Goud](%20%20%20%20/display/~bhagirath.goud%0A) [bhagirath.goud@freshworks.com](mailto:bhagirath.goud@freshworks.com) |
| Squad Lead | [Irfan Shaik](%20%20%20%20/display/~irfan.shaik%0A) [irfan.shaik@freshworks.com](mailto:irfan.shaik@freshworks.com) |
| Developer | [User icon: akshayvaliya.rakkanchath](%20%20%20%20/display/~akshayvaliya.rakkanchath%0A) [Akshayvaliya Rakkanchath](%20%20%20%20/display/~akshayvaliya.rakkanchath%0A) [akshayvaliya.rakkanchath@freshworks.com](mailto:akshayvaliya.rakkanchath@freshworks.com) |
| Developer | [Nivedita Peddiraju](%20%20%20%20/display/~nivedita.peddiraju%0A) [nivedita.peddiraju@freshworks.com](mailto:nivedita.peddiraju@freshworks.com) |
| Developer | [User icon: sivasubramanian.ramar](%20%20%20%20/display/~sivasubramanian.ramar%0A) [Sivasubramanian Ramar](%20%20%20%20/display/~sivasubramanian.ramar%0A) [sivasubramanian.ramar@freshworks.com](mailto:sivasubramanian.ramar@freshworks.com) |
| Developer | [Venkat Narayanan](%20%20%20%20/display/~venkat.narayanan%0A) [venkat.narayanan@freshworks.com](mailto:venkat.narayanan@freshworks.com) |
| Developer | [Kishore Shanmugam](%20%20%20%20/display/~kishore.shanmugam%0A) [kishore.shanmugam@freshworks.com](mailto:kishore.shanmugam@freshworks.com) |
| Developer | [Tamizhselvan R](%20%20%20%20/display/~tamizhselvan.radhakrishnan%0A) [tamizhselvan.radhakrishnan@freshworks.com](mailto:tamizhselvan.radhakrishnan@freshworks.com) |
| QA | [Meenakshi Manikandaswamy](%20%20%20%20/display/~meenakshi.manikandaswamy%0A) [meenakshi.manikandaswamy@freshworks.com](mailto:meenakshi.manikandaswamy@freshworks.com) |
| QA | [Meenaloshani Murugan](%20%20%20%20/display/~meenaloshani.murugan%0A) [meenaloshani.murugan@freshworks.com](mailto:meenaloshani.murugan@freshworks.com) |
| QA | [Gopal Krishna](%20%20%20%20/display/~gopal.krishna%0A) [gopal.krishna@freshworks.com](mailto:gopal.krishna@freshworks.com) |

#### [Arya Stark Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=251129506)

|  |  |
| --- | --- |
| Date | 14 Jul 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

#### [Black Eye Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=316120558)

|  |  |
| --- | --- |
| Date | 27 Jul 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)   [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni)[Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam)[Preethi Mahalingam](https://confluence.freshworks.com/display/~preethi.mahalingam) |

#### [Bran Stark Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=256416777)

|  |  |
| --- | --- |
| Date | 12 Aug 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

#### [Definition of DONE](https://confluence.freshworks.com/pages/viewpage.action?pageId=223797991)

* **Published** API standards (swagger)
* **95%** code coverage (**Functional** and Line) - *Should be seen in the associated PR*
* P0 & P1 **100%** automation
* **Accepted** Code review (Backend and Frontend)
* **Upload** updated and **reviewed** manual test cases
* Triage and setup followup actions for deferred items/bugs
* **Test Run report**
* Acceptance criteria met
* Product Owner acceptance
* Feature level functional tests passed
* Automated regression tests pass
* Performance benchmarks met
* Meets compliance requirements (security, defined compliance checks, and others)
* **Green build**
* Functionality documented - KBase
* Deployed in production
* Release notes
* QA checklist details in Freshrelease

#### [Definition of READY](https://confluence.freshworks.com/pages/viewpage.action?pageId=223797995)

* Defined acceptance criteria
* External and Internal dependencies identified
  + Definition of Done for dependencies should be **prepared and submitted** to the external/internal team
  + Definition of Done should be **met and verified** by the team
* Effort and Complexity Estimated
* **Frozen** mocks/design
* Performance criteria/benchmarks if applicable
* Deployment plan
* Rollback plan
* Applicable compliance checks

#### [L2 Resolution Document](https://confluence.freshworks.com/pages/viewpage.action?pageId=242301463)

**FWCRM SSO LIMITATIONS:**

|  |  |  |
| --- | --- | --- |
| Sample support ticket | Issue | Debugging |
| <https://freshsalesdev.freshdesk.com/a/tickets/7465> | * Unable to create deals, it shows error message "Failed to create opportunity, deal type invalid format", |  |

#### [PiedPiper Testplan](https://confluence.freshworks.com/pages/viewpage.action?pageId=385431746)

* [[FSALES-48179](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-48179)] - [Related module cards in Summary](https://confluence.freshworks.com/pages/viewpage.action?pageId=385431748)
* [[FSALES-50727] - Enhancements in Freddy AI Insights](https://confluence.freshworks.com/display/freshsales/Enhancements+in+Freddy+AI+Insights+tab+-+Test+Plan)
* [[[FSALES-57565] - Improve the visibility of tags in C360 pages](https://confluence.freshworks.com/pages/viewpage.action?spaceKey=freshsales&title=Improve+the+visibility+of+tags+in+C360+pages+-+Test+Plan)

#### [PP - Annamalai Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=349204054)

|  |  |
| --- | --- |
| Date | 22 Feb 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Sriram Ranganathan](https://confluence.freshworks.com/display/~sriram.ranganathan)  [Avinash Kemparaju](https://confluence.freshworks.com/display/~avinash.kemparaju) [Rakesh M](https://confluence.freshworks.com/display/~rakesh.manoharan) |

#### [PP - Baasha Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=357306514)

|  |  |
| --- | --- |
| Date | 08 Mar 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Sriram Ranganathan](https://confluence.freshworks.com/display/~sriram.ranganathan)  [Avinash Kemparaju](https://confluence.freshworks.com/display/~avinash.kemparaju) [Rakesh M](https://confluence.freshworks.com/display/~rakesh.manoharan) [Swaroop Voleti](https://confluence.freshworks.com/display/~swaroop.voleti)  [Priyanka Thirugnanasambandam](https://confluence.freshworks.com/display/~priyanka.thirugnanasambandam) [Akash Kumrawat](https://confluence.freshworks.com/display/~akash.kumrawat) [Mohan Raj Pandiyan](https://confluence.freshworks.com/display/~mohanraj.pandiyan) |

#### [PP - Chandramukhi Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=357320427)

|  |  |
| --- | --- |
| Date | 22 Mar 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Sriram Ranganathan](https://confluence.freshworks.com/display/~sriram.ranganathan)  [Avinash Kemparaju](https://confluence.freshworks.com/display/~avinash.kemparaju) [Rakesh M](https://confluence.freshworks.com/display/~rakesh.manoharan) [Swaroop Voleti](https://confluence.freshworks.com/display/~swaroop.voleti)  [Priyanka Thirugnanasambandam](https://confluence.freshworks.com/display/~priyanka.thirugnanasambandam) [Akash Kumrawat](https://confluence.freshworks.com/display/~akash.kumrawat) [Mohan Raj Pandiyan](https://confluence.freshworks.com/display/~mohanraj.pandiyan) |

#### [PP - Jhonny Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=362480895)

|  |  |
| --- | --- |
| Date | 22 Mar 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Sriram Ranganathan](https://confluence.freshworks.com/display/~sriram.ranganathan)  [Avinash Kemparaju](https://confluence.freshworks.com/display/~avinash.kemparaju) [Rakesh M](https://confluence.freshworks.com/display/~rakesh.manoharan) [Swaroop Voleti](https://confluence.freshworks.com/display/~swaroop.voleti)  [Priyanka Thirugnanasambandam](https://confluence.freshworks.com/display/~priyanka.thirugnanasambandam) [Akash Kumrawat](https://confluence.freshworks.com/display/~akash.kumrawat) [Mohan Raj Pandiyan](https://confluence.freshworks.com/display/~mohanraj.pandiyan) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) |

#### [PP - Kabali Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=362496923)

|  |  |
| --- | --- |
| Date | 22 Mar 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)   [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan)  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Sriram Ranganathan](https://confluence.freshworks.com/display/~sriram.ranganathan)  [Rakesh M](https://confluence.freshworks.com/display/~rakesh.manoharan) [Swaroop Voleti](https://confluence.freshworks.com/display/~swaroop.voleti)  [Priyanka Thirugnanasambandam](https://confluence.freshworks.com/display/~priyanka.thirugnanasambandam) [Mohan Raj Pandiyan](https://confluence.freshworks.com/display/~mohanraj.pandiyan) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Vijayakumar Ganesan](https://confluence.freshworks.com/display/~vijayakumar.ganesan) |

#### [PP - Little Sombrero Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=334088072)

|  |  |
| --- | --- |
| Date | 16 Nov 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) |

#### [PP-Malin Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=334101556)

|  |  |
| --- | --- |
| Date | 30 Nov 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) |

#### [PP - Pinwheel Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=340505839)

|  |  |
| --- | --- |
| Date | 14 Dec 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) |

#### [PP - Sculptor Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=343382436)

|  |  |
| --- | --- |
| Date | 05 Jan 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) |

#### [PP - Tadpole Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=343394308)

|  |  |
| --- | --- |
| Date | 11 Jan 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) |

#### [PP - Triangulum Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=343408453)

|  |  |
| --- | --- |
| Date | 25 Jan 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) |

#### [PP - Whirlpool Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=349189996)

|  |  |
| --- | --- |
| Date | 08 Feb 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

#### [RCA Analysis:](https://confluence.freshworks.com/pages/viewpage.action?pageId=230094554)

## **1.  Account Timezone during Import**

**Impact:**

The issue was in Staging Impact time: Blocked deployment for a day

#### [Retrospective Action Items - PiedPiper](https://confluence.freshworks.com/pages/viewpage.action?pageId=294464520)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Quarter | Sprint | Action Item | Owner | ETA | Status | Measurement Criteria (if any) |
| Q1-2021 | Contractor Nesamani | Having a consolidated 6pm resolution time for every L2 | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) | 30 Mar 2021 |  | We see some tickets reopened(which are closed earlier or couple of days before) around 7pm on friday and we have the SLA breached by then. |

#### [Sprint Retrospectives](https://confluence.freshworks.com/pages/viewpage.action?pageId=230074496)

Sprint 20190911

**Sprint 20190911 Retrospective**

|  |  |
| --- | --- |
| Date | 24 Sept 2019 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar)[Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Mariappan Vaithilingam](https://confluence.freshworks.com/display/~mariappan.vaithilingam) |

### What did we do well?

* In general went well
* Clear priority
* Team adapted to the sprint ceremonies
* Committed was delivered to an extent
* More freedom
* More user story clarity for the team
* PM - Team interaction improved
* Grooming went well
* Daily standups
* Sprint 1 goals achieved (ceremonies and objectives met)
* NO fights!!!
* Open conversation

### What should we have done better?

* Tickets were not updated on-time
* Previous responsibilities should have been identified and planned
* Proper estimates
* Commitments were high
* Unplanned items were picked
* Work better as a team
* Estimates are not proper because of missed details
* Tickets are missing details
* Impact areas were missed
* Lack of transparency (sprint board and tickets were bare)
* Some active tickets missing in board
* Mid sprint prioritisation missing
* Actively pick from Ready-for-Dev was missing

**Appreciations**

#### [Irfan Shaik](%20%20%20%20/display/~irfan.shaik%0A)

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Sprint 20190925

**Sprint 20190925 Retrospective**

|  |  |
| --- | --- |
| Date | 10 Oct 2019 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

### What did we do well?

* Shipped Custom modules import
* Nearly done with Custom modules import UI automations
* Landing page customisation most of what was planned completed

### What should we have done better?

* Backlog grooming should be done more aggressively (Missed a critical piece during initial discussions)
* Tickets to be updated more religiously

**Appreciations**

#### [Meenaloshani Murugan](%20%20%20%20/display/~meenaloshani.murugan%0A)

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Sprint 20191009

**Sprint 20191009 Retrospective**

|  |  |
| --- | --- |
| Date | 22 Oct 2019 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

### What did we do well?

* We got better at sprint planning and estimates
* Freshrelease tickets updates have improved
* Were able to adapt to urgent requests

### What should we have done better?

* Feature mocks should have been frozen (Landing page customisation)
* Time/bandwidth allocated for L2 is lesser than needed
* Collate the frequent L2 tasks and empower the support team to resolve themselves
* Tickets for testing piles up
* Estimation to improve
* Availability estimates to improve (external team dependencies to be considered)
* Unplanned items are increasing
* Tickets lack updates (comments informing of progress)
* Blockers were not called out during standup
* All work items were not captured in sprint

**Appreciations**

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Sprint 20200115

**Sprint 20200115 Retrospective**

|  |  |
| --- | --- |
| Date | 28 Jan 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath)[Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) |

|  |  |
| --- | --- |
| What did we do well? | What should we have done better? |
| * Act with urgency in Filter UX enhancement . Delivered the feature on committed timeline +1 * Collaboration with PM and Design team . Helps the team to deliver the feature on time- +2 * Realistic sprint planning * Responded L2 support tickets within SLA * Time Entires for resolving L2 tickets helps the team to track the time taken to responding the tickets.Helps in story estimation * On Sales 360 item - Impact analysis before starting dev work helps the team to identifying the issues/blockers earlier +2 * Collaboration with PM team . Get everything cleared before starting the story * No unplanned items * Good communication within team * Sprint Planning - Allocating single dev for L2 , Rspec  , Prod lights-on activity | * Impact Analysis should be improved, we missed few bugs on existing filter UX -Filter UX enhancements * Blocked below ticket even after the implementation and testing is done because of tech implementation <https://freshworks.freshrelease.com/FSALES/issues/FSALES-17103> . Review the tech implementation before dev starting. * Planning for RSPEC and Automation coverage * Update the acceptance criteria based on stands taken, instead on tracking comments * Act with urgency for all tickets * Sales 360:   + Need mocks before starting Development   + Unanswered / unresolved question before ready for dev |

|  |
| --- |
| **Appreciations** |
| * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - For resolving complex L2 tickets in short span of time * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) +1- For in-depth analysis in sales 360 item * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) +1- Organising/Tracking squad activities , Filter UX testing * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) +1- More aggressive  and more active on filter UX testing * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) -Proactive and taking ownership on writing Rspec |

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| Action Items:   * Planning for RSPEC and Automation coverage -  [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) * Tech implementation review before starting dev - [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) * Update the acceptance criteria based on stands taken, instead on tracking as comments - [Swati Sharma](https://confluence.freshworks.com/display/~swati.sharma) [Swathi Yerram](https://confluence.freshworks.com/display/~swathi.yerram) * Sales 360:   + Need mocks before starting Development - [Swati Sharma](https://confluence.freshworks.com/display/~swati.sharma) |

Sprint 20200212

**Sprint 20200211 Retrospective**

|  |  |
| --- | --- |
| Date | 12 Feb 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) |

|  |  |
| --- | --- |
| What did we do well ? | What should we have done better? |
| * Shift Left testing approach . Finding Impact areas by QA in development phase(before testing) , helps the developer to covers missed areas in development phase. * Communication among the team .Sales 360 standup helps the team to conveys their daily status progress and blockers if they are facing . Resolving blockers within sales 360 standup helps the team to move fast forward. * Timeline for each tickets is clearly mentioned * Team taking ownership on assigned task, delivering them on committed timeline * Actual work is progressing | * Sticking to the scope of the ticket -For feature Label renaming(Lead score to score and owner) we have adding the scope of the ticket while ticket is testing * Temp feature check should have been implemented in prior .  Developer reworking on existing code they have committed to accommodated the changes (in both backend and frontend) . +2 * Planning items in-prior to sprint planning not in the middle of the spint . * Ticket Updation - Adding work progress , updating acceptance criteria and stand/decision taken. * Sales 360 standup is high level status update . so we will continue to have daily squad standup to get updates. |

| **Appreciations** |
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| * Meenakshi +3 - Sharing impacted areas to developers before the ticket is Ready for QA . |

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| Action Items:  → Freshrelease ticket updation - For update in acceptance criteria and Decision/Stands taken  .  → Setup calendar-Informing planned leaves to the team |

Sprint 20200225

**Sprint 20200225 Retrospective**

|  |  |
| --- | --- |
| Date | 25 Feb 2020 |
| Participants | [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Communication among team for calling out and resolving issues +1 * Act with urgency and commitments towards work on sales 360 items +1 * Onboarding the new comers to the squad * QA involvement in finding impact areas and writing test cases before feature in Ready for QA * Time spent to work on Reducing automation pipeline | * Complete integration setup in Docker Environment needs to be there as in staging to test everything before signing off in branch +1 * Trinity docker is deleted and is not communicated to the team. we figured out while testing . * ETA timeline issues - unable to work on SLA Metrics(Adding Rspec/Ember/Automation test cases) for last name optional feature. since we have updated the ETA . * Freshchat integration is not be working in dockers and is not communicated to team. |

| **Appreciations** |
| --- |
| * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) -Taking ownership on resolving L2 issues * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)-For Reducing automation pipeline * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) +2 - Tremendous effort on Last name optional feature.Taking ownerships and communicating issues to PM . * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) +1-Handling and tracking testing last name optional feature |

| **Action Items:** |
| --- |
| ->Integration setup in Docker Environment needs to be there as in staging to test everything before signing off in branch testing - [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) |

Sprint 20200311

|  |  |
| --- | --- |
| Date | 11 Mar 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Squad Rspec percentage got increased (85%) as we assigned Rspec ticket for [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  in this sprint and achieved 100% coverage on file crm\_data\_migration\_util.rb * Abishek in speed mode helps the team to delivered tickets within in the sprint- FSALES-16567,18175,17497.Kudos to [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) * Getting import errors logs through mails.Helping team to resolve/getting insights on issues  without depending on others .Thanks for the initiative  [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik).+1 * Irfan and Nivedita is doing initial code review , before send to bhagi . * We picked up unplanned items (7)  and delivered it in sprint. | * sync between PM before handing over the requirement to Engineering team. i.e , Issue in adding Twitter in group mandatory fields as part of last name feature.+1 * Past two sprint , we were not doing story grooming . Need to have tickets in hand before doing sprint planning.+1 * Proper Estimation and Speed up the development and testing - Last name ,  Subscription type and status feature is spilled over from last 4 sprints.+1 * Freshrelease ticket Updation on daily basis * Proactive communication on Blockers and Issues and owning the problems/issues. |

