# Title: Freddy Freshsales - Monthly Operational Meeting

* [Backlog Items](https://confluence.freshworks.com/pages/viewpage.action?pageId=237142150#freshsales:P&E-MonthlyOperationalMeeting-Jan2020-BacklogItems)
* [Committed vs Completed](https://confluence.freshworks.com/pages/viewpage.action?pageId=237142150#freshsales:P&E-MonthlyOperationalMeeting-Jan2020-CommittedvsCompleted)
* [SLA and SLO](https://confluence.freshworks.com/pages/viewpage.action?pageId=237142150#freshsales:P&E-MonthlyOperationalMeeting-Jan2020-SLAandSLO)
* [Bug Trends](https://confluence.freshworks.com/pages/viewpage.action?pageId=237142150#freshsales:P&E-MonthlyOperationalMeeting-Jan2020-BugTrends)
* [Product Usage Metrics](https://confluence.freshworks.com/pages/viewpage.action?pageId=237142150#freshsales:P&E-MonthlyOperationalMeeting-Jan2020-ProductUsageMetrics)

### Backlog Items

#### Roadmap items for next 3 to 6 months preferably in stack rank order

1. Deal closure forecasting
2. Deal insights - lite
3. Deal sentiment (within Deal insights)
4. Calendar event detection
5. OOO, vacation time detection

**Roadmap View of Epics**

<https://freshworks.freshrelease.com/FRS/roadmap>

### Committed vs Completed

|  |  |  |  |
| --- | --- | --- | --- |
| Epic | Description | Milestone for Jan 2020 | Status |
| Deal closure forecasting | To enable agents to commit deals at a monthly/quarterly level.  Forecast which of the outstanding deals would close in the next calendar month. | Complete first iteration of model and provide accuracy number of 10 accounts  Build production data pipeline | ON TRACK |
| Deal insights - lite | Extend Deal insights to all estate+ customers with a minimum of 30 deals.  Use a global prediction model. | Model and infrastructure are ready.  We are doing final rounds of testing and should go live by 1st week of Feb. | ON TRACK |
| Deal sentiment  (within Deal insights) | Build the capability to predict conversion probability directly from e-mail (text) conversations.  Make this available within Deal insights | Launch to 25 beta accounts by 1st week of Feb | ON TRACK |
| Calendar event detection | Models to detect date time events in e-mail text and prompt creating calendar events | Delay at the development side due to an engineering architecture change.  The team is working on priority to take the feature live in Feb. | DELAYED |
| OOO, vacation time detection | Models to detect vacation e-mails and also identify the duration of absence | Model has been trained - Jan milestone.  We're targeting end-Feb for launch. | ON TRACK |

### Product Usage Metrics

**Deal Insights notional revenue**

Notional revenue assuming 50 cents per deal enrichment (source: <https://www.madkudu.com/pricing>)

|  |  |  |  |
| --- | --- | --- | --- |
| Time period | Segment | #enrichments | Notional revenue (Q4) |
| Q4 2019 | All enabled accounts (120) | 340,000 | NA |
| Q4 2019 | Top 10 accounts\* | 90,000 | $45,000 |

\*ranked based on number of tag clicks and feedback (includes Freshworks)

**Deduplication**

Notional revenue assuming $250 per account per quarter (source: <https://cloudingo.com/pricing/>)

|  |  |  |  |
| --- | --- | --- | --- |
| Time period | Segment | #merges (suggested by ML) | Notional revenue (Q4) |
| Q4 2019 | All enabled accounts(8899) | ~55000 | NA |
| Q4 2019 | Top 27 accounts | > 100 merges/month in Q4 | $7000 |