# Title: Email Content Analysis - July 2019

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| **Aspirations - July 2019** Sales assistant, Freddy - Freshsales, 08/07/2019 |
| Analysing customer and agent mails to provide insights within Freshsales |

|  |  |  |  |
| --- | --- | --- | --- |
| **Squad/Team** | **Name** | **Email** | **Git home (if applicable)** |
| Freshsales - Freddy | Adarsh | [Adarsh Dattatri](https://confluence.freshworks.com/display/~adarsh.dattatri) | <https://github.com/freshdesk/freddy-freshsales-poc> |
| Swaminathan | [Swaminathan Padmanabhan](https://confluence.freshworks.com/display/~swaminathan.padmanabhan) |
| Rahul | [Rahulkumar Sharma](https://confluence.freshworks.com/display/~rahulkumar.sharma) |
| Vishal | [Vishal Gupta](https://confluence.freshworks.com/display/~vishal.gupta) |
| Sarthak | [Sarthak Dev](https://confluence.freshworks.com/display/~sarthak.dev) |
| Freshsales - Product | Aditi | [Aditi Balaji](https://confluence.freshworks.com/display/~aditi.balaji) |
| Freshsales - Engineering | Sudharshan | [Sudharshan Jayasampath](https://confluence.freshworks.com/display/~sudharshan.jayasampath) |
| Sivalingam | [Sivalingam Selvasekaran](https://confluence.freshworks.com/display/~sivalingam.selvasekaran) |
| Freshsales - Devops | Madhav |  |

## **Previous Aspirations Link:**

[Learning from e-mail content - May 2019](https://confluence.freshworks.com/pages/viewpage.action?pageId=218071423)

## **Results: How did we do since last Aspirations?**

![](data:text/html;base64,)

## **Top contributors (since** **last Aspirations - please leave this section blank if data not available)**

|  |  |
| --- | --- |
| Name | Contribution |
|  |  |
|  |  |

## **Top Issues (faced since last Aspirations)**

|  |  |  |
| --- | --- | --- |
| Issue | Root cause | Recurring |
| Issue-1 |  | Yes/No |
| Issue-2 |  | Yes/No |

## **Plan for next month (or) Aspirations**

|  |
| --- |
| Goal |
| Calendar event detection   * Deploy calendar event detection * Work on v2 to classify scheduling mails |
| Email sentiment   * Deploy Email sentiment for positive mails * Update deal insights tags   + Predict deal closure intent for deals which cannot be predicted by deal insights model   + Increase accuracy of deal insights model by using signals from email conversations |

|  |
| --- |
| Stretch goal |
| Calendar event detection   * Deploy v2 of calendar event detection |
| Email sentiment   * Finalize Email sentiment model for negative mails * Deploy Email sentiment for negative mails |

## **Identified risks**

|  |  |  |
| --- | --- | --- |
| Risk | Mitigation strategy | Recurring |
| Risk-1 |  | Yes/No |
| Risk-2 |  | Yes/No |

## **Do you have any specific asks? (any help needed to address constraints, unblocking, ...)**

**(Please keep this list engineering related - this section is optional)**

|  |  |  |
| --- | --- | --- |
| Ask | Impact | Recurring |
| Ask-1 | Write a sentence or two about this | Yes/No |
| Ask-2 |  | Yes/No |

## **Peer appreciation**

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Appreciated by | Impact | In their own words |
|  |  |  | "(s)he did a great job and it resulted in ..." |
|  |  |  |  |

## **Demo/Deep dives/Miscellaneous items/...**

* <https://freshworks.invisionapp.com/d/main/#/console/17695579/369284552/preview>