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| **Appreciations** |
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| * [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) +1 - * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) +2 - Rspec Coverage. * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) -  Good work on Last name feature * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) +1 -Effective testing on [FSALES-18175](https://freshworks.freshrelease.com/FSALES/issues/FSALES-18175) * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Started doing initial review for FSALES-17497 * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - Testing Last name feature |

| **Action Items:** |
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Sprint 20200324

|  |  |
| --- | --- |
| Date | 24 Mar 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Last name went to production without any issues. Extraordinary work on Last name optional feature as it has major impact in all over areas , we shipped it smoothly . * Working remotely (WFH) is working well   + Sprint ceremonies are going regular   + Work Progress happening   + People are helping each other and responding on time | * Lack of Backlog tickets and planned pipeline is missing . We should have tickets before sprint planning- +3 * Full attendance in squad standup . As we are working remotely , we would like to connect with everyone in stand-up and sharing the things.  +2 * Need to improve the communication - As we are doing WFH, we should be proactive/over communicated when communicating the blockers,asking peers help. * Focusing on L2 tickets - As we are occupied with sales 360 items , we are missing SLA on some of L2 tickets. |

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| **Appreciations** |
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| * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) - For their good effort on Subscription Type and status . * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) -Amazing Peer QA Review , For Subscription Type and status feature. * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) +1 - Completing his planned task within the sprint . * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) -Mentoring Tamizh and helping out the issues * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - completing three tickets in this sprint those are merged to prod. * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan)- Tremendous effort on testing stuffs. |

| **Action Items:** |
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| * Backlog tickets and planned Roadmap/ Pipeline- [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) |

Sprint 20200407

|  |  |
| --- | --- |
| Date | 07 Apr 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)[Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Tracking the Import Failures/Errors logs in Production environment.We have found two major root causes for the failures and fixed one issue in this sprint.(For reference,FSALES-19895,19705).+3 * Sprint Planning went well.We allocated two resources for resolving L2 issues . In sprint beginning days , we are having 8 overdue tickets . It helps us to resolve those tickets and maintaining SLAs.+3 * Related list bug - Tamizh has fixed the bug (<https://freshworks.freshrelease.com/FSALES/issues/FSALES-15232>) . This task helps him for learning new stuffs in development. * Sprint ceremonies went well. Active Participations in daily standups .+2 * Involving multiple Devs and QA into single Epic(for this sprint  we are having Color changes) and shipping them out .That strategy is working out. * Color changes Feature:Communication and Collaboration between team(Designer,Devs,QAs) is going Good. Three squads are working on this item and Playing as a team and resolving the stuffs.+2 | * Subscription Status and Types :   + Getting requirement changes in the middle of   testing .Many breakages in the impact ares because of changing requirements .   + QA and Impact areas review can also be checked with other squad QAs to avoid the bug leakages. * We were not picking any major item in this sprint apart from subscription types and status and color changes. * Ticket updation with the detailed description in Acceptance criteria and Record the conversation/tech discussion in tickets. It will helps the people to get the progress . +2 |

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| **Appreciations** |
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| * [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) -Proactively monitoring  and resolving L2 tickets and tracking import errors - +4 * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) -For helping and mentoring  tamizh .Resolving blockers in his path.And Resolving L2 tickets .+3 * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) -flexibility to take whatever items comes in a timeline.+3 * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - Collaborating color changes feature from testing side. * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) - Taking complete ownership on engineering side for color change feature. * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) +1 - For the work ,he did for inline manual in color changes feature is commendable. |

| **Notes:** |
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| Team , Please go through the pipeline to get the overview of freshsales Q2 items.  <https://freshworks.freshrelease.com/FSALES/issues/filter/38675>  <https://freshworks.freshrelease.com/FSALES/issues/filter/38855>  <https://freshworks.freshrelease.com/FSALES/issues/filter/38133> |

Sprint 20200421

|  |  |
| --- | --- |
| Date | 21 Apr 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Feature Grooming done for two features: <https://freshworks.freshrelease.com/FSALES/issues/FSALES-16504> <https://freshworks.freshrelease.com/FSALES/issues/FSALES-19208> * Two major feature went to live. -<https://freshworks.freshrelease.com/FSALES/tasks/FSALES-16418>-no issues so far * -<https://freshworks.freshrelease.com/FSALES/tasks/FSALES-19254>(one prod bug leakage) * Sprint ceremonies are running properly +1 * Completed most of the planned items  +1 * Good coordination for color change +3 * Dev-QA ratio is good . * Rushing to complete the planning items and proactively picking up next items * Freshrelease tickets are updated and in right status | * Estimation should be better  +2 * **Monitor L2 issues on daily and L2 resolution needs to be faster**   +1 * Need to accept mocks and stands before picking ticket .Acceptance criteria should be signed off before dev started working on this.+1 * Better haystack logs for debugging L2 and prod issues. * Need to understand impact before starting to test * Need to complete all planned items . if story takes time , inform the stakeholders proactively about the extension in ETA. * Automation for tickets have to followed up +1 * Review of PRs need to be followed up * **Test cases should be written and reviewed before actual testing started** |

| **Appreciations** |
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| * Proactively picking up the task and complete it on time,Following best practices and good way of writing code(neat code) - [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)+3 * L2 resolution - [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) * Completing color change, filters and picking up task proactively  - [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) +3 * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) mentoring squad and helping us to resolving the issues * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) Helping in Gopal's on-boarding * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) Handling multiple tasks like PR review, testcase review, on-boarding, etc |

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| --- | --- | --- |
| Action Item | Owner | ETA |
| Create Haystack log ticket | [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) | 22 Apr 2020 |
| Update L2 Resolution Document | [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) | 22 Apr 2020 |
| Test cases should be done before start of testing and should get reviewed | [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |  |
| Automation script work should be tracked in sprint | [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |  |

Sprint 20200505

|  |  |
| --- | --- |
| Date | 05 May 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)[Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Smooth sprint * We have pulled in dev tasks than whole tickets for the tickets that  Definition of Done is Dev completed * Improvement in L2 resolution * Sprint Planning went well -+2   + Tickets were identified/shared before the ceremony   + Tickets assigned to individuals * Sliced epics(timeline feeds, custom for sales 360 GA item) into smaller tickets i.e, Tech implementation, pre-requisite and completing them in this sprints. +2 * Following up on last sprint action items - Test case reviews is done before actual testing | * Surface issues in staging to stakeholders +1 * Identify and test more impact areas * Adding existing cases during impact regression * L2 Resolution:   + Update agent   + Update the comments with the progress info   + Find the temporary solution/hacks to cool down the customers if the permanent fix is hard and taking time.   + Pick up tickets on priority * Tickets in review state for long time . Individual assignee bring this in standup incase any showstoppers |

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| **Appreciations** |
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| * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) Contribution in Rspec test cases when he is done with his assigned task * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) Wrapping two tickets in two days +2 * [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) Their active works in completing the prerequisite tickets +1 * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) Helping / Mentoring team * [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) Interest towards finding/solving the import issues Resolved two issues. +2 * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) For improving pass percentage in automation * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) Wrapping up timeline ticket fast and picking next ticket with great progress |

| Notes: |
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Sprint 20200519

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| Date | 19 May 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)[Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Integrated with team easily * Increased automation pass percentage +1 * Most tickets completed +4 * Dev collaborations was good * Good estimation on tickets - role management * Clearly defined DOD on tickets +1 * Primary and secondary on L2 from QA side * L2 SLA breach was less * Prepared for retro | * More clarity on tickets when estimating +1 * Reduce large unplanned items * Huge amount of time spent in discussions for unblocking * Mocks to be analysed in depth by dev before picking +2 * Tickets should be updated more regularly (Freshrelease and Freshdesk) +2 * Reply to tags in support tickets to unblock +1 * Proper testing plan for inter team tickets * Checking for available test cases during estimation * Involve dev and QA during evaluation phase of ticket +1 * Accounting for test case splitting time during estimation * Checking automation available during estimation * Ensure all features are ready for merge by the last Monday of sprint |

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| **Appreciations** |
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| * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) Testing adhoc items on priority +1 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) Wrapping up all tickets and picking new tickets +2 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) Automation pass percentage increase +1 * [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) Intensive testing in timelines ticket * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) For following up on L2s * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) Automation reviews * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) Proactive collaboration on tickets * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) Helping out on tickets * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) Great effort on timeline feeds ticket across teams +1 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) Great work on lead management ticket on priority +1 * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) Huge effort in helping others and getting assigned tickets done * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) For proactively picking L2 and helping in existing tickets |

| Notes: |
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Sprint 20200602

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| Date | 02 Jun 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)[Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * completed 20 tickets with 55 story points +3 * Good effort on timelines ticket * QA spent more time on in depth test cases +2 * L2 resolutions * Knowledge on other products improved * Test cases written in parallel with dev work * PMs involved in standup for quick resolutions * Taking ownership on tickets +1 * Technical stories completed along with sales360 items * Good communication with stake holders for timelines and custom roles ticket | * Mocks could be made after getting inputs from all products * Better use case capturing in the initial stages * Assigning L2s before SLA breach +1 * Ticket estimation can be improved * Daily updates on tickets +1 * Test case review can be faster * Pick up unplanned items on priority from EMs and update in ticket |

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| **Appreciations** |
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| * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Coordinating across products. Getting impact analysis +1 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Active ticket completion * Test cases written in parallel with dev work * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Developing and communicating on ticket * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Helping on understanding use case with other products * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Good work on timeline feeds * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Great work on timeline feeds with very less review comments |

| Notes: |
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Sprint 20200616

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| Date | 16 Jun 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam)  [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)[Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Discussing feature blockers/L2 tickets after standup +2 * L2 addressed on time and no SLA breached ticket in this sprint +2 * Dev fixing the bugs proactively that helps QA proceed the testing without blockers * Bundle signup helps the team to perform integration testing in docker * Good work in Timeline feeds ,Custom Roles tickets . Tickets are on track . + 3 * Collaboration between cross team(FM ,Fchat ,FCaller,MCR) in Integration testing went well +1 | * Dev/QA owner of the ticket is not notified when there is mock change +3 * Requirement came in at the end of development . Because of this , we are not able to meet the Definition Of Done(Dev complete) of lead management ticket . * Bundle signup , Docker setup for integration testing-Taking time * Documenting the docker set up issues with FAQs will helps others to resolve the issues quickly * Mock Delayed -Timeline feeds Entered/Exited journey changes * Estimation needs to be improve when we are planning integration testing .Custom Roles sales360 ,Timeline feeds +2 * New finding in testing phase and missing events are not incorporated in timeline feeds ticket . |

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| **Appreciations** |
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| [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) completing Lead management UI task .  [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) For implementing bundle signup thing in docker , helping kishore in lead management ticket  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) -Resolving L2 .No SLA breached tic +2  [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) - For advising the team to discussing L2 after standup.+1  [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) Proactively fixing the bugs  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Taking ownership for timeline feeds ticket . Resolving the docker integration issues in upfront +1  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) -Good work and great effort in timeline feeds +3  [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) -Coordination with cross team , Proactively calling out blockers to stakeholders - +2  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - craftsmanship /quality of work in lead management story . |

| Notes: |
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Sprint 20200630

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| Date | 30 Jun 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Timeline Feeds went live  +4 * Resolving L2 on time . No SLA breached ticket . +4 * Ownership and taking initiative for integration testing i.e, timeline feeds ,custom roles testing. +2 | * Analysing impact area ticket before starting the development of  the ticket * communication issue with PMs and other products Dev/QA 's  while doing integration testing .We can form virtual war room to resolve this . * PM in daily standup +1 * Lead Management story :   + Detailed description of the ticket and freezed requirement document before dev +2   + Mock changes during the development   + Delay in mocks for requirement (forecast type) changes that came in the middle of development * Reporting the issue to feeder products in common channel and moving head with other works * Ticket updation needs to be improve * Communicate issues in the channel instead of informing in person * Picking tickets without freezed mocks and documents |

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| **Appreciations** |
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| * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath)  For helping team to move forward with their ticket * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna)  - Great work and effort on timeline feeds ticket . Pushing to Prod. * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik)  - Helping and resolving issues/blockers in custom roles testing . * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) -Fixing bugs proactively * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) -L2 work |

The Mentalist

|  |  |
| --- | --- |
| Date | 14 Jul 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * S360 custom Roles went Production +5 * Lead management ticket is on track +1 * Solving L2 tickets +1 | * Estimation needs to be improved . For s360 user stories where multiple team involved to perform integration testing + 2 * QAs should involve in feature discussion from the beginning of development+1 * App-cues : Requirement level discussion should be done before starting the dev work * Migration testing needs to be covered both happy path/negative scenarios * Stack setting and Docker configure needs to be updated in channel before merging feature to staging . * PM review should be done before starting the testing +3 * Story estimation in grooming,planning still has to be better . * writing confluence doc for docker issue . |

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| **Appreciations** |
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| * [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - For their effort to ship the S360 custom roles  to production . Great work  .  +5 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Lead Management - Good quality of code in lead management . Spending time on weekends to fixing the bugs .  Calling out blockers to stakeholders and ticket updation  .+ 2 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) -  For their support in s360 custom roles. |

Arya Stark

|  |  |
| --- | --- |
| Date | 14 Jul 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Lead management is being shipped +6 * L2 resolving has good progress +2 * Great coordination even with new stands in ticket * Great work in reducing icon size | * L2 tickets can be reassigned before overdue * Dependencies can be identified in early stages * Mocks can be frozen before dev +1 * Large tickets can be broken up into smaller tickets for testing +2 * Templates and stands can be documented before dev +2 * Stack setup confluence doc can be prepared +3 * Estimation can be done better after analysing ticket +2 * Cache issues and queue issues found only in staging |

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| **Appreciations** |
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| * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) - Work on lead management +5 * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Discussion with different teams on the impacts * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) - Testing on lead management  +1 * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - L2 resolution * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Immense effort on lead management and good craftsmanship +1 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Act with urgency |

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| Action items |
| * Confluence doc for sales360 stack setup. - [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) * Cache and queue settings parity between staging and docker stacks to be addressed. - [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) |

Bran Stark : Champion-Venkat Narayanan

|  |  |
| --- | --- |
| Date | 12 Aug 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Onboarding pushed to staging +5 * No L2 sla breach +2 * Latest stand updation in tickets +1 * New interns * Closed adhoc tickets on time +1 | * Better estimates +2 * Ticket status updation +2 * Better impact areas for L4 bugs * Existing tickets to be revisited on picking adhoc +1 * Tickets created for items picking mid sprint * Trouble shooting cross squads * Better splitting of tickets with clear DOD * Meetings going for too long * Follow up tickets on the action items |

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| **Appreciations** |
| --- |
| * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - For completing all tickets * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) - L2 +1 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Onboarding +1 * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) - Testing adhoc items * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Effort on Icon ticket +1 * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) - UI performance tickets * [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) - L2 * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Proactively unblocking tickets +1 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Security bug * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Great work on understanding issues * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - For completing all tickets even with adhoc items |

| Action items |
| --- |
| * PM review in earlier stage of ticket |

Cersei Lannister : Champion-Kishore Shanmugam

|  |  |
| --- | --- |
| Date | 25 Aug 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)[Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath)[Harine Govindarajan](https://confluence.freshworks.com/display/~harine.govindarajan) [Rajasri Raja](https://confluence.freshworks.com/display/~rajasri.raja) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * L2 handling consistently well +3 * Shipping adhoc items on time +2 * Sprint story points closed is good +4 * Writing tech blogs * Allocating bandwidth for adhoc items in planning * Team members are always available to help out | * Analysing tech debts better with clearer goal metrics and subtasks * Performance tickets with proper data sets and expectations for each task +3 * Estimation of tickets should be improved +1 * Time allocated for adhoc GA items can be reduced * QA test cases during development * Technical onboarding setup can be solved better * Ticket statuses should be updated better |

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| **Appreciations** |
| --- |
| * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - For fixing crm ga and adhoc bugs +2 * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - For adhoc items * Whole team - Sprint story points +1 * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - tech blog * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Squad lead work * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Analysing the performance ticket * [Harine Govindarajan](https://confluence.freshworks.com/display/~harine.govindarajan) - Proactively learning and finishing tasks * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Fixing iteration bugs on time * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Help during onboarding * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Proactive working on tickets +2 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Proactive work on ticket implementation |

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| Action Items |
| * Call out tickets going to be picked in sprint planning for better estimation - [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) |

Daenerys : Champion-Venkat Narayanan

|  |  |
| --- | --- |
| Date | 08 Sept 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)[Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath)[Harine Govindarajan](https://confluence.freshworks.com/display/~harine.govindarajan) [Rajasri Raja](https://confluence.freshworks.com/display/~rajasri.raja) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Show only empty fields well received +2 * L2s handled well +3 * Lead related performance improved by around 50% * Shipped more bug fixes * Getting huge PR reviewed in small chunks * Meetings ending on time * Everyone completed most of our tickets | * Documenting L2 resolutions at a freshsales level * Clearer initial analysis of status cross teams * Better communication cross teams * More info on tickets being groomed - PM and tech discussions * L2 dev effort can be revisited * DOM level changes during bug fixing and review should be informed to QAs * Removing unused code in optimisation tickets * L2 secondary could be utilised better |

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| **Appreciations** |
| --- |
| * [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) - Welcome back * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Handling L2s and tickets +4 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Helping in impact gathering * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Helping in roles implementation +1 * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Effort on leads controller and manual call logs * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Great effort on show only fields +1 * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - Great effort on show only fields * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Great testing on deals L4 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Preparing the doc with roles mapping +1 * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - Help in setting up automation |

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| Action Items |
| * Write more optimised rspecs that dont impact other cases |

Dothraki : Champion-Nivedita Peddiraju

|  |  |
| --- | --- |
| Date | 22 Sept 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)[Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * L2s were handled well +5 * Most tickets are completed - 51 story points +5 * PMs added sufficient info in grooming tickets beforehand * Squad performing self sufficiently | * Dev impact checklist can be added +1 * Bug fixing estimates can be done better * Migration edge cases can be covered better * Performance testing should have equal importance in functional cases * Test cases to be written before estimating testing * L2s handled metrics can be captured |

