# Title: Freshsales Engineering 2019 Mid Q4 Aspirations

# **Welcome!**

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# **Engineering Summary**

## **Q4 Planned Items**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Planned** | **Open** | **In Ideation** | **In Progress** | **On Hold** | **Completed** |
| Features | 12 | 8 | 1 | 2 | 1 | - |
| Enhancements | 12 | 1 | 3 | 7 | - | 1 |
| Tech Debt | 5 | - | 1 | 2 | 1 | 1 |

## **Q4 Ad-Hoc Items**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Request** | **Open** | **In Progress** | **On Hold** | **Completed** |
| Features | 0 | - | - | - | - |
| Enhancements | 34 | - | 21 | - | 13 |
| Tech Debt | 11 | - | 10 | - | 1 |

# **Q4 Roadmap Progress**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **#** | **Category** | **Sub Category** | **Feature** | **Priority** | **i2P** | **Current Status** | **Comments** |
| 1 | Core | Feature | Landing page customization | P0 | Done | On Hold | Preparatory work of moving layouts to components is in progress. We are yet to receive revised mocks upon which i2p has to be done again.  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-11790>  Update: based on priority, we have paused this and will come back once that is complete. |
| 2 | Core | Enhancement | Marketplace framework enhancement | P0 | Done | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-10752> - Done  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13415> - In progress  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14037> - In progress  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14038> - In progress |
| 3 | Core | Enhancement | Multiple phone number and email support with TYPE | P0 | Done | In progress | Epic - <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14530>  V1 - shipped  V2 - in progress  V3 - ideation |
| 4 | Core | Enhancement | Custom module-GA | P0 | Not Required | In Ideation | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-12772> |
| 5 | Core | Feature | HIPAA | P0 | Not required | Open | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13030> |
| 6 | Core | Enhancement | Google Security Assessment | P0 | Not required | Open | Just given the test environment to Bishop Fox vendor for security assessment, We may work on this if they come up with any changes/asks |
| 7 | CPQ | Feature | CPQ v1 | P0 | Done | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14008> |
| 8 | Freddy | Feature | Freddy Integrations - Deal insights GA (with onboarding) | P0 | Not Required | Open | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-11943> |
| 9 | Freddy | Feature | Calendar suggestions | P0 | Done | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-11917> |
| 10 | Freddy | Feature | OOO detection | P0 | Done | Open | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13698> |
| 11 | Freddy | Feature | Unsubscribe detection | P0 | Not Done | Open | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14001> |
| 12 | Freddy | Feature | Email sentiment | P0 | Not Done | Open | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14002> |
| 13 | Freddy | Feature | Admin settings for Freddy skills | P0 | Not Done | Open | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14003> |
| 14 | Scope | Enhancement | Scope for custom module | P0 | Not Done | In Ideation | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14018> |
| 15 | Platform | Feature | Sales360 - MCR, FM Integration | P0 | Not Done | In Ideation | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14054> |
| 16 | Report | Enhancement | Freshreports V2 | P0 | Done | In Progress | <https://confluence.freshworks.com/display/reportsservice/URE+-+Freshsales> |
| 17 | Home  page | Enhancement | Homepage v2 | P0 | Done | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13565> |
| 18 | Mobile | Feature | Mobile nearby,  Routing plan | P0 | Not Done | Open | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-10881> |
| 19 | Automation | Enhancement | Sales sequence v5 (7 items) | P0 | Partial | In progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14020>  1 - In progress  6 - Open |
| 20 | Automation | Enhancement | Workflow v5 (5 items) |  | Partial | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14031>  1 - Closed  3 - In Progress  1 - Open |
| 21 | Email | Enhancement | Email template tags | P0 | Done | Closed | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14257> |
| 22 | Email | Enhancement | Email editor issues | P0 | Not Done | In Ideation | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13292> |
| 23 | Search &  Filter | Feature | Search landing page | P0 | Not Done | Open | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-10895> |
| 24 | FreshID Org V2 | Enhancement | FreshID Org V2 | P0 | Done | In Progress (Started by Q2) | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-11773> |