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| **Appreciations** |
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| * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - L2 handling with great team work +1 * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) - L4s fixing proactively * [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Supporting to get local setup * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Helping in migration changes * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - L2s +1 * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - L2s * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Stepping in to resolve L2s +1 * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Great work on form optimisation * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - In depth review of test cases * [Swathi Yerram](https://confluence.freshworks.com/display/~swathi.yerram) - In depth addition of ticket details pre grooming |

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| Action Items |
| * More time to be alloted for L2s in sprint - [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) |

Jon Snow : Champion-All members

|  |  |
| --- | --- |
| Date | 06 Oct 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan)  [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik)[Divya Gupta](https://confluence.freshworks.com/display/~divya.gupta) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Deal management ticket went to prod * Onboarding went to prod * L2s handling as a team +2 * Highest sprint story points covered - 67 +4 * CRM GA and time sensitive items deployed with urgency +5 * Developer onboarding doc is thorough | * Testing estimation for reduce duplicates could be better * Dev estimates for onboarding could have been better * Docker image with the dev setup ready * 3 L2s slipped * Need to take more timeoffs * Need to reduce bug leakage due to impact misses |

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| **Appreciations** |
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| * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) - Resolving iteration bugs actively and guiding scenarios during testing * All - For completing max stories this sprint +2 * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - Testing roles upgrade ticket * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Debugging issues in staging * [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) - Merging tickets and helping with release * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Testing onboarding * [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) - L2s * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) - Helping with onboarding * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Helping in installation and ruby overview * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Working on GA item to ship on time |

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| Action Items |
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Jaime Lannister : Champion-Venkat Narayanan

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| --- | --- |
| Date | 20 Oct 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan)  [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik)[Divya Gupta](https://confluence.freshworks.com/display/~divya.gupta) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Harine Govindarajan](https://confluence.freshworks.com/display/~harine.govindarajan) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * L2s handled well +4 * Took up performance tickets +1 | * Better impact area analysis before and after picking for testing +2 * Better analysis of tickets before pulling in as no testing required * Better ticket estimation +1 * More conscious about the SLA breaching tickets * Time spent in setting up stack is more +1 * More testing and impact areas identified before merging to staging * Do a small retro for breached L2s as soon as breached |

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| **Appreciations** |
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| * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) - For being active in fixing reduce duplicates ticket * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Rubika Srinivasan](https://confluence.freshworks.com/display/~rubika.srinivasan) - For work on the deal funnel optimisation ticket * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - For completing all tickets picked up +1 * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - L2 handling * [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Helping in setting up stacks etc +1 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Funnel optimisation * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Reduce duplicates * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Taking initiative to check issues in queries * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - Thorough work in reduce duplicates ticket |

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| Action Items |
| * Mark 'Regression suite run in branch' field as required before staging merge - [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) * Making confluence page for common issues faced (Like rts setup in stack) - [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) |

Melisandre : Champion-Divya Gupta

|  |  |
| --- | --- |
| Date | 03 Nov 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan)  [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik)[Divya Gupta](https://confluence.freshworks.com/display/~divya.gupta) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * No L2s breached SLA +5 * Great work on reduce duplicates +1 | * Allocate more bandwidth for L2s * Better impact areas to be captured during grooming (Both technical and product-wise) +1 * Add comments in code regarding the reason for code change(Better documentation) +3 * Revising estimates can be called out earlier +2 * Adding time for dev testing, unit cases |

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| **Appreciations** |
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| * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Great L2 resolution and testing on funnel ticket * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) - L2s +1 * [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) - Testing on workflow ticket * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Helping in setting up stack * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - Testing on reduce duplicates * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) - Stepping in to help in iteration bugs +1 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) - L2s * [Divya Gupta](https://confluence.freshworks.com/display/~divya.gupta) - Documenting the steps to set up +2 * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Export ticket approach analysis work * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Reduce duplicates +1 * [Divya Gupta](https://confluence.freshworks.com/display/~divya.gupta) - Proactively unblocking tickets. Great initiative * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Helping out on L2s and in depth analysis |

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| Action Items |
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Night King : Champion-Meenakshi Manikandaswamy

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| --- | --- |
| Date | 17 Nov 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)   [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * No L2s breached SLA +5 * Discussing in depth in standups * Blockers getting addressed quickly in standups or post them * Creating L4s for script ran L2s * Import failure tickets were handled | * Sprint points delivered has gone down +2 * L2 reassigning can be done earlier +2 * Sprint estimation and ETA can be better with buffer +1 |

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| **Appreciations** |
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| * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) -Coordinating L2s well +1 * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Handling L2s well +4 * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Retrieving performance stats from prod, and analysis of tickets +1 * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - L2s +1 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Sprint ceremonies +1 |

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| Action Items |
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Petyr Baelish : Champion-Bhagirath Goud

|  |  |
| --- | --- |
| Date | 01 Dec 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * L2 SLA compliance went well +3 * Good discussions in grooming | * CPQ EKS frequent issues can be documented (Migration, logs of cpq, not able to track deployment issues ) +2 * Better ticket and story points planning +2 * CRM migration tickets need to be better scoped (The parts to be handled here and ones created as a different ticket) * FWCRM L2s are being passed between multiple products |

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| **Appreciations** |
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| * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - For helping out in tickets * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - For currency change bot, completing most tickets in sprint +1 * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  - Great work in deals controller, relating to new relic tracking, branch automation * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Great collaboration on CRM migration tickets * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - Handling both tickets and L2s proactively +1 |

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| Action Items |
| * Follow up on EKS issues with concerned team |

Robert Baratheon : Champion-Nivedita P

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| --- | --- |
| Date | 15 Dec 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Migration tickets are being picked up well and without hiccups+2 * Squad meetings are happening well * SLA resolutions very proactive +1 * Migration blockers resolved in standups * Hackathon full team participation +1 | * 1 L2 SLA breached +1 * EKS issues still present +3 * Communication on staging being reopened for commits * Better understanding of the ticket scope |

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| **Appreciations** |
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| * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - L2 resolutions +4[Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - being vocal in raising issues * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  - Great effort on migration tickets |

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| Action Items |
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Sansa Stark

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| --- | --- |
| Date | 29 Dec 2020 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) |

| What did we do well ? | What should we have done better? |
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| **Appreciations** |
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| Action Items |
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Tyrion Lannister : Champion-Kishore Shanmugam

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| --- | --- |
| Date | 12 Jan 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Migration tickets are going smoothly with blockers resolved +1 * L2s were handled without breaches +3 * Blockers are being resolved in daily standups +1 * Number of L2s reduced but more complex ones surfacing * Squad won in 2 categories in Q3 awards | * More tickets(and story points) can be completed in the sprint +1 * Reduce functional bugs post release |

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| **Appreciations** |
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| * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - For guiding in migration tickets  +2 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) - Handling L2s well +1 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - For being lights on and stepping in to handle squad ceremonies +1 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Helping set up for new joinees * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Handling sprint ceremonies well |

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| Action Items |
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Alert Arumugam : Champion-Brahmmaeswari

|  |  |
| --- | --- |
| Date | 25 Jan 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * L2 SLA compliance +6 * Sprint tickets - Dev/QA progress going smoothly +3 | * Should try to close the L2s before holidays + 1 * Automation result verification consumes time * Local setup documentation update - Big Sur OS +1 |

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| **Appreciations** |
| --- |
| [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  - On L2 tickets +4  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - For identifying the impact for FWCRM ticket +3  [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni)  - For local setup guidance +3  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - Helped in onboarding Anandhavalli +1  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - On migration tickets |

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| Action Items |
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Body Soda : Champion-Sivasubramanian

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| --- | --- |
| Date | 09 Feb 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Approachable team +1 * Migration tickets are going on track +1 * Maintaining L2s well * Migration tickets planning and calling out blockers | * Better following up on L2 tickets * Freshid issue in eks stacks * Not overcommitting on ticket story points * Better dev testing on no QA required tickets * Automation verification is taking a lot of time * Barrage of L2s post long holiday leading to SLA slippage |

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| **Appreciations** |
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| * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - Helping in tickets * [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) - Helping in stack deployment * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) - Valuable feedback * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Helping in L2s * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - L2 resolving  +1 * [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) - Shipping first ticket to prod * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Guiding in tickets by answering a question with a question * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Helping in tickets and deployment * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - L2s handling * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) - Great work on migration tickets and demo |

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| Action Items |
| * Setting up time between L2 people each day to work on L2s * Third developer for L2s after long weekend * Video recording of working demo as backup * Maker time every day inside squad |

Contractor Nesamani : Champion-Nivedita P

|  |  |
| --- | --- |
| Date | 23 Feb 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * L2s being resolved promptly +3 * Blockers being resolved in standups +3 * Good coordination on migration tickets across teams +1 | * Discussed impact in early stages of ticket while testing * Availability is less in EKS for migration tickets (Processes getting killed, Memory low) * L2s taking a lot of time to resolve * Better estimation with buffers * Dockers specific to members * Many spill over items. To estimate with buffer for analysis and stack issues |

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| **Appreciations** |
| --- |
| * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)- L2s +3 * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Working thoroughly on lifecycle stages and quick iteration bug fixing * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) - Helped in understanding the ticket picked * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)- following best practices while working on tickets and resolving L2s |

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| Action Items |
| * KT on sales360 items to respective squads * Add detailed analysis done on L2 (and fix) in the L2/L4 created * Add more bandwidth for L2s (Third dev with buffer time to resolve L2s) * Having a fixed time of 6pm SLA for L2s? - To check with Preethi |

Encounter Ekambaram : Champion-Praveen Varadan

|  |  |
| --- | --- |
| Date | 09 Mar 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Weren't blocked on tickets for long * L2 resolutions was good +3 * Significant progress in migration tickets * Frontend and backend sessions were helpful +1 * Started migration tickets testing * Lifecycle stage ticket was shipped with minimal L4s | * Better impact capturing during development itself * More tickets in ready to test * Better estimation - taking into account stack set up, external dependency time etc |

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| **Appreciations** |
| --- |
| * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)- Great work on lifecycle stage ticket +3 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)-L2s handling +1 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - L2 resolving +1 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)- Migration tickets testing * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) - Helping in product related doubts * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - Helping in setting up issues * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) - Setting up the consolidated flow and writing validations |
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| Action Items |
| * Biweekly meeting to discuss on L4s and script runs in that L2 time range - [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) |

Imsai Arasan : Champion-Brahmmeshwari M

|  |  |
| --- | --- |
| Date | 23 Mar 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Preethi Mahalingam](https://confluence.freshworks.com/display/~preethi.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Raising environmental/cross product blockers regularly +1 * L2s clean board +5 * Complete migration run attained!! +6 * All migration tickets in testing * Automation false failures reduced drastically | * Reduce redundant syncups * Estimates could be better (env issues, impact back and forth) +2 * Facing lot of issues during full migration running. Having to skip the erroring steps +1 * Issues due to sharing common branch for all migration tickets +1 * Commits blocked due to FE case failures |

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| **Appreciations** |
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| * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)- Helping out in L2s even when not his turn * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam)- L2s resolving +3 * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - For combining migration tickets +1 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)- Effectively testing foundation tickets in spite of blockers +1 * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)- Actively calling out scenarios * [Pradeepa Shankar](https://confluence.freshworks.com/display/~pradeepa.shankar) - Detailed explanation of the lead score migration ticket * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Thorough impact/scenario coverage during dev itself * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Prabu Padmanathan](https://confluence.freshworks.com/display/~prabu.padmanathan) - Unblocking FM migration tickets * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)- First time L2 resolving * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)- Effectively handling testing of tickets along with bug fixing of other tickets |
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| Action Items |
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Kirikalan : Champion-Kishore Shanmugam

|  |  |
| --- | --- |
| Date | 07 Apr 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Preethi Mahalingam](https://confluence.freshworks.com/display/~preethi.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Migration Demo - +7 * L2 Resolution(No SLA breaches) - +4 | * Ensure ticket contains description and steps to reproduce before grooming meeting. (Finish meeting within stipulated time) * Include all the details like relates to (Parent ticket) in the respective tickets and ensure the ticket is in right status * Good to always pick up the groomed ticket * Better to add the Technical & Functional details in description rather than comments sections |

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| **Appreciations** |
| --- |
| * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Helping out in tracking errors and resolving the ticket (God father)+3 * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - Guiding and providing suggestions for UI tickets * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni)- L2 resolution (primary) +2 * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Migration Demo * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)[Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)- Migration tickets +2 * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) - Team Huddle Meeting * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Squad lead(performed extraordinarily well in all the sprints) |
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| --- |
| Action Items |
| Ensuring ticket contains all the details like description, Parent ticket, Steps to reproduce and error logs before pulling into sprint |
|  |

Maadasamy : Champion - Tamizhselvan Radhakrishnan

|  |  |
| --- | --- |
| Date | 20 Apr 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam)  [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) |

| What did we do well? | What should we have done better? |
| --- | --- |
| L2's- No SLA Breach + 5  Migration tickets are in good shape +6  CSRF fix +2 | Migration tickets needs to be completed within estimated time(Both testing and dev) + 2  If the person is done with the assigned tickets in the sprint, he/she might pick up the ticket that could be a spillover from another person's(in ready for dev status) |

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| **Appreciations** |
| --- |
| CSRF - [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) +5  [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  +1  L2 - [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni)  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  5 (+1 for QA)  Migration: [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam)  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)  [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam)  [Janani Jayaraman](https://confluence.freshworks.com/display/~janani.jayaraman)  UI Standardisation: [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar)  God Father: [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam)  Validation code for feeder products: [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  Release 4: [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) + 1  Primary L2: [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) |
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| Action Items |
| Celebrate the Migration tickets completion(Moving to prod)  ML Configuration should be in place all the time for at least one stack (1 dedicated ML stack)(BB squad) |

Paduthurai Pandi: Champion - Kishore Shanmugam

|  |  |
| --- | --- |
| Date | 04 May 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * L2 handled very well + 5 * Migration issues are fixed in a faster manner * KT session went well +1 | * Rspec failures should be handled quickly + 1 * Most of the tickets were in Ready for staging merge for a longer time due to rspec issues and bcz of staging blocked for reordering components feature * Key rotation issue was a blocker * Better Planning(Migration has been delayed than the estimated time period ) * Priority of the tickets needs to be revisited * Got many L2s due to Missing Permission - (Inform the corresponding team to run scripts for existing accounts) |

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| **Appreciations** |
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| L2 - [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) +3  Migrations - [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  Appreciations for [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  for all her work so far +3  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Migration KT + L2  +1  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar)  - Helping out in tickets    [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  - Finishing all the assigned tickets on time |
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| Action Items |
| Status of the tickets needs to be updated properly  Rspecs of their BOO  should be owned by the team completely and failures should be fixed faster |

Suna Pana: Champions - Tamizhselvan Radhakrishnan

|  |  |
| --- | --- |
| Date | 18 May 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)   [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Preethi Mahalingam](https://confluence.freshworks.com/display/~preethi.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| Demo went well +4 Testing for Migration tickets are done Committed items are delivered on time  Migration issues got reduced  L2s  - No SLA breach +1 | Frontend tickets assignments |

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| **Appreciations** |
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| [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - For his efforts in identifying reasons for Rspec failures +2  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Helping in Debugging of Peer's tickets  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)  - For L2s, Assigned tickets along with Import one parallely +3  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Actively working on L2s +1  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam)  - L2 tickets handling +2  [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) - Demo  +1  [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Migration issues handling |
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| Action Items |
| Informal meeting for team collaboration Frontend tickets assignments |
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Theepori Arumugam: Champions - Brahmmaeswari

|  |  |
| --- | --- |
| Date | 01 Jun 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

| What did we do well? | What should we have done better? |
| --- | --- |
| L2s went well +2  Migration is stable with no regression issues +1 | Migration tasks can be split to the team  Need more frontend task  Need to allocate bandwidth for reviewers - Inform concerned reviewers on their task +2  Bringing frontend folks for grooming |

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| **Appreciations** |
| --- |
| [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) Migration on-time and L2, squad lead  + 3  [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) L2s +2  [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Branch automation for migration  +1  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)- Pipeline automation  +1  [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni)- Helping in picking frontend items  [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)- Managing the squad, resolving blockers +all  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)overall task, l2 |

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| Action Items |
| 1. Getting frontend tasks 2. Pulling frontend folks in grooming 3. Frontend review bandwidth from concerned folks 4. Migration task split up with team 5. P0/P1 iteration issues in testing should not be identified |

Veerabagu: Champions - Tamizhselvan Radhakrishnan

|  |  |
| --- | --- |
| Date | 15 Jun 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * L2 no SLA breach +4 * Speaking up in the standup * Migration is going great * Team effort is good for migration considering the complexity | * Missed migration delivery date +2 * Bulk seeding hiccup * Bug fixes for lead score - Dev testing * Some clarity missing for all since migration is different from regular feature |

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| **Appreciations** |
| --- |
| * Great work Team +3 * l2 folks - [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) +1 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)- l2, sprint tasks +1 * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) +1  closing all sprint tasks * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) Automation failures, Branch automation +1 * [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni)Bug fixes +1 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)Proactive L2 analysis * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar)Dev testing on tickets, closing existing tasks +1 * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)- Team's appreciation on handling all queries, discussion on all conflicts * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) * Team on migration works well - [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) |

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| Action Items |
| 1. Dev testing on p0/p1 test cases 2. P0/P1 test cases to be shared by the QAs for features and complex US |

Vedimuthu: Champions - Bhagirath

|  |  |
| --- | --- |
| Date | 29 Jun 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Shipped migration to production - Kudos to team +4 * Prod migration on sample account +5 | * L2 can be handled better +2 * Need more proactiveness in L2s * We can observe for few sprints on L2 breach since its exceptional in this sprint +1 * Find if its critical for customer inspite of being it Low - temporarily unblock for all accounts * Track in L4 for fix * Redis reinstallation and asset build in EKS * Testing could have been done in chunks during migration |

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| **Appreciations** |
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| * Entire team +5 * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) Pitched into L2/Migration +3 |