## **Ad-hoc Items**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **Category** | **Squad** | **Feature** | **Current Status** | **Comments** |
| 1 | Core - Enhancement | Hacker Hostel 2.0 | Tooltip for fields | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-12863> |
| 2 | Core - Enhancement | Hacker Hostel 2.0 | Adding check-in feature capability to appointments | Done | [https://freshworks.freshrelease.com/FSALES/issues/FSALES-12653](https://freshworks.freshrelease.com/FSALES/issues/FSALES-12863) |
| 3 | Core - Enhancement | Hacker Hostel 2.0 | Formula if function include | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-11748> |
| 4 | Core - Enhancement | Hacker Hostel 2.0 | Recycle bin v2 | In Testing | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-11496> |
| 5 | Core - Enhancement | Hacker Hostel 2.0 | Increase number of records listed in Compact view of LCAD | In Review | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13582> |
| 6 | Core - Enhancement | Hacker Hostel 2.0 | Access multiple emails and phones from landing page and list pages. | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14497> |
| 7 | Core - Enhancement | Hacker Hostel 2.0 | Map Lead field to contact, account and deal as one to many mapping | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13064> |
| 8 | Integration | Hacker Hostel 2.0 | Integrate Freshmarketer events with Freshsales | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-11026> |
| 9 | Home Page | Alpha Team | Home page v1.1 | In Progress | Epic: <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13565>  Done - 3  In testing - 2  Open - 4 (prioritized Item 13 in this list) |
| 10 | Home Page | Alpha Team | New APIs to mobile to display markers in calendar and to support single day lists | Ready for QA | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13591> |
| 11 | Home Page | Alpha Team | Homepage - UI/UX revamp | In Progress | Epic: <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14688> |
| 12 | Core - Enhancement | Pied Piper | Support for 'Drag and drop' to upload CSV | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-12065> |
| 13 | Core - Enhancement | Pied Piper | Compact list views (Q3 roadmap) | Done | <https://freshworks.freshrelease.com/FSALES/issues/filter/15793> |
| 14 | Core - Enhancement | Pied Piper | Compact view of all related lists  (Q3 roadmap) | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-11958> |
| 15 | Core - Enhancement | Pied Piper | Deal Display Picture  (Q3 roadmap) | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-10529> |
| 16 | Import | Pied Piper | Support for .xls/.xlsx in Import | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14477> |
| 17 | Import | Pied Piper | Import UI/UX changes | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14622> |
| 18 | Marketplace Enhancement | Petta | Onboarding new paid apps | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14028> |
| 19 | Core - Enhancement | Petta | Customizing  email templates for all email types | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13912> |
| 20 | Core-  Enhancement | Petta | Resizing column width in list views | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-9657> |
| 21 | Core-  Enhancement | Petta | Enable field permissions and group ownership as per pricing plan | In  Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13418> |
| 22 | Core-  Enhancement | Petta | Customized email template for user activation email | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13810> |
| 23 | Email | The Usual Suspects | Bulk email UI - V1 | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14770>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-11822> |
| 24 | Language  (i18N) | The Usual Suspects | yml of 5 Languages updated  yml of 7 Languages updated | Done    In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14919>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-15282> |
| 25 | Core-  Enhancement | Sleeper cells | Corcoran quick wins | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14371><https://freshworks.freshrelease.com/FSALES/issues/FSALES-14462><https://freshworks.freshrelease.com/FSALES/issues/FSALES-14374> |
| 26 | Android v2.1.8 | Mobile | 1- User story, 6 Bugs and 1 task ( Oct 1, 2019)  View sharing changes | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13671> |
| 27 | Android v2.1.9 | Mobile | 2- user stories, 2 Bugs ( Oct 12, 2019)  Enable/Disable 'Check in' for appointments  Snooze for task reminders | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14047>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13970> |
| 28 | Android v2.2.0 | Mobile | 9 Bugs and 1 task ( Oct 21, 2019No user stories in this release | Done |  |
| 29 | Android v2.2.1 | Mobile | 2 User stories and 3 Bugs ( Oct 24, 2019)  Mobile app compatibility fix for Multiple telephone numbers  Home screen v2 | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14676>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13676> |
| 30 | Android v2.2.2 | Mobile | 2 User stories, 7 Bugs, 1 Tech Debt and 2 Tasks  Multiple phone nos v1  Push notifications for custom sales activities | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14643>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-9772> |
| 31 | iOS v2.4 | Mobile | 3 User stories, 2 Bugs and 1 Task ( Oct 1, 2019)  View sharing changes  Enable/Disable 'Check in' for appointments  Snooze for task reminders | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13672>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14045>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13971> |
| 32 | iOS v2.5 | Mobile | 1 Task ( Oct 24, 2019)  No user stories in this release | Done |  |
| 33 | iOS v2.6 | Mobile | 10 Bugs and 1 Task ( Oct 29, 2019)  No user stories in this release | Done |  |
| 34 | iOS v2.7 | Mobile | 1 User story, 5 Bugs and 2 Tasks (planned for Nov 25, 2019)  Multiple phone nos v1 | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14644> |