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| Action Items |
| * Go through previous sprints L2 and identify reasons for breach [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) * Look at the L2s proactively until the end of due date * Analysis of L2s and identify common items in L2 [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) * Dev specific ETL region [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) * 2:1 L2 assignment to dev L2s by QA L2 |

Andromeda : Champions - Kishore and Meenakshi

|  |  |
| --- | --- |
| Date | 13 Jul 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Migration Bug identification and fixes by the team was great +4 * L2s went well +2 * Prod sample account runs +5 | * Clone dependency issue identification +1 * Standalone migration bugs in prod runs could have been identified - More staging runs +1 * Focussed testing blocked due to cloning |

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| **Appreciations** |
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| Migration Bugfixes - [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) +2  [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Migration Bug identification, Automation false failure fixing +2  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam)Prod migration runs, bug fixing +1  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)- prod migration runs, L2s documenting issues +1 |

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| Action Items |
| * L2 handover between devs * Waiting on support since long time * Bug bash for migration issues in staging by QA |

Black Eye : Champions - Brahmmaeswari

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| --- | --- |
| Date | 27 Jul 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)   [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni)[Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam)[Preethi Mahalingam](https://confluence.freshworks.com/display/~preethi.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * L2s handled well +4 * Demo went successfully +3 * Production migration runs * Bug fixes done quickly | * Tickets can have more clarity - Confusions on adhoc items during the sprint +1 * Sprint points can be improved * Regression bugs can be avoided * L2s out of scope of BoO need not be checked actively |

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| **Appreciations** |
| --- |
| * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam)- L2s +1 * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) - supporting migration +1 * [Sivakumar Muthuchamy](https://confluence.freshworks.com/display/~sivakumar.muthuchamy) [Thoppe Dwarakanath](https://confluence.freshworks.com/display/~thoppe.dwarakanath)- Infra issues in migration * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) - migration runs  +2 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)- Bug fixes with optimisation and migration run * Having patience in handling the adhoc issues - [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) * Whole Team on migration |
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| --- |
| Action Items |
| Adding scope and DOD in ticket while planning  Checking with Preethi on reassigned L2s ticket - [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) |
|  |

Cartwheel : Champions - Tamizhselvan

|  |  |
| --- | --- |
| Date | 11 Aug 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * 2 Customer Migrations +2 * Entire team ramped up and closed bugs * Migration code is bug free * L2s went well - less incoming L2s * Story point delivery is high * No spillovers in sprint | * Sprint planning can have more clarity reducing adhoc items +4 |

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| **Appreciations** |
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| * Entire team on migration * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Guiding the team * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) +4 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) Sprint items completion * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)- Production runs +1 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)- Team spirit and ownership * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)- Migration testing * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)- Proactiveness,    L2 , team fun activities +2 * [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni)- Motivating the team * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)- Mitochondria of the team * [Janani Jayaraman](https://confluence.freshworks.com/display/~janani.jayaraman) Cool PM on migration ideas, driving us on the status, backing the team +1 * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) |

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| Action Items |
| * Sprint planning can have more clarity reducing adhoc items |

Draco Dwarf : Champions - Kishore

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| --- | --- |
| Date | 24 Aug 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Customer Migration - identified some issues during deployment window +1 * Less issues in migration +4 * Less randomised tasks * Picking up adhoc items by the team +3 * Good sprint points and less spillover +2 * L2s went well +3 * Performance task for migration | * Planning can be done better +1 * Plan for adhoc items +1 |

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| **Appreciations** |
| --- |
| * Whole team +4 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) Migration run +1 * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)- Automation percentage increased, feature dependency mapping +1 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) Involved in Migration as secondary +1 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) L2 handling * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) Migration doubt clarification |

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| Action Items |
| * Planning on adhoc items and parking bandwidth |

Eye Of Sauron : Champions -

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| --- | --- |
| Date | 07 Sept 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Back to back migrations done successfully +4 * Smooth runs without surprises +4 * L2s went well +2 * L2 classification done | * Adhoc items pulled into sprint +1 * More precise estimates |

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| **Appreciations** |
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| * Entire team for migrations +3 * L2 folks - [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) +1 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  Customer Migration support * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) - Testing UCR Parallelisation * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) Sanity checks on migration runs and being proactive * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  Fun Activity * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) Running migration on optional holiday * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  - Feature dependency matrix |

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| Action Items |
| * Allocating bandwidth for infra on-call activities. |

Fireworks: Champions - Tamizh

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| --- | --- |
| Date | 21 Sept 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Marathon migration in a sprint by the team +4 * Not much functional issues in migration runs * Not much spillovers in sprint board +1 * Parallelisation task +1 | * Calculate priorly on customer migration run time and call out +4 * Allocate more bandwidth in customer runs |

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| **Appreciations** |
| --- |
| * Team on customer commitment reg migration +2 * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) Deployment and customer migration +2 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  Handling long running migration +1 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  Parallelisation ticket * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  Review for PP/HH +1 * Primary migration run, Date filter, L2, Confluence on script [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  +3 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) Articulates and stands up +1 |

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| Action Items |
| Reduce pace of migration in-order to accommodate self serve stories  Schedule all migrations in initial part of sprint.  Avoid larger account migrations until done with all parallelisation stories |

Garland : Champions:

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| --- | --- |
| Date | 05 Oct 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * 6 Migrations +2 * L2 resolution +3 * Seamless Migrations +1 * Shipped migration bug fixes * Team lunch +1 | * L2 bandwidth should have been allocated more. +2 |

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| **Appreciations** |
| --- |
| [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) - L2 resolution  whole team +3  [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) - understanding of product and migration +2  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) - Mentoring komal  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) - Helping with L2 tickets. +1  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - CRM Migration |

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| Action Items |
| Transparency on Migration Timelines. |

#### [Sprints](https://confluence.freshworks.com/pages/viewpage.action?pageId=223799013)

#### [Support creation and import of accounts with account unique, required fields via contacts import](https://confluence.freshworks.com/pages/viewpage.action?pageId=408382681)

# Epic Details:

|  |  |
| --- | --- |
| **Epic/User Story** | <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-50073> |
| **I2P** | NA |

[Core and Core++ - L2 Tags](https://confluence.freshworks.com/pages/viewpage.action?pageId=251130240)

[Retrospective Action Items](https://confluence.freshworks.com/pages/viewpage.action?pageId=294464520)

Sleeper Cells

**BOO** [Digital Sales]**:**

* Workflow Automations, Sales Sequences, SMS, Territory, Analytics and Reports, Rule based Lead Scoring, Central

Session recordings:

* [L2 Support Doc [Sleeper Cells]](https://confluence.freshworks.com/pages/viewpage.action?pageId=247628547)
* [Sleeper Cells Freshwave](https://confluence.freshworks.com/pages/viewpage.action?pageId=278174016)
* [Retrospective Action Items - Sleeper Cells](https://confluence.freshworks.com/pages/viewpage.action?pageId=247644147)
* [Sleeper cells - Dashboard](https://confluence.freshworks.com/pages/viewpage.action?pageId=251101788)
* [Sidekiq Queue Table](https://confluence.freshworks.com/pages/viewpage.action?pageId=285311947)
* [Sleeper Cells Rspec Coverage](https://confluence.freshworks.com/pages/viewpage.action?pageId=278170560)
* [Copy of CPQ Rspec coverage](https://confluence.freshworks.com/pages/viewpage.action?pageId=288464379)
* [Sleeper cells Session Recordings](https://confluence.freshworks.com/pages/viewpage.action?pageId=290883330)
* [Retrospective Action items - SC](https://confluence.freshworks.com/pages/viewpage.action?pageId=294470851)
* [L2 Debugging](https://confluence.freshworks.com/pages/viewpage.action?pageId=294474109)
* [EKS - Enabling Full Automation Run](https://confluence.freshworks.com/pages/viewpage.action?pageId=297600918)
* [Sleeper cells UI Automation Coverage](https://confluence.freshworks.com/pages/viewpage.action?pageId=306643949)
* [Important links SC QA](https://confluence.freshworks.com/pages/viewpage.action?pageId=330466562)
* [Workflow Templates FSALES-43473 user story checklist](https://confluence.freshworks.com/pages/viewpage.action?pageId=355271288)
* [User Story Checklist Sleeper Cells](https://confluence.freshworks.com/pages/viewpage.action?pageId=362499869)
* [Sleeper Cells Tech Documents](https://confluence.freshworks.com/pages/viewpage.action?pageId=369562744)
* [Retrospective Action items - SC-2022 - Q2,Q3,Q4](https://confluence.freshworks.com/pages/viewpage.action?pageId=369570876)
* [Webhook Enhancements Test Plan](https://confluence.freshworks.com/pages/viewpage.action?pageId=369589796)
* [Workflow adoption Test plan](https://confluence.freshworks.com/pages/viewpage.action?pageId=379681233)
* [FSALES-57885 - SS Outreach Test Plan](https://confluence.freshworks.com/pages/viewpage.action?pageId=385426761)
* [SS Outreach user story checklist FSALES-57885](https://confluence.freshworks.com/pages/viewpage.action?pageId=385441660)
* [Analytics Visual Config Issues](https://confluence.freshworks.com/pages/viewpage.action?pageId=385449210)
* [FSALES-60974- Workflow Audit Feature](https://confluence.freshworks.com/pages/viewpage.action?pageId=395862444)
* [FSALES-60764 Workflow templates to be exposed for Webforms](https://confluence.freshworks.com/pages/viewpage.action?pageId=400210494)
* [Workflow Audit user story checklist FSALES-60974](https://confluence.freshworks.com/pages/viewpage.action?pageId=400218639)
* [2022 -Automation POD Review](https://confluence.freshworks.com/pages/viewpage.action?pageId=400226474)
* [FSALES-63468 Test workflow test plan](https://confluence.freshworks.com/pages/viewpage.action?pageId=408382745)
* [Test workflow user story checklist FSALES-63468](https://confluence.freshworks.com/pages/viewpage.action?pageId=408382771)
* [Workflow for custom module 1 Story checklist FSALES-67951](https://confluence.freshworks.com/pages/viewpage.action?pageId=414843155)
* [Custom Module and Test Workflow -Tracking](https://confluence.freshworks.com/pages/viewpage.action?pageId=416747699)
* [Test plan - Workflow for custom module 1](https://confluence.freshworks.com/pages/viewpage.action?pageId=414843189)
* [Retrospective Action items - SC-2023 - Q2,Q3,Q4](https://confluence.freshworks.com/pages/viewpage.action?pageId=455518278)
* [Workflow monitoring and alerts](https://confluence.freshworks.com/pages/viewpage.action?pageId=476391394)
* [Retrospective Action items - SC-2024 - Q1,Q2,Q3,Q4](https://confluence.freshworks.com/pages/viewpage.action?pageId=476397703)
* [Sales sequence templates test plan](https://confluence.freshworks.com/pages/viewpage.action?pageId=485032273)

[Sleeper cells L2 helper scripts](https://confluence.freshworks.com/pages/viewpage.action?pageId=269191271)

**Members of the Squad:**

1. [Bivil Jacob](https://confluence.freshworks.com/display/~bivil.jacob)
2. [S A Salai Vinoth](https://confluence.freshworks.com/display/~vinoth.alagan)
3. [T Karthik Rajkumar](https://confluence.freshworks.com/display/~karthik.rajkumar)
4. [Mohit Agrawal](https://confluence.freshworks.com/display/~mohit.agrawal)
5. [Venkatesan Deivasigamani](https://confluence.freshworks.com/display/~venkatesan.deivasigamani)
6. [Abuthahir Sulaiman](https://confluence.freshworks.com/display/~abuthahir.sulaiman)
7. [Parkash Sharma](https://confluence.freshworks.com/display/~parkash.sharma)
8. [Suresh Gajendran](https://confluence.freshworks.com/display/~suresh.gajendran)
9. [Jaithoonnisha Asif Ali](https://confluence.freshworks.com/display/~jaithoonnisha.asifali)

The Usual Suspects

Our squad mainly focuses on Email, Google Add-on, and Search.

**Team Members**

|  |  |
| --- | --- |
| Squad | The Usual Suspects |
| Engineering Manager | [Mahalakshmi Rajagopal](https://confluence.freshworks.com/display/~mahalakshmi.rajagopal) |
| Tech Lead | [Prabu Padmanathan](https://confluence.freshworks.com/display/~prabu.padmanathan) |
| Squad Lead | [Deepak Kumar](https://confluence.freshworks.com/display/~deepak.marimuthu) |
| Development | [Kalaivasakan Kalaiarasan](https://confluence.freshworks.com/display/~kalaivasakan.kalaiarasan) , [Kiriti Madakasira](https://confluence.freshworks.com/display/~kiriti.madakasira), [Deepak Kumar](https://confluence.freshworks.com/display/~deepak.marimuthu)   [Hariharasuthan Balaji](https://confluence.freshworks.com/display/~hariharasuthan.balaji) , [Elamaran Elango](https://confluence.freshworks.com/display/~elamaran.elango), [BarathKumar Sankar](https://confluence.freshworks.com/display/~barath.sankar),  [Kushi Bhansali](https://confluence.freshworks.com/display/~kushi.bhansali) |
| Quality Assurance | [Sathishkumar Hari](https://confluence.freshworks.com/display/~sathishkumar.hari) , [Thamira Jayakumaran](https://confluence.freshworks.com/display/~thamira.jayakumaran), [Lakshmi Padma Pranavi Mamidi](https://confluence.freshworks.com/display/~lakshmipadmapranavi.mamidi) |
| Product Owner | [Preksha Ajmera](https://confluence.freshworks.com/display/~preksha.ajmera) |
| Squad Email | theusualsuspects-fsales@freshworks.com |

Important Links:

[Technical Documents - The Usual Suspects](https://confluence.freshworks.com/pages/viewpage.action?pageId=334093617)

[KT of Freshsales Search Module](https://confluence.freshworks.com/pages/viewpage.action?pageId=369562931)

[Standardising Logs](https://confluence.freshworks.com/pages/viewpage.action?pageId=251114574)

[L2 - FAQ on Emails](https://confluence.freshworks.com/pages/viewpage.action?pageId=247647235)

[Tags for L2 - TUS](https://confluence.freshworks.com/pages/viewpage.action?pageId=251125951)

[Kbase Article Requirements](https://confluence.freshworks.com/pages/viewpage.action?pageId=256422570)

[Existing known issues - TUS (Email, Search and Documents)](https://confluence.freshworks.com/pages/viewpage.action?pageId=256422566)

[TUS L2 Stakeholder Responsibilities](https://confluence.freshworks.com/pages/viewpage.action?pageId=273032348)

[Supreme Scripts for TUS](https://confluence.freshworks.com/pages/viewpage.action?pageId=294464848)

[TUS Sprint History](https://confluence.freshworks.com/pages/viewpage.action?pageId=275580406)

[Onboarding test driven development culture](https://confluence.freshworks.com/pages/viewpage.action?pageId=306654722)

[Central Consumer Implementation Reference](https://confluence.freshworks.com/pages/viewpage.action?pageId=343387578)

[Onboarding KTs for different Modules](https://confluence.freshworks.com/display/freshsales/KT+sessions+for+L2+Debugging)

Feature Technical Documentation

Reparo

|  |
| --- |
| **Squad Members** |

|  |  |  |
| --- | --- | --- |
| [User icon: thejaswini.sunilkumar](%20%20%20%20/display/~thejaswini.sunilkumar%0A) [Thejaswini Sunilkumar](%20%20%20%20/display/~thejaswini.sunilkumar%0A) [thejaswini.sunilkumar@freshworks.com](mailto:thejaswini.sunilkumar@freshworks.com) | [Fahima Farook](%20%20%20%20/display/~fahima.farook%0A) [fahima.farook@freshworks.com](mailto:fahima.farook@freshworks.com) | [User icon: harine.govindarajan](%20%20%20%20/display/~harine.govindarajan%0A) [Harine Govindarajan](%20%20%20%20/display/~harine.govindarajan%0A) [harine.govindarajan@freshworks.com](mailto:harine.govindarajan@freshworks.com) |
| [User icon: logesh.srinivasan](%20%20%20%20/display/~logesh.srinivasan%0A) [Logesh Srinivasan](%20%20%20%20/display/~logesh.srinivasan%0A) [logesh.srinivasan@freshworks.com](mailto:logesh.srinivasan@freshworks.com) | [User icon: melstin.jeno](%20%20%20%20/display/~melstin.jeno%0A) [Melstin Jeno](%20%20%20%20/display/~melstin.jeno%0A) [melstin.jeno@freshworks.com](mailto:melstin.jeno@freshworks.com) | [Vigneswar Varatharajan](%20%20%20%20/display/~vigneswar.varatharajan%0A) [vigneswar.varatharajan@freshworks.com](mailto:vigneswar.varatharajan@freshworks.com) |

**Sprint Summary:**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Sprint Name | Sprint Duration | Spill Over Cases | | Backlog Cases | | False Failure cases / IT failures | | Completed Cases (Consolidated) | | Remarks |
| BB | FF | Planned (includes spill over) | Actual | Planned | Actual | Backlog | FF |  |  |  |
| [Freshsales Reparo Sprint 1](https://confluence.freshworks.com/pages/viewpage.action?pageId=270344399) | 27 Oct 2020 to 09 Nov 2020 | 0 | 0 | 63 | **6** | 32 BB | **32** | **6** | **32** | 23 Cases of old Pending PRs merged to stage.  7 cases dropped |
| [Freshsales Reparo Sprint 2](https://confluence.freshworks.com/pages/viewpage.action?pageId=273024416) | 10 Nov 2020 to 23 Nov 2020 | 50 | 0 | 101 | **88** | 30 BB | **23** | **94** | **55** | 13 cases spilled over |
| [Freshsales Reparo Sprint 3](https://confluence.freshworks.com/pages/viewpage.action?pageId=277022384) | 24 Nov 2020 to 07 Dec 2020 | 13 | 6 | 87 | **62** | 58 BB + 40 Petta + 23 TUS + 61 HH | **164** | **156** | **219** | 18 False failures + 25 backlog cases spilled |
| [Freshsales Reparo Sprint 4](https://confluence.freshworks.com/pages/viewpage.action?pageId=278173984) | 08 Dec 2020 to 21 Dec 2020 | 25 | 18 | 133 | **95** | 54 BB + 35 Petta+ 30 TUS | **119** | **251** | **338** | 7 False failures + 38 backlog cases spilled |
| [Freshsales Reparo Sprint 5](https://confluence.freshworks.com/pages/viewpage.action?pageId=281544946) | 22 Dec 2020 to 04 Jan 2021 | 38 | 7 | 127 | **82** | 55 BB + 35 Petta+ 30 TUS | **113** | **333** | **451** | 12 False failures + 43 backlog cases spilled |
| [Freshsales Reparo Sprint 6](https://confluence.freshworks.com/pages/viewpage.action?pageId=285315480) | 05 Jan 2021 to 18 Jan 2021 | 46 | 12 | 75 | **50** | 227 | **214** | **383** | **665** | 25 backlog cases +13 false failures spilled |
| [Freshsales Reparo Sprint 7](https://confluence.freshworks.com/pages/viewpage.action?pageId=288463642) | 19 Jan 2021 to 01 Feb 2021 | 21 | 13 | 21 | 0 | 506 | 416 | **383** | **1081** | 21 backlog cases+90 false failures spilled |
| [Freshsales Reparo Sprint 8](https://confluence.freshworks.com/pages/viewpage.action?pageId=290894384) | 02 Feb 2021 to 15 Feb 2021 | 21 | 90 | 21 | 8 |  |  |  |  |  |
|  | 16 Feb 2021 to 01 Mar 2021 |  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Sprint Name | Sprint Duration | Spill Over Cases | Backlog Cases | | Completed Cases (Consolidated) | | Remarks |
| Planned (includes spill over) | Actual |  |  |  |  |  |  |
| [Freshsales Reparo Sprint 12](https://confluence.freshworks.com/pages/viewpage.action?pageId=302093884) | 30 Mar 2021 to 12 Apr 2021 | 0 | 202 | **122** | **122** | |  |
| [Freshsales Reparo Sprint 13](https://confluence.freshworks.com/pages/viewpage.action?pageId=302093957) | 13 Apr 2021 to 26 Apr 2021 | 80 | 316 | 169 | 291 | |  |
| [Freshsales Reparo Sprint 14](https://confluence.freshworks.com/pages/viewpage.action?pageId=302112078) | 27 Apr 2021 to 10 May 2021 | 147 | 300 | 199 | 490 | |  |
| [Freshsales Reparo Sprint 15](https://confluence.freshworks.com/pages/viewpage.action?pageId=306645798) | 11 May 2021 to 24 May 2021 | 101 | 312 | 239 | 729 | |  |
| [Freshsales Reparo Sprint 16](https://confluence.freshworks.com/display/freshsales/FSA+Reparo+Sprint+16) | 25 May 2021 to 07 Jun 2021 | 73 |  |  |  | |  |
| [Freshsales Reparo Sprint 16](https://confluence.freshworks.com/pages/viewpage.action?pageId=306650608) | 08 Jun 2021 to 21 Jun 2021 |  |  |  |  | |  |
|  | 22 Jun 2021 to 05 Jul 2021 |  |  |  |  | |  |

* **Planned Backlog Cases** - *Defines the total backlog cases committed by all folks considering the planned leaves and meetings.*
* **Planned False Failure cases** - *Defines the total False failure cases committed by all folks considering the planned leaves and meetings.*
* **Actual Backlog Cases** -*Defines the total backlog cases merged to staging by all folks.*
* **Actual False Failure Cases** - *Defines the total False failure cases merged to staging by all folks.*
* **Dropped Backlog Cases** - *Defines the total cases dropped from planned items as it would be already automated or blocker in flow due to bug.*
* **Spilled over Cases** - *Defines the number of Cases not completed in earlier sprint and carried over to current sprint.*
* **Completed Cases (consolidated)** - *Defines the consolidated count on number of cases completed till current sprint.*
* *Detailed sheet of specs -* [*This contain the failures IT count*](https://docs.google.com/spreadsheets/d/1zjNa9jXAetp6Ye2GKOMx0LLzB3-u592ku7d-c7GB8kw/edit#gid=1635316501)

Catalysts

## **Body of Ownership:**

### **Contact scoring**

### **Deal insights**

### **Duplicates**

### **Out-of-office detection**

## **Squad Members:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Squad Name: Catalysts** | | | | |
| **Product Management**: | [Pradeepa Shankar](https://confluence.freshworks.com/display/~pradeepa.shankar) | | | |
| **Engineering Manager** | [Dhamodharan Ramasamy](https://confluence.freshworks.com/display/~dhamodharan.ramasamy) | | | |
| **Back End** | [Suraj Kumar](https://confluence.freshworks.com/display/~suraj.kumar) | [Goutham Daneti](https://confluence.freshworks.com/display/~goutham.daneti) | | |
| **Front End** | [Govindaraj Ramasamy](https://confluence.freshworks.com/display/~govindaraj.ramasamy) | [Mageshwaran Ramesh](https://confluence.freshworks.com/display/~mageshwaran.ramesh) | [Nitu Ganesh Tembhare](https://confluence.freshworks.com/display/~nituganesh.tembhare) | |
| **SET** | [Balasubramanian Perumal](https://confluence.freshworks.com/display/~balasubramanian.perumal) | [Rubika Srinivasan](https://confluence.freshworks.com/display/~rubika.srinivasan) | [Abirami Sundaram Prabhakaran](https://confluence.freshworks.com/display/~abirami.sundaramprabhakaran) | |
| **Architect - Back End** | [Rajkumar Panneerselvam](https://confluence.freshworks.com/display/~rajkumar.panneerselvam) | | | |
| **Architect - Front End** | [Umashankar Masilamani](https://confluence.freshworks.com/display/~umashankar.masilamani) | | | |
| **TPM** | [Preethi Mahalingam](https://confluence.freshworks.com/display/~preethi.mahalingam) | | | |

## **Squad meetings:**

Meeting

Day

Stand up

Happens on Monday, Wednesday, and Thursday

Friday - No meeting day

Sprint Planning

Happens in the morning of the first day of Sprint (Tuesday every 2 weeks)

Sprint Retro

Happens in the morning of the first day of Sprint (Tuesday every 2 weeks)

Sprint Grooming

Happens on the Thursday of the 2nd week of the sprint

## **L2 Board:**

### [https://freshdeskl2dev.freshdesk.com/a/tickets/filters/search?orderBy=created\_at&orderType=desc&q[]=cf\_category%3A%5B%22Catalysts%22%5D&ref=727691](https://freshdeskl2dev.freshdesk.com/a/tickets/filters/search?orderBy=created_at&orderType=desc&q%5B%5D=cf_category%3A%5B%22Catalysts%22%5D&ref=727691)

## **Freddy Related Docs:**

**Recording:**  
 Link**:** [**https://freshworks.zoom.us/rec/share/FLrOm9QJM0C2EaqEYIvrRzSrXwq-gwNejJi-G-8TOMGW9JWAJoDe0XVjfbnPcv7f.xoJkKtjjqhqOblEx**](https://freshworks.zoom.us/rec/share/FLrOm9QJM0C2EaqEYIvrRzSrXwq-gwNejJi-G-8TOMGW9JWAJoDe0XVjfbnPcv7f.xoJkKtjjqhqOblEx)  
  Passcode: aqFwb\*y8

* **Please check out these confluence pages for Freddy features understanding**
  1. <https://confluence.freshworks.com/display/freshsales/ML+feature+-%3E+Predictive+Contact+Scoring>
  2. <https://confluence.freshworks.com/display/freshsales/ML+feature+-%3E+Calendar+Meeting+Detection>
  3. <https://confluence.freshworks.com/display/freshsales/ML+feature+-%3E+Out+of+Office+Detection>
  4. <https://confluence.freshworks.com/display/freshsales/Ml+feature+-%3E+Deal+Insights>
  5. <https://confluence.freshworks.com/display/freshsales/Ml+feature+-%3E+Freddy+commit+suggestion>
* **How to mock duplicates in EKS:**
  1. <https://confluence.freshworks.com/display/freshsales/Mock+Freddy+Duplicates+in+EKS>
* **OOO and calendar feedback Contract:**
  1. <https://confluence.freshworks.com/display/freshsales/OOO+and+Calendar+feedback+payloads+on+Central>
* **Payload changes agreement to support bulk deals in batch:**
  1. <https://confluence.freshworks.com/display/freshsales/DealInsight+worker+payload+change>
* **Deal Insight overview:**
  1. <https://docs.google.com/document/d/1oxpkDwabF3bYqJUjGlpbJ1aIunS8HHXLWbeFrQoLCgQ/edit>

## **EKS stacks:**

stacks owned by catalysts k1 to k8.

|  |  |  |
| --- | --- | --- |
|  | Stack | Fsales stack branch |
| Marketplace apps | k5 | k5-marketplace-setup |
| Rails 4 | k3 | integartion\_testing\_template |
| Redis point config to push data from ML | k3 k5 | integartion\_testing\_template k5-marketplace-setup |

**Track stack status**: <https://docs.google.com/spreadsheets/d/12y5lYCsGk3h9qM5Qy_apLVh4hX4WNN-6lRV8MSxvRAw/edit#gid=0>

## **Catalysts Automation Coverage** :

    Current coverage percent - 81%

    Kindly track the automation coverage here → [https://confluence.freshworks.com/display/freshsales/Catalysts\_Automation+Coverage](https://confluence.freshworks.com/pages/viewpage.action?pageId=306653995)

## **Retrospective Action Items:**

<https://confluence.freshworks.com/display/freshsales/Retrospective+Action+Item+-+Catalyst?src=contextnavchildmode>

## **POC from ML Team:**

In case of any ML related queries on our BOO please reach out to,

[Bharathi Balasubramaniam](https://confluence.freshworks.com/display/~bharathi.balasubramaniam)  [Saurav Deshmukh](https://confluence.freshworks.com/display/~saurav.deshmukh) [Vamseetharan Shyamprasad](https://confluence.freshworks.com/display/~vamseetharan.shyamprasad)

## **2023 Sprint Summary:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Sprint Name | Sprint Duration | Targeted Story point | | | Achieved Story points | sprint champion |
|  |  |  |  | | |  |  |

## **Others Docs & Links:**

        Docs Related to the features moved and developed from catalysts,

### [Announcement Feature - CRM 📣](https://confluence.freshworks.com/pages/viewpage.action?pageId=400197990)

### [Announcements](https://confluence.freshworks.com/display/freshsales/Announcements?src=contextnavchildmode)

### [Marketplace setup](https://confluence.freshworks.com/pages/viewpage.action?pageId=379667495)

### [Contact Scoring 2.0 PRODUCTION Migration using Tekton](https://confluence.freshworks.com/pages/viewpage.action?pageId=395840343)

### [ML FSA Redis write Rate limit (WIP)](https://confluence.freshworks.com/pages/viewpage.action?pageId=375825003)

### [CRM Tracking Code Issue](https://confluence.freshworks.com/pages/viewpage.action?pageId=379674359)

The Matrix

## BOO

* Freshcaller integration
  + Feature overview: [Recording](https://freshworks.zoom.us/rec/share/AgueVC123RbPFXpu8GmqoNl8kfFoxaZLp25tAsdXdlFQOiRuQBA3ut9N9wnSJJRF.euBRKd6ERmPm_1RK) PWD: uj@Q7o#C
* Old phone
  + Feature overview: [Recording](https://freshworks.zoom.us/rec/share/AgueVC123RbPFXpu8GmqoNl8kfFoxaZLp25tAsdXdlFQOiRuQBA3ut9N9wnSJJRF.euBRKd6ERmPm_1RK) PWD: uj@Q7o#C
* Freshmarketer Integration
* D2C - Shopify Integration
* Freshdesk Integration
* Left Nav Bar

## Squad meetings

|  |  |
| --- | --- |
| Meeting | Day |
| Stand up | Happens on Monday, Wednesday and Thursday  Tuesday updates to be commented in slack thread  Friday - No meeting day |
| Sprint Planning | Happens in the morning of the first day of Sprint (Tuesday for every 2 weeks) |
| Sprint Retro | Happens in the evening of the last day of Sprint (Monday for every 2 weeks) |
| Sprint Grooming | Happens on the Wednesday of the 2nd week on the sprint |
| Prioritise items for upcoming sprint (IC3s and above) | Happens on the Thursday of the 2nd week on the sprint |

## Squad Members

|  |  |
| --- | --- |
| Member | Role |
| [User icon: rakesh.kumar](%20%20%20%20/display/~rakesh.kumar%0A) [Rakesh Kumar](%20%20%20%20/display/~rakesh.kumar%0A) [rakesh.kumar@freshworks.com](mailto:rakesh.kumar@freshworks.com) | Engineering Manager |
| [Priyanka Balakrishnan](%20%20%20%20/display/~priyanka.balakrishnan%0A) [priyanka.balakrishnan@freshworks.com](mailto:priyanka.balakrishnan@freshworks.com) | Technical Program Manager |
| [Malligairajan G](%20%20%20%20/display/~malligairajan.g%0A) [malligairajan.g@freshworks.com](mailto:malligairajan.g@freshworks.com) | Technical Architect |
| [Janani Jayaraman](%20%20%20%20/display/~janani.jayaraman%0A) [janani.jayaraman@freshworks.com](mailto:janani.jayaraman@freshworks.com) | Staff Product Manager - Product Management |
| [User icon: satya.alasakani](%20%20%20%20/display/~satya.alasakani%0A) [Satya Alasakani](%20%20%20%20/display/~satya.alasakani%0A) [satya.alasakani@freshworks.com](mailto:satya.alasakani@freshworks.com) | Tech Lead - Frontend |
| [Ajeet Pandey](%20%20%20%20/display/~ajeet.pandey%0A) [ajeet.pandey@freshworks.com](mailto:ajeet.pandey@freshworks.com) | Senior Software Engineer - Backend |
| [User icon: karthikeyan.dhanapal](%20%20%20%20/display/~karthikeyan.dhanapal%0A) [Karthikeyan Dhanapal](%20%20%20%20/display/~karthikeyan.dhanapal%0A) [karthikeyan.dhanapal@freshworks.com](mailto:karthikeyan.dhanapal@freshworks.com) | Senior Software Engineer - Backend |
| [User icon: chandrasekar.velraj](%20%20%20%20/display/~chandrasekar.velraj%0A) [Chandra Sekar Velraj](%20%20%20%20/display/~chandrasekar.velraj%0A) [chandrasekar.velraj@freshworks.com](mailto:chandrasekar.velraj@freshworks.com) | Senior Software Engineer - Frontend |
| [Ramkumar Manoharan](%20%20%20%20/display/~ramkumar.manoharan%0A) [ramkumar.manoharan@freshworks.com](mailto:ramkumar.manoharan@freshworks.com) | Software Engineer - Test |
| [User icon: muniraj.mallesh](%20%20%20%20/display/~muniraj.mallesh%0A) [Muniraj Mallesh](%20%20%20%20/display/~muniraj.mallesh%0A) [muniraj.mallesh@freshworks.com](mailto:muniraj.mallesh@freshworks.com) | Senior Software Engineer - Frontend / Squad Lead |
| [Nisha Rewari](%20%20%20%20/display/~nisha.rewari%0A) [nisha.rewari@freshworks.com](mailto:nisha.rewari@freshworks.com) | Senior Software Engineer - Backend |
| [Darshan C](%20%20%20%20/display/~darshan.c%0A) [darshan.c@freshworks.com](mailto:darshan.c@freshworks.com) | Senior Software Engineer - Backend |
| [User icon: sakthivel.sivashanmugam](%20%20%20%20/display/~sakthivel.sivashanmugam%0A) [NS Sakthivel](%20%20%20%20/display/~sakthivel.sivashanmugam%0A) [sakthivel.sivashanmugam@freshworks.com](mailto:sakthivel.sivashanmugam@freshworks.com) | Senior Software Engineer - Test |

**Important links:**

* Staging/Prod bugs leaked by Matrix: <https://freshworks.freshrelease.com/ws/FSALES/tasks/filter/102237>

Eagle One

|  |  |  |
| --- | --- | --- |
| **Squad** **Members** | | |
| [Sudharshan Jayasampath](%20%20%20%20/display/~sudharshan.jayasampath%0A) [sudharshan.jayasampath@freshworks.com](mailto:sudharshan.jayasampath@freshworks.com) | [Sivakumar Muthuchamy](%20%20%20%20/display/~sivakumar.muthuchamy%0A) [sivakumar.muthuchamy@freshworks.com](mailto:sivakumar.muthuchamy@freshworks.com) |  |
| [Thoppe Dwarakanath](%20%20%20%20/display/~thoppe.dwarakanath%0A) [thoppe.dwarakanath@freshworks.com](mailto:thoppe.dwarakanath@freshworks.com) | [User icon: itha.ramakrishna](%20%20%20%20/display/~itha.ramakrishna%0A) [Itha Venkata Siva Ramakrishna](%20%20%20%20/display/~itha.ramakrishna%0A) [itha.ramakrishna@freshworks.com](mailto:itha.ramakrishna@freshworks.com) |  |
| [Uma Baskaran](%20%20%20%20/display/~uma.baskaran%0A) [uma.baskaran@freshworks.com](mailto:uma.baskaran@freshworks.com) | [Reshma Umapathy](%20%20%20%20/display/~reshma.umapathy%0A) [reshma.umapathy@freshworks.com](mailto:reshma.umapathy@freshworks.com) |  |

**Body of Ownership:**

* DevOps
* API Throttling
* IP Whitelisting

### 2023 Q1 OKR -[Eagle One Q1 2023-OKR](https://confluence.freshworks.com/pages/viewpage.action?pageId=405897504) Q2 OKR- [Eagle One Q2 2023-Roadmap](https://confluence.freshworks.com/pages/viewpage.action?pageId=430839107) Stability tickets -[Stability Tickets](https://confluence.freshworks.com/pages/viewpage.action?pageId=430835577) OnCall -Guidelines  T&D Home page -[FSA - T&D Scope and Roadmap](https://confluence.freshworks.com/pages/viewpage.action?pageId=391098756)

M Squad

This document is to help,

1. Stakeholders understand the various items that Mobile Pod is working on and their Status
2. Developers refer to all supporting documents in one-place

<Refer - [Mobile POD Review](https://confluence.freshworks.com/pages/viewpage.action?pageId=437158825) for detailed updates on ongoing items>