## **Tech Debts**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **Feature** | **Priority** | **i2P** | **Current Status** | **Comments** |
| 1 | Freshpipe alternative | P0 | Not Required | Done | We decided to continue with iPaaS as sync platform. We didn’t actively evaluate CloudElements. |
| 2 | Alternate store for saving email conversations | P0 | Done | In progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-10317> |
| 3 | Optimise email\_conversation\_contents for bulk emails and campaigns | P0 | Done | Ready for Dev | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13805> |
| 4 | Moving to search platform for lookup , dedup  sales goals | P0 | Done | Hold (Platform team needs to sign off for this) | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13538> |
| 5 | Rails upgrade | P0 | Done | In progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13568> and <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14880> |

## **Tech Debts - Ad Hoc**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **Feature** | **Priority** | **i2P** | **Current Status** | **Comments** |
| 1 | Load stages on demand in Deal Funnel View | P1 | Done | In progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-12925> |
| 2 | Moving tracked events to sidekiq | P2 | Done | In  Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13471>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13850>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13851> |
| 3 | Freshmarketer integration with Freshsales(Session replay integration) | P1 | Done | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-12775> |
| 4 | Increase no of custom fields | P0 | Done | In progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-8267> |
| 5 | ContactsController#Update | P1 | Done | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-15264> |
| 6 | Move node use cases to IRIS/RTS | P2 | Done | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-13431> |
| 7 | Move sales account merge request to background | P1 | Done | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-10509> |
| 8 | Implement hash based caching for memcache Active records hashes | P2 | Done | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14983> |
| 9 | Serializing sidekiq workers | P0 | Done | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14953> |
| 10 | Stop campaign executions if email limit reached | P2 | Done | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-14380> |
| 11 | Formservice Callback Optimisation | P1 | Done | In Testing | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-9656> |

# **KPI metrics**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **KPI** | **Hacker Hostel 2.0** | **Pied Piper** | **Alpha Team** | **M Stack** | **The Usual Suspects** | **Sleeper Cells** | **Byebuggers** | **Petta** |
| **Feature shipped** | 0 | 2 | 0 | iOS - 3  Android - 4 | 0 | 0 | 1 | 0 |
| **Major Enhancements shipped** | 2 | 4 | 3 | iOS - 1  Android - 2 | 2 | 3 | 3 | 2 |
| **No of P0 & P1 Test case Automated** | 33 | 93 | 110 | iOS - 103  Android-6 | 24 | 67 | 56 | 5 |
| **P0 & P1 Test case Automated coverage** | 66.43 % | 89.7% | 23% | iOS-19.25%  Android - 1.39% | 88.78 % | 58.82 % | 58.18 % | 39.47% |
| **Rspec Coverage** | 74.51% | 78.1% | 81 % | TBD\* | 65.98% | 84.57% | 74.57% | 79% |