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* [5. Crash Status](#Squads-5.CrashStatus)
* [6. Automation Status](#Squads-6.AutomationStatus)
* [7. Adoption](#Squads-7.Adoption)
* [8. Craftsmanship](#Squads-8.Craftsmanship)
* [9. L4 + Bugs+Security+Performance](#Squads-9.L4+Bugs+Security+Performance)
* [10. Existing prod bugs with other web squads Filter : 11.Additional details](#X65a29caa5deb10375293bd0b38e944271fddfbc)

### **1. Ownership**

| Owners | Functions |
| --- | --- |
| [Manish Srivastava](https://confluence.freshworks.com/display/~manish.srivastava) [Janani Jayaraman](https://confluence.freshworks.com/display/~janani.jayaraman) | Product Manager |
| [Dipender Singh](https://confluence.freshworks.com/display/~dipender.singh) | EM |
| [Savithri Ganesan](https://confluence.freshworks.com/display/~savithri.ganesan) | TPM |
| [Saravanan Periyasamy](https://confluence.freshworks.com/display/~saravanan.periyasamy) [Ramanathan Vaidyanathan](https://confluence.freshworks.com/display/~ramanathan.vaidyanathan) | Tech Leads |
| [Sindhura Radhakrishnan](https://confluence.freshworks.com/display/~sindhura.radhakrishnan2) | Product Program Manager |
| [Saravanan Periyasamy](https://confluence.freshworks.com/display/~saravanan.periyasamy) [Dinesh Paramasivam](https://confluence.freshworks.com/display/~dinesh.paramasivam) [Praveen](https://confluence.freshworks.com/display/~praveen.venkadesan) | iOS |
| [Ramanathan Vaidyanathan](https://confluence.freshworks.com/display/~ramanathan.vaidyanathan) [Mandava Anvitha](https://confluence.freshworks.com/display/~mandava.anvitha) | Android |
| [Ramesha KJ](https://confluence.freshworks.com/display/~ramesha.kj) [E Vyshnavi](https://confluence.freshworks.com/display/~vyshnavi.eppepalle) [Mogeshwar Veeramani](https://confluence.freshworks.com/display/~mogeshwar.veeramani) [Nikitha Ramesh](https://confluence.freshworks.com/display/~nikitha.ramesh1)  [Parameswaran Ramar](https://confluence.freshworks.com/display/~parameswaran.ramar) [Anil Gude Prakash](https://confluence.freshworks.com/display/~anilgude.prakash) | QA |

### **2. Action Items**

Create AI using the ticket type "Action items" and add the tag "podreviewAI"

|  |  |  |
| --- | --- | --- |
| Action Items | Owner | FR View |
|  |  | [FR Filter](https://freshworks.freshrelease.com/ws/FSALES/tasks/filter/103174) |

### **3. OKR Alignment:**

|  |  |  |  |
| --- | --- | --- | --- |
| Function | Objective | Key Result | Current progress/ Status |
| **Product** | **Improve Unified CRM offering for B2B businesses through Mobile Readiness for sales/field-sales use-cases** | * Support for Arabic UI (Q2) * Support for MS Teams (Q2) * ~~Advanced in-app notifications~~ *~~(I2P not done yet)~~* * ~~Mobile led sign up and onboarding~~ *~~(I2P not done yet, not scope for Q2. Does this have any Engg dependency or only PM driven?)~~* | IN PROGRESS  10 Oct 2023 - PM confirmed it cannot be picked in 2023 |
| **Adoption:**  ~~Improve adoption from 22% to 30% by end of 2023. (Q2 target 25%) - (~~*~~Does this have any Engg dependency or only PM driven?)~~* | IN PROGRESS  Current % and what are the epics which are helping adoption  10 Oct 2023 has web dependency so parking it |
| **Enterprise readiness/GTM transformation** | * Prevent past Expected Closed Date on deals **(Q2)** * Role Split in CRUD operation - **(Q2)** * Territory access for custom modules - Q3 (In-Progress) * ~~Support for 300+ choices  -~~ *~~(I2P not done yet)~~* * ~~Modern Views for Custom Modules -~~ *~~(I2P not done yet)~~* | IN PROGRESS  Manish to update   10 Oct 2023 -reason for deprioritising |
| **Engineering** | **Increase crash free users (measured across last 3 app versions for last 30 days)** | 99% crash free on iOS and Android by end of 2023 | IN PROGRESS  iOS - **98.88%**  Android - **97.93%** |
| **Ensure Engineering Quality** | * On time delivery of roadmap items * Meet SLA for High & Urgent L3, L4, Prod bugs & Security bugs * Reduce Incoming L4s / Iteration bugs QoQ | IN PROGRESS *FR Analytics Report:*  <https://freshworks.freshrelease.com/reports> →  FSA Mobile - Prod Bugs / L4s / Security Bugs |
| **Exit Go Lang** | * iOS - Forms by end of 2023 * iOS - Filters by end of 2023 * Android - Other areas apart from filters and forms by end of 2023 | iOS - IN PROGRESS  Android - IN PROGRESS  12 Sept 2023 -Filter to be completed for iOS |
| **Exit Objective C in iOS** | 0 lines of code by end of 2023 | IN PROGRESS |
| **Housekeeping for latest OS versions & API levels**  (both iOS & Android) | On time adherence to Apple/Google deadlines in 2023 | iOS - IN PROGRESS  Android - DONE  [FSALES-75956](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-75956) - Target API level 33 (Android 13) |
| **Improve Star Rating in Store** | **TBD** (PM & Engg to sync up and agree on QoQ Targets) | YET TO START iOS - **4.5** ⭐️ ; Android - **4.69** ⭐️;  Manish to update the stories |

**4. Roadmap updates**

(Items picked for Execution from backlog)

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Item | OS | Size | Dev Start date | Dev End Date | QA Start Date | QA End date | Store Upload Date | Current status | Milestones | Comments(Reasons for Delay, Customer feedback, Callouts, Challenges) |
| Business card scanner | iOS | XS (spike ) | 06 Oct 2023 | 12 Oct 2023 |  |  |  | SPIKE COMPLETED |  | POC completed . |
| Android | S(spike) | 19 Oct 2023 | 24 Nov 2023 |  |  |  | SPIKE COMPLETED |  | Spike completes and identified feasible libraries . POC in progress   [Android Spike: Business card scanner for Freshsales CRM](https://confluence.freshworks.com/pages/viewpage.action?pageId=467163707) |
| Collaborators in CSA  [FSALES-88263](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-88263) | iOS | XS | ~~13 Nov~~  20 Nov 2023 | 22 Nov |  |  | 16 Jan 2024 | DEV COMPLETED |  | Dev start delay due to Sick leave (Saravanan )  29 Nov 2023 -dev testing in Sprint5  28 Dec 2023 - HH cleared a blocker in dec 14 |
| Android | XS | 15 Nov 2023 | 20 Nov 2023 | 14 Dec 2023 | 18 Dec 2023 | 19 Dec 2023 | DONE |  | Dev testing on hold due to dependency from HH squad  29 Nov 2023 - dev testing in sprint 5  Blockers   1. IRIS blocker with receiving collaborator notifications (Resolved with IRIS folks on-call) 2. [FSALES-94799](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-94799) Notification payload not inline with existing payload standards   [FSALES-88263](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-88263) has more details about the engineering execution (blockers and observations) |
| Go lang migration for filter (Tech debt) [FSALES-93412](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-93412) | iOS |  |  | Q1 2024 |  |  |  | DEV IN PROGRESS |  |  |
| Country code in phone number field  [FSALES-96074](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-96074) | iOS |  |  |  |  |  |  | SPIKE IN PROGRESS |  | Grooming scheduled on Nov 23 |
| Android |  |  |  |  |  |  | SPIKE IN PROGRESS |  |  |
| [FSALES-82978](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-82978) Deal Value digit increment | iOS | S | 20 Jul 2023 | 15 Aug 2023 |  | Dev testing - 25 Sept 2023 | ~~16 Aug 2023~~ ~~18 Oct 2023~~ ~~31 Oct 2023~~  01 Nov 2023 | DONE | * Dev ETA- Aug 15 * (Dev testing)QA ETA - 25 Sep * Store upload date - 1 Nov | 12 Sept 2023 **-**BE dependent on Rakesh squad due to onboarding items .Get ETA for ETA  20 Sept 2023 BE testing in progress.. (dev testing)Mobile testing started from 25 Sept 2023  **29 Sept 2023**As discussed on 29 Sep Mobile will go live by (date to be finalised after 3rd oct ) post which matrix team will turn on the flag and fix other fileds to support 16 digits (ETA not confirmed)  17 Oct 2023 Delayed docker received by Matrix squad received on 13 Oct  from 03 Oct  31 Oct 2023 - |
| Android | S | 20 Jul 2023 | 15 Aug 2023 |  | Dev Testing - 25 Sept 2023 | ~~16 Aug 2023~~ ~~18 Oct 2023~~ ~~31 Oct 2023~~  06 Nov 2023 | DONE | * Dev ETA - Aug 9 * (Dev testing)QA ETA - 25 Sep * Store upload date- 6 Nov | 12 Sept 2023**-**BE dependent on Rakesh squad due to onboarding items   20 Sept 2023 BE testing inPorgress.. Mobile testing stared from 25 Sept 2023  29 Sept 2023 - As discussed on 29 Sep Mobile will go live by (date to be finalised after 3rd oct ) post which matrix team will turn on the flag and fix other fileds to support 16 digits (ETA not confirmed).  17 Oct 2023 Delayed docker received by Matrix squad received on 13 Oct  (03 Oct)   30 Oct 2023 -  ETA moved from 31 Oct to 3 Nov as we have planned to club with custom module release. Also build delivery was delayed by 2 days( Oct 25 to Oct 27) |
| [FSALES-77122](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-77122) Territory scope for custom modules | iOS | XS | 06 Jul 2023 |  |  |  | ~~16 Aug 2023~~  01 Sept 2023 | DONE | * Test run - 11 Jul 2023 * QA build ETA - ~~<21/07>~~ 24 Jul 2023 * Feature testing ETA - 26 Jul 2023 * QA Sanity build ETA - 10 Aug 2023 | Web Story for reference [FSALES-74809](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-74809). [Territory scope for custom modules](https://confluence.freshworks.com/pages/viewpage.action?pageId=432294882)  ~~Spike to be picked from 12th, provided docker is available from 9th.~~  ~~Spike planned in Q2-S6~~  QA to be picked in Q3-S2 starting 20th July. Release ETA TBD post planning.  ETA for ETA- 24 Jul 2023    12 Sept 2023 -**Completed on Sep 1** |
| Android | XS | 06 Jul 2023 |  |  |  | ~~16 Aug 2023~~  17 Aug 2023 | DONE | * Test run - 11 Jul 2023 * QA build ETA - ~~<21/07>~~ 24 Jul 2023 * Feature testing ETA - 26 Jul 2023 * QA Sanity build ETA - 10 Aug 2023 | ~~Spike to be picked from 12th, provided docker is available from 9th.~~  ~~Spike planned in Q2-S6~~  QA to be picked in Q3-S2 starting 20th July. Release ETA TBD post planning.  ETA for ETA- 24 Jul 2023  12 Sept 2023 - **Completed on Aug 17** |
| [FSALES-72072](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-72072) Go Migration & creating a common Forms SDK  (Includes - LCAD, CM, Product, CPQDoc, CSA) | iOS | XL | NA |  |  |  | ~~20 Oct~~  ~~31 Oct~~  ~~1 Nov~~  29 Nov | DONE | * Dev ETA - 19 Sep * QA ETA - 3 Oct * Store upload date- 1 Nov | [Refer this confluence for detailed breakup](https://confluence.freshworks.com/display/freshsales/Forms+SDK+for+iOS+Mobile+Apps).  Releases planned in multiple milestones, beginning mid May and targeted to complete by end of Q2.  SDK Integration in progress. Will be uploaded by mid-August.    12 Sept 2023 **Dev complete by 19 Sep . 8 days of QA effort ETA to be shared+ 3 days final sanity iOS store date**  26 Sept 2023 - QA can start from 3 Oct  17 Oct 2023 - Build rejected due to bug identified by dev and QA was hold.  30 Oct 2023 - Testing is taking time due to more number of cases .ETA moved to ---- from 31 Oct -Ask ramesha  21 Nov 2023 hackathon and we had ipad specific issues & iteration bugs |
| [FSALES-75956](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-75956) Target API Level 33 (Android 13) | Android | S | NA |  |  |  | ~~28 July 2023~~  ~~31 Aug 2023~~  ~~27 Sep 2023~~ 6 Oct 2023 | DONE | * Dev ETA - July 20 * Final QA ETA -  27 Sep * Store upload date - 6 Oct | 12 Sept 2023 ~~20 Sep ETA~~  21 Sept 2023 27 Sep ETA (merged to staging)  03 Oct 2023 Store upload extended to Oct 5 for L4 completion |
| [FSALES-76597](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-76597) Go-to-native migration of home screen | Android | M | NA |  |  |  | ~~31 Aug 2023~~  ~~6 Oct 2023~~  ~~18 Oct 2023~~  31 Dec 2023 | DONE | * Dev ETA - July 20 * QA ETA - automation and final sanity (based on next release) * Store upload date - Dec 19 | 12 Sept 2023 Oct 1st week  03 Oct 2023 - on hold due to other items   17 Oct 2023 - Dev Delay  Reason for delay  Dev responsible for delivery (Anvitha) on notice period -multiple spillovers with PR not being ready for review.    Final update - PR inconsistencies, bugs and functional issues fixed by Ram and pushed along with Android 3.0 |
| [FSALES-75765](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-75765) Hierarchy based data scope | iOS | S | 25 Jul 2023 |  |  |  | 1 Sep 2023 | DONE | * Test run ETA - 27 Jul 2023 * QA build ETA - 07 Aug 2023 * Feature testing ETA - 11 Jul 2023 * QA Sanity build ETA - 14 Aug 2023 | Web Story: [FSALES-74305](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-74305) Web Confluence: [Territory Hierarchy Honouring CAD modules](https://confluence.freshworks.com/pages/viewpage.action?pageId=437161639)  ~~Spike to be picked from 12th, provided docker is available from 9th.~~  ~~Docker is yet to be shared. Spike start date TBD.~~  ~~Docker will be shared by 7th July~~  Dev to be picked in Q3-S2 starting 20th July. Release ETA TBD post planning.  ETA for ETA- 24 Jul 2023    12 Sept 2023 **Gone live by Sep 1** |
| Android | S | 25 Jul 2023 |  |  |  | ~~27 Sep 2023~~  6 Oct 2023 | DONE | * Dev ETA - 28 Aug * QA start date : 6 Sep * QA ETA - 8 Sep * Store upload date - 6 Oct | ~~Spike to be picked from 12th, provided docker is available from 9th.~~  ~~Docker will be shared by 7th July~~  Dev to be picked in Q3-S2 starting 20th July. Release ETA TBD post planning.  ETA for ETA- 24 Jul 2023  12 Sept 2023 ETA-20 Sep  20 Sept 2023 **ETA- 27 Sep** (merged to staging)  03 Oct 2023 Store upload extended to Oct 5 for L4 completion |
| [FSALES-77137](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-77137) Auto Assignment of Territories | iOS | S | 25 Jul 2023 |  |  |  | 1 Sep 2023 | DONE | * Test run ETA - 27 Jul 2023 * QA build ETA - 07 Aug 2023 * Feature testing ETA - 11 Aug 2023 * QA Sanity build ETA - 14 Aug 2023 | Web Story for reference [FSALES-75274](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-75274) [Auto Assign Primary Territory](https://confluence.freshworks.com/pages/viewpage.action?pageId=437179929)  ~~Spike to be picked from 12th, provided docker is available from 9th.~~  ~~Docker will be shared by 7th July~~  **Dev to be picked in Q3-S2 starting 20th July. Release ETA TBD post planning.**  **ETA for ETA- 24 Jul 2023**  12 Sept 2023 gone live by Sep 1 |
| Android | S | 25 Jul 2023 |  |  |  | ~~27 Sep 2023~~  6 Oct 2023 | DONE | * Dev ETA - 20 Sep * QA start date : 20 Sep * QA ETA - 21 Sep * Store upload date - 6 Oct | ~~Spike to be picked from 12th, provided docker is available from 9th.~~  ~~Docker will be shared by 7th July~~  **Dev to be picked in Q3-S2 starting 20th July. Release ETA TBD post planning.**  **ETA for ETA- 24 Jul 2023**  12 Sept 2023 ETA- Sep 20 19 Sept 2023 ETA- SEP 27 (merged to staging)  03 Oct 2023 Store upload extended to Oct 5 for L4 completion |
| Quick Wins   Mobile : Dowloading/ Saving CPQ Documents as PDF [FSALES-85612](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-85612) | iOS | XS | Aug 20 | Sep 27 | No QA testing - dev testing | no QA testing - dev testing | Oct 6 | DONE |  | aug 17 - aug 30 sprint ---- Dev was completed and release was blocked due to API dependency Aug 31 - Sep 13 — was on hold  Sep 14- Sep 27 - merged to staging Oct 6 - Uploaded to store |
| Android | XS | Sep 14 | Sep 27 | No QA testing - dev testing | No QA testing - dev testing | Oct 6 | DONE |  | Sep 14- Sep 27  Dev and dev testing completed, merged to staging |
| Quick Wins   Mobile: Auto Populate Deal Name  [FSALES-85929](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-85929) | iOS | XS | Aug 20 | Sep 27 | No QA testing - dev testing | no QA testing - dev testing | Oct 6 | DONE |  | Was waiting for web release  Oct 6 - Uploaded to store |
| Android | XS | Sep 14 | Sep 27 | No QA testing - dev testing | No QA testing - dev testing | Oct 6 | DONE |  | Was waiting for web release |
| [FSALES-87700](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-87700)  Related sections for Custom Modules in mobile app | iOS | S | 25 Sept 2023 | 06 Oct 2023 | No QA testing - dev testing | No QA testing - dev testing | 01 Nov 2023 | DONE | 03 Oct 2023 - Q3 2023 S6 -spike | Spike started on Sep 14 - Sep 27 Sprint |
| Android | S | 05 Oct 2023 | 12 Oct 2023 | No QA testing - dev testing | No QA testing - dev testing | ~~31 Oct 2023~~ 06 Nov 2023 | DONE | 03 Oct 2023 Q3 2023 S6 -spike | Spike started on Sep 14 - Sep 27 Sprint  30 Oct 2023 - Dev (Anvitha) delay in handing over to QA. Store upload date pushed to Nov 6 |
| [FSALES-90270](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-90270)Edit File name while uploading | iOS | XS | 19 Oct 2023 | 01 Nov 2023 | No QA testing - dev testing | No QA testing - dev testing | 01 Nov 2023 | DONE |  |  |
| Android | XS | 19 Oct 2023 | 01 Nov 2023 | No QA testing - dev testing | No QA testing - dev testing | 06 Nov 2023 | DONE |  |  |