## **Mobile app Metrics**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ***Platform*** | ***Android*** | | | ***iOS*** | | |
| ***Timeline*** | ***Sep*** | ***Oct*** | ***Nov*** | ***Sep*** | ***Oct*** | ***Nov*** |
| ***User Engagement*** | | | | | | |
| ***App downloads*** | 1368 | 1404 | 911 | 1200 | 1410 | 887 |
| ***Active Users*** | 4793 | 4844 | 4901 | 5298 | 5548 | 5303 |
| ***Stickiness ratio ( daily active users/monthly active users)*** | 0.19 | 0.198 | 0.188 | 0.19 | 0.18 | 0.19 |
| ***App churn ratio ( all user loss / all user active)*** | 0.16 | 0.17 | 0.12 | - | - | - |
| ***Customer Satisfaction*** | | | | | | |
| ***App Rating*** | 4.269 | 4.273 | 4.279 | - | - | 3.6 |
| ***App Store Ranking*** | - | - | -32 | - | - | 26 |
| ***Support Response Time*** | - | - | - | - | - | - |
| ***App Performance*** | | | | | | |
| ***Crash free session*** | - | - | - | - | - | - |
| ***App speed*** | - | - | - | - | - | - |
| ***App latency*** | - | - | - | - | - | - |
| ***Network errors*** | - | - | - | - | - | - |
| ***App load time*** | - | - | - | - | - | - |

***App Retention Ration :*** The percentage of users active on a specific day after first open in the last 30 days (Oct 23 - Nov 22)

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ***Platform/Time*** | ***Sep*** | | | ***Oct*** | | | ***Nov*** | | |
| ***Day 1*** | ***Day 7*** | ***Day 30*** | ***Day 1*** | ***Day 7*** | ***Day 30*** | ***Day 1*** | ***Day 7*** | ***Day 30*** |
| ***Android*** | 27.5 | 16.4 | 8.5 | 27 | 16 | 8.3 | 23.8 | 15.9 | N/A |
| ***iOS*** | 30.8 | 5.8 | 4.0 | 51.2 | 25 | 17 | 20 | 18.7 | N/A |

# **Mid Market Readiness**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Description** | **2019 Goals** | **Current Metrics** | **Comments** |
| 1 | API Coverage | Level 2 | Level 2 |  |
| 2 | Application Security Maturity Model | Level 3 | Level 2 |  |
| 3 | Application Security SLA Compliance | 100% SLA Compliance | ~ Level 2 |  |
| 4 | Marketplace Extensibility | Level 3 | Level 3 |  |
| 5 | Migration | Level 3 | Level 3 |  |
| 6 | Geo Readiness | 4.34.all | 3.34.80% |  |
| 7 | Delight Metrics | Level 2 |  |  |
| 8 | Enterprise SLA |  |  | N.A. |

Ref : [freshsales security mid aspirations confluence](https://docs.google.com/presentation/d/14TyGFkGwiJd5Q0XS4_y7ZwLtu6Iaj3iEztsz247mmok/edit?ts=5ddbc0ba#slide=id.g5c047e962c_0_5)

# **Devops Maturity Levels**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Description** | **2019 Goals** | **Current Metrics** | **Comments** |
| 1 | Merged dev & ops team |  | Level 1 |  |
| 2 | Continuous Integration Readiness |  | Level 0 |  |

Refer- <https://confluence.freshworks.com/display/EP/DevOps+Phase-I+Maturity+Levels>

# **Infrastructure Cost**

|  |  |  |
| --- | --- | --- |
| **#** | **Sep** | **Oct** |
| AWS Cost (In USD) | 47K | 60K |

# **Q4 Hiring Update**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **#** | **Job Role** | **Count** | **Open** | **In Progress** | **Closed** | **Comments** |
| 1 | Software Engineer | 5 | 2 | 2 | 1 | Kripa Shankar Jha - DOJ: 27th Jan'19  Aspiration scheduled - Melbin Thomas, Abishek Kumar |
| 2 | Senior Software Engineer | 2 |  |  | 2 | Manidharmarajan G - DOJ: 18th Dec'19  Vignesh Eswaran Sundarajan - DOJ: 9th Dec'19 |
| 3 | Lead Software Engineer | 3 | 2 | 1 |  | Aspiration scheduled - Anurag Sindhu |
| 4 | Software Engineer in Test | 1 | 1 |  |  |  |
| 5 | Senior Software Engineer in Test | 3 | 2 | 1 |  | Pending offer rollout - Gajalakshmi Mathanagopal |
| 6 | Lead Software Engineer in Test | 2 | 2 |  |  |  |
| 7 | Architect | 2 | 2 |  |  |  |
| 8 | Technical Program Manager | 1 |  |  | 1 | Preethi Mahalingam - DOJ: 16th Dec'19 |