**Release History**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Item | OS | Size |  | Store Upload Date | Planned Quarter | Delivered Quarter | Release Version | Comments |
| [FSALES-65946](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-65946)  Support Arabic on mobile | iOS | M |  | 24 Apr 2023 | Q1 | Q2 | v3.58 |  |
| Android | M |  | 03 May 2023 | Q1 | Q2 | v2.9.3 |  |
| [FSALES-34619](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-34619) Roles Enhancements for Call logs (Web parity) | iOS | S |  | 16 May 2023 | Q1 | Q2 | v3.59 |  |
| Android | S |  | 19 May 2023 | Q1 | Q2 | v2.9.4 |  |
| [FSALES-71086](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-71086) Deal - Expected close date cannot be set in the past | iOS | XS |  | 16 May 2023 | Q2 | Q2 | v3.59 |  |
| Android | XS |  | 19 May 2023 | Q2 | Q2 | v2.9.4 |  |
| [FSALES-73669](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-73669) MS teams for mobile app users | iOS | S |  | 16 May 2023 | Q2 | Q2 | v3.59 |  |
| Android | S |  | 19 May 2023 | Q2 | Q2 | v2.9.4 |  |
| [FSALES-75268](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-75268) Role split for CRUD operations | iOS | M |  | 04 Jul 2023 | Q2 | Q2 | v3.60 | Web release in July first week.  QA build ETA is delayed by 2 days - had to test in accounts without scope split.  Release date revisited due to QA reduction during Sprint5 (Jun 1st - Jun14th). |
| Android | M |  | 04 Jul 2023 | Q2 | Q2 | v2.9.5 | Web release in July first week.  QA build ETA is delayed by 4 days - had to test in accounts without scope split, Package Restructure PR to be rev merged.  Release date revisited due to QA reduction during Sprint5 (Jun 1st - Jun14th). |
| [FSALES-76394](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-76394) Handle Account validation while creation of Accounts from Form, Inline edits | iOS | S |  | 04 Jul 2023 | Q2 | Q2 | v3.60 | Dev Completed. QA to be picked in Sprint starting 15th June. QA plan pushed due to QA reduction during Sprint5 (Jun 1st - Jun14th). |
| Android | S |  | 04 Jul 2023 | Q2 | Q2 | v2.9.5 | Dev Completed. QA to be picked in Sprint starting 15th June. QA plan pushed due to QA reduction during Sprint5 (Jun 1st - Jun14th). |
| [FSALES-78255](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-78255) Handle mobile impact of IRIS key rotation | Android | XS |  | 19 May 2023 | NA | NA | NA |  |
| [FSALES-78772](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-78772) List of APIs consumed by mobile with 1-to-many associations | iOS | XS |  | NA | NA | NA | NA |  |
| [FSALES-70377](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-70377) Go Migration - Email Module | Android | M |  |  |  |  | v.2.9.6 |  |
| [FSALES-77122](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-77122) Territory scope for custom modules | Android | S |  | 16 Aug 2023 |  |  | v2.9.7 |  |

### **5**. **Crash Status**

[Firebase Report](https://console.firebase.google.com/u/0/project/fs-sso/crashlytics/app/ios:com.freshdesk.Freshsales/issues?state=open&time=last-thirty-days&tag=all&sort=eventCount) **(last 30 days)21**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| OS | 7 Jun | 21 Jun | 05 Jul | 19 Jul | 20 Sep | 3 Oct | 6 Oct | 10 Oct | 17 Oct | 31 Oct | 21 Nov | 21 Dec |
| Android | **97.7%** | **98.03%** | **98.17%** | **97.93%** | **97.38%** | **97.41%** | **97.29%** | **97.36%** | **97.3%** | **97.46%** | **97.47%** | **98.04 %** |
| iOS | **98.7%** | **98.96%** | **98.99%** | **98.88%** | **98.84%** | **98.83%** | **98.82%** | **98.79%** | **98.84%** | **98.45%** | **98.47%** | **98.57 %** |

**Crash Fixes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| OS | Epic | FR# | Size | Status | Store Upload Date | Comments |
| Android | [FSALES-75905](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-75905) Q2 Crash Fixes | [FSALES-75906](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-75906)  [FSALES-82161](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-82161) | XS | DONE | 18 Apr 2023  04 Jul 2023 | Released with v2.9.2  Released with v2.9.5 |
| Android | [FSALES-82771](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-82771)Q3 Crash Fixes | [FSALES-86219](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-86219) |  | DONE |  | Not able to reproduce the crash via other flows. Will analyse other touch points and try to reproduce if the crash still happens after the fix |
| Android | [FSALES-90512](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-90512) Q4 Crash fixes | [FSALES-90611](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-90611)    [FSALES-92849](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-92849) |  | DONE    DONE | 06 Oct 2023    16 Nov 2023 |  |
| iOS | [FSALES-77694](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-77694) Q2 Crash Fixes | [FSALES-77541](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-77541) | XS | DONE | 16 May 2023 |  |
| iOS | Q3 Crash Fixes | [FSALES-87394](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-87394) |  | DONE | 06 Oct 2023 |  |

### **6. Automation Status**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Item | OS | 04 Aug | Q3 S2 | Q3 S3 | Q3 S4 | Q3 S5 | Q3 S6 | Q4 S1 | Q4 S3 | Q4 S5 | Q4 S6 |
| UT coverage | Android | **14.1**% | **20.2%** |  |  | **23.6%** | **24.2%** | **26.8%** |  |  |  |
| iOS | **40.2**% |  |  |  | **40.9%** | **41.9%** |  |  |  |  |
| UI Automation Coverage | Android | **41.8**% (1009/2413) |  |  | **42.5%** |  | **48.05%(1175/2453)** | **48.8%(1213/2485)** | **50.5%(1255/2485)** | **54.8%(1349/2461)** | **59.3%(1459/2460)** |
| iOS | **45.35**% (1036/2284) |  |  | **46.2%** |  | **50.1%(1150/2298)** | **50.4%(1181/2339)** | **53.4%(1251/2339)** | **55.8%(1309/2343)** | **59.2% (1384/2338)** |
| False failure % | Android | **10.4**% (98/942) |  |  | **11.2%** | NA | **NA** |  |  |  |  |
| iOS | **6.7**% (66/974) |  |  |  | **5.5%** | **NA** |  |  |  |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Assignee | Preplanned | Planned /Target | Executed | Spilled over | Target achieved % | Spilled over reason | Remarks |
| Q3-S1 | Ramesh | 13 | 13 | 0 | 13 |  | Unplanned leave |  |
| Mogesh | 13 | 9 | 9 | 0 |  |  |  |
| Vyshnavi | 6 | 6 | 6 | 0 |  |  |  |
| Nikitha | 16 | 19 | 6 | 13 |  | Unplanned leave |  |
|  | Total | 48 | 47 | 21 | 26 | 44.68 % |  |  |
|  |  |  |  |  |  |  |  |  |
| Q3-S2 | Ramesh | 21 | 21 | 21 | 0 |  |  |  |
| Mogesh | 12 | 11 | 0 | 11 |  | Sick leaves |  |
| Vyshnavi | 15 | 14 | 14 | 0 |  |  |  |
| Nikitha | 17 | 27 | 27 | 0 |  |  |  |
|  | Total | 65 | 73 | 62 | 11 | 84.93 % |  |  |
|  |  |  |  |  |  |  |  |  |
| Q3-S3 | Ramesh | 16 | False failures - 43+73 | False failures - 43+73 | 0 |  |  |  |
| Mogesh | 15 | 17 | 17 | 0 |  |  |  |
| Vyshnavi | 15 | 4+10(unplanned) | 14 | 0 |  |  |  |
| Nikitha | 16 | SDK false failures | 5 | SDK false failures |  | Additional effort needed |  |
|  | Total | 62 | 31+116 FF | 31+116 FF |  | ~90% |  |  |
|  |  |  |  |  |  |  |  |  |
| Q3-S4 Aug 17-30 | Ramesh | 12 | 36 | 36 | 0 |  |  |  |
| Mogesh | 16 | 18+FF | 18 | FF |  | Gradle upgrade issue |  |
| Vyshnavi | 12 | 30 | 21(+2 not feasible, 1 rework testcase) | 6 |  | Unplanned leave + part 2 took more time(documents) |  |
| Nikitha | 13 | 13+FF | 13+ SDK FF | 0 |  |  |  |
|  | Total | 53 | 97+FF | 88+ SDK FF | 6 | ~90.7% |  |  |
|  |  |  |  |  |  |  |  |  |
| Q3-S5 Aug 31-Sep 13 | Ramesh | 35 | 39 | 34 | 5 |  | Unplanned leave and env setup |  |
| Mogesh | 35 | 10 | 4 | 6 |  | Other item took time |  |
| Vyshnavi | 35 | 32 | 32 | 0 |  |  |  |
| Nikitha | 35 | 0 | 0 | 0 |  |  |  |
|  | Total | 140 | 81 | 70 |  | 86.40% |  |  |
|  |  |  |  |  |  |  |  |  |
| Q3-S6 Sep 14-29 | Ramesh | 36 | 35 | 35 | 0 |  |  |  |
| Mogesh | 36 | 25 | 21 | 0 |  |  |  |
| Vyshnavi | 36 | 17 | 17 | 0 |  |  |  |
| Nikitha | 36 | 33 | 33 | 0 |  |  |  |
|  | Total | 144 | 110 | 110 |  | 100% |  |  |
| Q4-S1 Oct 03-18 | Ramesh | 32 | 28 | 27(one is is invalid) | 0 |  | Count is less because Territory Hierarcy tests |  |
| Mogesh | 32 | 48 | 35( 8 not applicable) | 5 |  | Other tickets took more time |  |
| Vyshnavi | 32 | 28 | 27(one is invalid) | 0 |  | Count is less because Territory Hierarcy tests |  |
| Nikitha | 32 | 31 | 30( 1 not applicable ) | 0 |  |  |  |
|  | Total | 128 | 135 | 119 | 5 | 96% |  |  |
| Q4-S2 Oct 19 - No 1 | Ramesh | 32 | 8 | 7(one invalid) | 0 |  |  | Involved in CM revamp testing, |
| Mogesh | 32 | 24 | 16 | 8 |  |  |  |
| Vyshnavi | 32 | 16 | 16 | 0 |  |  |  |
| Nikitha | 32 | 20 | 19 | 0 |  |  | involved in iOS SDK automation run |
|  | Total | 128 | 67 | 57 | 8 | 85% |  | QA bandwidth is less because of planned leaves |
| Q4-S3 Nov 2 - 15 | Ramesh(9) | 40 | 35 | 25 |  |  |  | Involved in iOS SDK testing in iPad as only I have iPad + pipeline fix |
| Mogesh(9) | 40 | 24 | 20 |  |  |  |  |
| Vyshnavi(9) | 40 | 14 | 14 |  |  |  |  |
| Nikitha(9) | 40 | 24 | 24 |  |  |  |  |
|  | Total | 180 | 97 | 83 |  | 85% |  |  |
| Q4-S4 Nov 16 - Nov 29 | Ramesh(9) | 40 | 30 | 30 | 0 |  |  | Existing files test cases are modified + File rename cases for other modules are added and automated(LAD CM) - 20 new High cases |
| Mogesh(9) | 40 | 51 | 35(5 out of scope) | 11 |  | Sick leave |  |
| Anil |  | 24 | 11 | 13 |  | Needed time for understanding the framework and pre-defined functions to avoid rework |  |
| Vyshnavi(2) | 10 | 14 | 14 | 0 |  |  |  |
| Nikitha(7) | 32 | 30 | 20 | 10 |  | Sick leave |  |
|  | Total | 122 | 149 | 110 | 34 | 73.8% |  |  |
| Q4-S5 Nov 30 - Dec 13 | Ramesh(9) | 40 | 31 | 31 | 0 |  |  | Deal name auto create feature automation |
| Mogesh(9) | 40 | 48 | 27 | 21 |  | cyclone + unplanned leave leave |  |
| Vyshnavi(9) | 40 | 47 | 32 | 15 |  | Sick + unplanned leave | Deal name auto create feature automation |
| Nikitha(9) | 40 | 55 | 40 | 15 |  | cyclone + sick leave |  |
|  | Total | 160 | 181 | 130 | 51 | 71.8% |  |  |
| Q4-S6 Dec 14 - Dec 27 | Ramesh(8) | 35 | 41 | 39 | 2 |  |  |  |
| Mogesh(2) | 10 | 61 | 55 | 6 |  |  |  |
| Anil |  | 41 | 41 | 0 |  |  |  |
| Vyshnavi(6) | 25 | 50 | 45 | 5 |  |  |  |
| Nikitha(8) | 35 | 36 | 36 | 0 |  |  |  |
|  | Total | 110 | 229 | 216 | 13 | 94.3 |  |  |

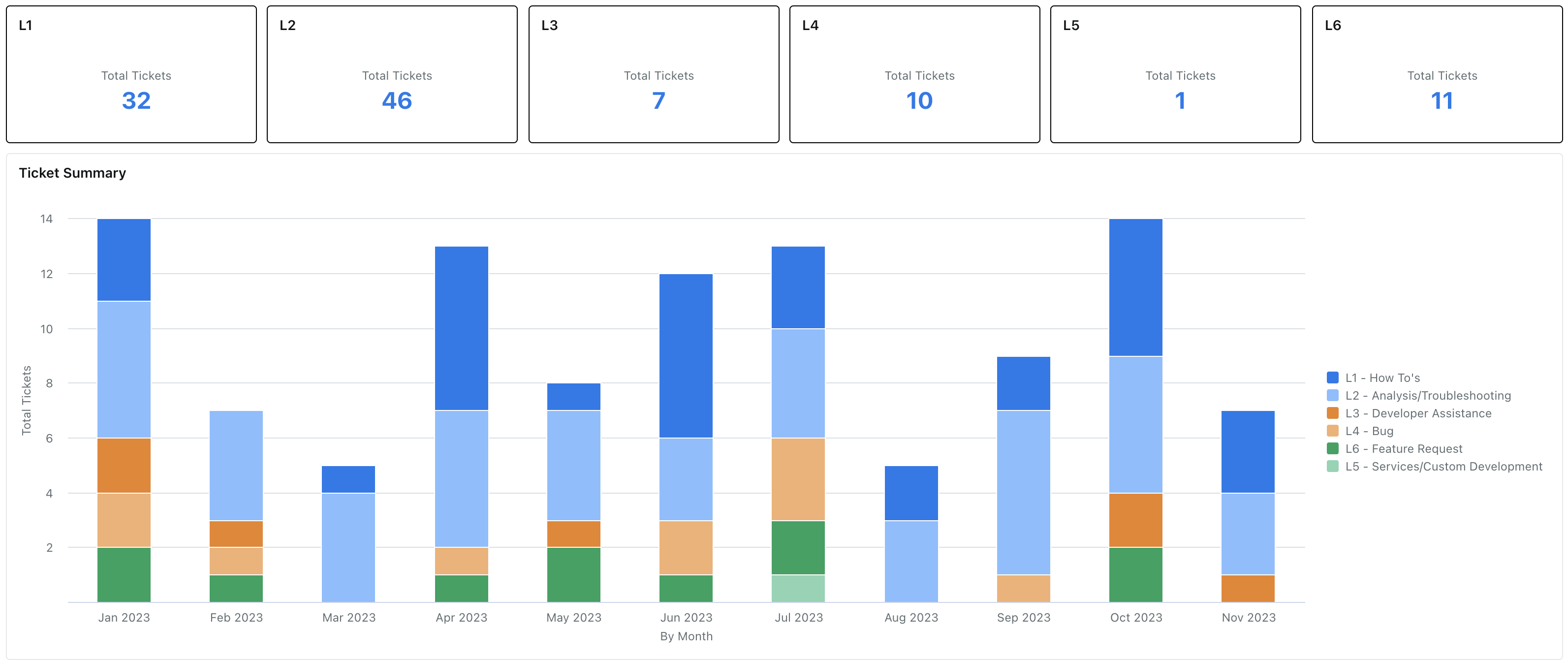
### **7. Adoption**

([Manish Srivastava](https://confluence.freshworks.com/display/~manish.srivastava))

| Feature | Success metrics | Adoption   metrics | Interpretations (Action items to improve adoption) | Heap Dashboard link |
| --- | --- | --- | --- | --- |
| [Manish Srivastava](https://confluence.freshworks.com/display/~manish.srivastava)  - pls add the adoption data available |  |  |  | <https://heapanalytics.com/app/env/2395126988/dashboard/Adoption-iOS-242375>    <https://heapanalytics.com/app/env/2361584394/dashboard/Adoption-242368> |

### 8. **Craftsmanship**

**2023 Trends** - [Support portal analytics report](https://support.freshdesk.com/a/analytics/reports/NzUzNDIy/page/1)



|  |  |  |  |
| --- | --- | --- | --- |
| Ticket Type | Trends for 12 Weeks | Interpretations | FR link for Action items |
| L1 | source - [Support portal analytics report](https://support.freshdesk.com/a/analytics/reports/NzUzNDIy/page/1) |  |  |
| L2 | source - [Support portal analytics report](https://support.freshdesk.com/a/analytics/reports/NzUzNDIy/page/1) |  |  |
| L3 | source - [Freshdeskl2dev Analytics Report](https://freshdeskl2dev.freshdesk.com/a/analytics/reports/ODA1MjA3/page/1) | [FD Filter](https://freshdeskl2dev.freshdesk.com/a/tickets/filters/746939) |  |
| L4 | source - [*Freshrelease Analytics Report:*](https://freshworks.freshrelease.com/reports)  → FSA Mobile - Prod Bugs / L4s / Security Bugs | [FR Filter](https://freshworks.freshrelease.com/ws/FSALES/tasks/filter/98569) | **No unresolved L4s** |
| L5 |  | NA |  |
| L6 | source (<https://support.freshdesk.com/a/analytics/reports/NzUzNDIy/page/7>) |  |  |
| Bugs |  |  |  |
| Iteration bugs |  |  |  |

Adding new L1/L2/L6 reported in this period - nothing requires immediate attention

### 9. **L4 + Bugs+Security+Performance**

*FR Analytics Report:* <https://freshworks.freshrelease.com/reports> → FSA Mobile - Prod Bugs / L4s / Security Bugs

### 10. Existing prod bugs with other web squads Filter : 11.Additional details

[Q4 Product Backlog](https://docs.google.com/spreadsheets/d/1QF13Iyrq1KBIYKjkKxehQVdtjLTGG6JYrhXmosi5nCo/edit?userstoinvite=meenu.kumar@freshworks.com&sharingaction=manageaccess&role=writer&pli=1#gid=0)

[~~Q3 Product Backlog~~](https://docs.google.com/spreadsheets/d/1JeFTNspVnAsP_BKlUskWankSuY9ket0jw9TiVsecnXs/edit?pli=1#gid=0)

[~~Q2 Product Backlog~~](https://docs.google.com/spreadsheets/d/12IJO3L-qJbpbSKzBAnkgHQmdv1SXNbyrRSIDTKocNf0/edit#gid=0)

[Pre-planning information](https://docs.google.com/spreadsheets/d/17VhfQ-AsoEIqWaZ-fRwPJ-XCJnTQb8fMtugfMBjWfsM/edit#gid=1051644452)

Quarterly Gantt Chart (WIP)

i2p docs master directory (WIP)

## **Sprint by Sprint - Detailed Info**

[Expand all](#Xa39a3ee5e6b4b0d3255bfef95601890afd80709) [Collapse all](#Xa39a3ee5e6b4b0d3255bfef95601890afd80709)

**Retro Action items**

MSquad Sprint Retro Action items

**Action Items**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Quarter | Action item | Owner(s) | Current Status | Remarks |
| Q2 2022 | Create a Code Review Process Documentation for Mobile | [Ravi Sankar](https://confluence.freshworks.com/display/~ravi.sankar) | **In Progress** |  |
| Q3 2022 | Come up with a confluence page for all Testcase tags | [Senthil Palanisamy](https://confluence.freshworks.com/display/~senthil.palanisamy) | **Open** |  |

**RCAs**

MSquad RCA Docs

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| S.No | **Ticket ID & Description** | **POC** | **Priority** | **RCA link** | **How to avoid going Forward?** | **Action Items / Take aways** | **Action Item Status** | **ETA** |
| 1 |  |  |  |  |  |  |  |  |

## **Freshwave Corner**

[Types of FR Tickets and their corresponding workflow](https://confluence.freshworks.com/display/freshsales/Freshrelease+for+Freshsales)

[Good Practices in creating FR Tickets with examples](https://confluence.freshworks.com/display/freshsales/Usage+of+Types+in+Freshrelease)

## **Engineering Tools**

### [Stand Up Notes](https://docs.google.com/spreadsheets/d/10MZU6JtxsJK-2gi3o-KHP9kB6m6u2QeVFfct_-ZY9Oo/edit#gid=1378153355)

### **Templates**

#### [**Spike Template**](https://confluence.freshworks.com/display/freshsales/Spike+Template+for+PLG)

#### **Test Plan Template**

#### [**RCA Template**](https://docs.google.com/document/d/1nOIhtzRkHKGweskdyogLaEHQsEUhPeUYwXNe5IEtSrA/edit#heading=h.3v370i6ohq5t)

### **Point Of Contact's**

#### [**POC's across Freshsales squads**](https://docs.google.com/spreadsheets/d/1ZXkPkhbBwRx1FovRkcCQnX9mN-AmoyUhZXhBz9tMGYE/edit#gid=0)

#### [**POC's across Feeder Products**](https://confluence.freshworks.com/display/FDCORE/CX+BU+TPM+Org)

#### [**POC's across Platforms**](https://confluence.freshworks.com/display/PLAT/Platforms+BU+-+Org+Structure)

Asgardians

This document is to help,

1. Stakeholders understand the various items that PLG Pod (Asgardians Squad) is working on and their Status
2. Developers refer to all supporting documents in one-place

## **POD Team**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Squad Name: Asgardians** | | | | |
| **POD**: **PLG** (Product Led Growth) | | | | |
| **Product Management**: | Swati Sharma | Niket Chauhan | Ishita Karbelkar | |
| **Product Program Manager** | Ramya Raghavan | | | |
| **Engineering Manager** | Raghunathan Ravichandran | | | |
| **Back End** | Thiruvengadam Sathiyaseelan | Frazer Robert | Mudhabir | |
| **Front End** | Jayakumar Srinivasan | Elavarasan Sampath | Pavithra Perumal | |
| **SET** | Venkat | Likhith |  | Priyadharshini Chanemougas |
| **Architect - Back End** | Sivalingam Selvasekaran | | | |
| **Architect - Front End** | Saravanan Palani | | | |
| **TPM** | Ravi Sankar | | | |

## **Status Report**

Last Updated on 06.09.2022 11:11  UTC

This page is Archived.  
**Refer to** [**PLG - New Ways of Working**](https://confluence.freshworks.com/pages/viewpage.action?pageId=391095188) **for latest status.**

## **Adoption Metrics**

## **Action Items**

| S.No | Details | Owner | Update |
| --- | --- | --- | --- |
| 1 |  |  |  |

# **Engineering Corner**

## **Sprint by Sprint - Detailed Info**

[Refer](https://confluence.freshworks.com/display/freshsales/PLG+Sprint+Calendar) for Sprint Calendar

[Expand all](#Xa39a3ee5e6b4b0d3255bfef95601890afd80709) [Collapse all](#Xa39a3ee5e6b4b0d3255bfef95601890afd80709)

**Retro Action items**

PLG Sprint Retro Action items

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Quarter | Sprint | Action Item | Owner | Status | Remarks (if any) |
| Q2 | Asgardians - 2022-Q2-06-20 | Consolidated Appcues sheet  <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-56049> | [Ishita Karbelkar](https://confluence.freshworks.com/display/~ishita.karbelkar) | Done | Will be coming up with a consolidated sheet for future Appcues events |
| Q2 | Asgardians - 2022-Q2-06-20 | Jenkins job failure issue  <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-56136> | [Raghunathan Ravichandran](https://confluence.freshworks.com/display/~raghunathan.ravichandran) | Done |  |
| Q2 | Asgardians - 2022-Q2-07-04 | Changes/modifications agreed halfway during execution has to be incorporated in mocks then and there itself. Design team has to Own this update. TPM to set the expectations with Design. | [Ravi Sankar](https://confluence.freshworks.com/display/~ravi.sankar) | Done |  |
| Q2 | Asgardians - 2022-Q2-07-18 | Team to ensure Additional code/test case review to be done with BoO TL for changes done in other squads BoO | Team | Monitored |  |
| Q3 | Asgardians - 2022-Q3-08-01 | Team to think and perform Story planning in a way to reduce Spillover possibilities | Team | Monitored |  |
| Q3 | Asgardians |  |  |  |  |

## **Freshwave**

[Types of FR Tickets and their corresponding workflow](https://confluence.freshworks.com/display/freshsales/Freshrelease+for+Freshsales)

[Good Practices in creating FR Tickets with examples](https://confluence.freshworks.com/display/freshsales/Usage+of+Types+in+Freshrelease)

## **Templates**

#### [**Spike Template**](https://confluence.freshworks.com/display/freshsales/Spike+Template+for+PLG)

#### **Test Plan Template**

#### [**RCA Template**](https://docs.google.com/document/d/1nOIhtzRkHKGweskdyogLaEHQsEUhPeUYwXNe5IEtSrA/edit#heading=h.3v370i6ohq5t)

## **Point Of Contact's**

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#### [**POC's across Feeder Products**](https://confluence.freshworks.com/display/FDCORE/CX+BU+TPM+Org)

#### [**POC's across Platforms**](https://confluence.freshworks.com/display/PLAT/Platforms+BU+-+Org+Structure)

United Chaos

## BOO

## Squad meetings

|  |  |
| --- | --- |
| Meeting | Day |
| Stand up | Happens on Monday, Tuesday, Wednesday and thursday  Friday - No meeting day |
| Sprint Planning | Happens in the morning of the first day of Sprint (Tuesday for every 2 weeks) |
| Sprint Retro | Happens in the evening of the last day of Sprint (Monday for every 2 weeks) |
| Sprint Grooming | Happens on the Wednesday of the 2nd week on the sprint |
| Story Pointing | <TBD> |

## Squad Members

|  |  |
| --- | --- |
| Member | Role |
| [User icon: anand.manickavasagam](%20%20%20%20/display/~anand.manickavasagam%0A) [Anand Manickavasagam](%20%20%20%20/display/~anand.manickavasagam%0A) [anand.manickavasagam@freshworks.com](mailto:anand.manickavasagam@freshworks.com)   |  |  | | --- | --- | | Position: | Engineering Manager | | Department: | Freshchat | | Engineering Manager |
| [Sravanthi Susarla](%20%20%20%20/display/~sravanthi.susarla%0A) [sravanthi.susarla@freshworks.com](mailto:sravanthi.susarla@freshworks.com) | Technical Program Manager |
| [Pramoth Rajavel](%20%20%20%20/display/~pramoth.rajavel%0A) [pramoth.rajavel@freshworks.com](mailto:pramoth.rajavel@freshworks.com) | Senior Manager - Program Management |
| [User icon: shahul.nowshath](%20%20%20%20/display/~shahul.nowshath%0A) [Shahul Hameed Nowshath](%20%20%20%20/display/~shahul.nowshath%0A) [shahul.nowshath@freshworks.com](mailto:shahul.nowshath@freshworks.com)   |  |  | | --- | --- | | Phone: | 9677469047 | | Position: | Staff Engineer | | Department: | FreshChat | | Location: | Chennai | | Technical Architect |
| [Janani Jayaraman](%20%20%20%20/display/~janani.jayaraman%0A) [janani.jayaraman@freshworks.com](mailto:janani.jayaraman@freshworks.com) | Staff Product Manager |
| [Jayalaxmi Jagannathan](%20%20%20%20/display/~jayalaxmi.jagannathan%0A) [jayalaxmi.jagannathan@freshworks.com](mailto:jayalaxmi.jagannathan@freshworks.com) | Product Manager |
| [Avaneesh Rajkumar](%20%20%20%20/display/~avaneesh.rajkumar%0A) [avaneesh.rajkumar@freshworks.com](mailto:avaneesh.rajkumar@freshworks.com) | Director - Product Management |
| [Ponchithra V](%20%20%20%20/display/~ponchithra.velayutham%0A) [ponchithra.velayutham@freshworks.com](mailto:ponchithra.velayutham@freshworks.com) | Software Engineer - Test |
| [Ragesh Kanagaraj](%20%20%20%20/display/~ragesh.kanagaraj%0A) [ragesh.kanagaraj@freshworks.com](mailto:ragesh.kanagaraj@freshworks.com) | Senior Software Engineer - Test |
| [Arun Saravanan](%20%20%20%20/display/~arun.saravanan%0A) [arun.saravanan@freshworks.com](mailto:arun.saravanan@freshworks.com) | Software Engineer - Backend |
| [User icon: sandeepkumar.singh](%20%20%20%20/display/~sandeepkumar.singh%0A) [Sandeep Kumar Singh](%20%20%20%20/display/~sandeepkumar.singh%0A) [sandeepkumar.singh@freshworks.com](mailto:sandeepkumar.singh@freshworks.com) | Senior Software Engineer |
| [Jayant Likhar](%20%20%20%20/display/~jayant.likhar%0A) [jayant.likhar@freshworks.com](mailto:jayant.likhar@freshworks.com) | Senior Software Engineer |

United Chaos

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| [Sravanthi Susarla](%20%20%20%20/display/~sravanthi.susarla%0A) [sravanthi.susarla@freshworks.com](mailto:sravanthi.susarla@freshworks.com) | Technical Program Manager |
| [Pramoth Rajavel](%20%20%20%20/display/~pramoth.rajavel%0A) [pramoth.rajavel@freshworks.com](mailto:pramoth.rajavel@freshworks.com) | Senior Manager - Program Management |
| [User icon: shahul.nowshath](%20%20%20%20/display/~shahul.nowshath%0A) [Shahul Hameed Nowshath](%20%20%20%20/display/~shahul.nowshath%0A) [shahul.nowshath@freshworks.com](mailto:shahul.nowshath@freshworks.com)   |  |  | | --- | --- | | Phone: | 9677469047 | | Position: | Staff Engineer | | Department: | FreshChat | | Location: | Chennai | | Technical Architect |
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| [Jayalaxmi Jagannathan](%20%20%20%20/display/~jayalaxmi.jagannathan%0A) [jayalaxmi.jagannathan@freshworks.com](mailto:jayalaxmi.jagannathan@freshworks.com) | Product Manager |
| [Avaneesh Rajkumar](%20%20%20%20/display/~avaneesh.rajkumar%0A) [avaneesh.rajkumar@freshworks.com](mailto:avaneesh.rajkumar@freshworks.com) | Director - Product Management |
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| [Jayant Likhar](%20%20%20%20/display/~jayant.likhar%0A) [jayant.likhar@freshworks.com](mailto:jayant.likhar@freshworks.com) | Senior Software Engineer |

Binary Brains

House of Dragons

* [BOO](#Squads-BOO)
* [Squad meetings](#Squads-Squadmeetings)
* [Squad Members](#Squads-SquadMembers)
  + Rakesh Kumar
  + Priyanka Balakrishnan
  + Sujitha Ravi
  + Swathi Yerram
  + Brabu Venkatachalam
  + Satya Alasakani
  + Punamalai Muthu
  + Raviteja Kaparapu
  + Savitha Ranganathan
  + Sahithi Yarlagadda
  + Venna Sravani
  + Praveen Kumaravel
  + Lakshmi Padmavathi Nunna
  + Jaisree S B
* [Contacts](#Squads-Contacts)
* [Shared google drive:](#Squads-Sharedgoogledrive:)

## BOO

Pending

TBD

## Squad meetings

|  |  |
| --- | --- |
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| Stand up | Happens on Monday, Wednesday and Thursday  Tuesday updates to be commented in slack thread  Friday - No meeting day |
| Sprint Planning | Happens in the morning of the first day of Sprint (Tuesday for every 2 weeks) |
| Sprint Retro | Happens in the evening of the last day of Sprint (Monday for every 2 weeks) |
| Sprint Grooming | Happens on the Wednesday of the 2nd week on the sprint |
| Prioritise items for upcoming sprint (IC3s and above) | Happens on the Thursday of the 2nd week on the sprint |

## Squad Members

|  |  |
| --- | --- |
| Member | Role |
| [User icon: rakesh.kumar](%20%20%20%20/display/~rakesh.kumar%0A) [Rakesh Kumar](%20%20%20%20/display/~rakesh.kumar%0A) [rakesh.kumar@freshworks.com](mailto:rakesh.kumar@freshworks.com) | Engineering Manager |
| [Priyanka Balakrishnan](%20%20%20%20/display/~priyanka.balakrishnan%0A) [priyanka.balakrishnan@freshworks.com](mailto:priyanka.balakrishnan@freshworks.com) | Technical Program Manager |
| [Sujitha Ravi](%20%20%20%20/display/~sujitha.ravi%0A) [sujitha.ravi@freshworks.com](mailto:sujitha.ravi@freshworks.com) | Senior Product Manager |
| [Swathi Yerram](%20%20%20%20/display/~swathi.yerram%0A) [swathi.yerram@freshworks.com](mailto:swathi.yerram@freshworks.com) | Product Manager |
| [Brabu Venkatachalam](%20%20%20%20/display/~brabu.venkatachalam%0A) [brabu.venkatachalam@freshworks.com](mailto:brabu.venkatachalam@freshworks.com) | Tech Lead - Backend |
| [User icon: satya.alasakani](%20%20%20%20/display/~satya.alasakani%0A) [Satya Alasakani](%20%20%20%20/display/~satya.alasakani%0A) [satya.alasakani@freshworks.com](mailto:satya.alasakani@freshworks.com) | Tech Lead - Frontend |
| [User icon: punamalai.muthu](%20%20%20%20/display/~punamalai.muthu%0A) [Punamalai Muthu](%20%20%20%20/display/~punamalai.muthu%0A) [punamalai.muthu@freshworks.com](mailto:punamalai.muthu@freshworks.com) | Lead- QA |
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| [Savitha Ranganathan](%20%20%20%20/display/~savitha.ranganathan%0A) [savitha.ranganathan@freshworks.com](mailto:savitha.ranganathan@freshworks.com) | Senior Software Engineer - Backend |
| [Sahithi Yarlagadda](%20%20%20%20/display/~sahithi.yarlagadda%0A) [sahithi.yarlagadda@freshworks.com](mailto:sahithi.yarlagadda@freshworks.com) | Senior Software Engineer - Backend |
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| [User icon: praveen.kumaravel](%20%20%20%20/display/~praveen.kumaravel%0A) [Praveen Kumaravel](%20%20%20%20/display/~praveen.kumaravel%0A) [praveen.kumaravel@freshworks.com](mailto:praveen.kumaravel@freshworks.com) | Senior Software Engineer - Frontend |
| [Lakshmi Padmavathi Nunna](%20%20%20%20/display/~lakshmi.nunna%0A) [lakshmi.nunna@freshworks.com](mailto:lakshmi.nunna@freshworks.com) | Graduate Trainee - Fullstack |
| [Jaisree S B](%20%20%20%20/display/~jaisree.bhuvaneshwaran%0A) [jaisree.bhuvaneshwaran@freshworks.com](mailto:jaisree.bhuvaneshwaran@freshworks.com) | Software Engineer - Test |

## Contacts

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Slack: #house-of-dragons

## Shared google drive:

Trekathon

### Team Members

1. Karthy Chinnusamy
2. Komal Saraf
3. Akshay Desai
4. Rajalakshmi
5. Ridwan
6. Manikandan C

**EM**

1. Sudharshan AJ

**TPM**

1. Preethi Mahalingam