# **Communication and Important changes to team & Others**

**Freshwave** We have adopted Freshwave in Pied Piper, kick started freshwave model in Mobile Squad, Petta, The Usual suspect and Sleeper Cells.  All other squads will move to Freshwave model before Dec 2019.

**Weekly engineering leadership review**: Starting Nov 2019, we kick started weekly engineering leadership review meeting and discussing the program/project status, dependencies, risks and mitigation. Starting 2020, TPM will own this meeting ( TPM will be joining with us on 9th Dec 2019) We double downed on Single Point of Ownership ( SPOC) and came up with the following list of SPOC owners. Respective SPOC will track the status for freshsales engineering.

* Mid- Market Readiness
  + API coverage - Jayaprakash
  + Security - Vijay
  + Delight Metrics - Mani
  + Migration - Mani
  + Market place - Jayaprakash
  + 4.34.all - Akhilesh
* Engineering Productivity ( RSpec, Ember, Build Process, Insight ) - Vijay
* Freshsales product quality ( QA, Automation, Code Coverage, Non functional, CI/CD) - Akhilesh
* Customer Focus ( customer issues and L2 tickets ) - Jayaprakash
* Infrastructure ( AWS, production, Dev environment and tools ) - Mani
* Innovation ( Hackathon, tech blogs, etc…) - Mani

**Freshsales Engineering Referral Tracking**- Created a shared data sheet between engineering team and TA team.  We have been tracking all the referral profiles in this data sheet with the updated status.  ( Ref: [Freshsales Engineering Referral Tracking](https://docs.google.com/spreadsheets/d/1NHt0GTN0LnO2fK5fGjmrYJoI3Uc8NeTrnHa_kydso_s/edit#gid=0)). Total number of referrals between 6th Nov 2019 to 26th Nov 2019 is 32.

**Freshsales Engineering Interviewers** - Starting this November, we took the initiative to increase the number of interviewers at all levels along with TA team.  Engineering leaders started tracking the number of level wise interviewers, shadow and reverse mode interviews. All the interviewer and their interviews are documented at  data are captured in the Freshsales Engineering Interviewers shared document ( Ref:[Freshsales Engineering Interviewers](https://docs.google.com/spreadsheets/d/1JrvooSNFxaCY-6XRyIwE1SmjJony3ulxfWOH_FzkjgA/edit#gid=0))

**Culture Code Workshops** *-* Coordinated with HRBP team and conducted the culture code workshop on Happy Work Environment to 50% of the team members.  The rest of the team is planned for this week.

**Anniversary Celebration**

1. Manikandan S - 6 years

**Appreciations**

**Culture Code Award**

* **Nominators are** - Ramkumar Ramani (3), Uma Maheswari Baskaran (2), Prabhu Balaji (2), Logesh Srinivasan (2), Gowthaman Ravindran
* **Nominees are** - Hari, Dheena, Irfan shaik, Prakash Thiyagarajan, Lakshmisai Varshitha, Dheena Dhayalan, Gowthaman Ravindran, Dwarakanath T J, Ramkumar Ramani, Kishore Kumar Shanmugam
* **Winners** - Irfan Shaik (Take Ownership) , Dheena Dhayalan (Act with Urgency) , Kishore Kumar S (Act with Urgency , Practice Craftsmanship )

**Call Outs from Engineering Managers**

* Prabhu Balaji, Irfan Shaik and Dheenadhyalan for completing and launching ‘Multiple phone numbers support for Leads/Contacts’ in record time of 5 days.
* Balasubramanian perumal worked with QA members across the squads to come up with metrics for Automation failure causes(buckets), impact and effort to correct it. He did this more in a self driven way and collaboratively beyond QA tasks from his squad. on the basis of this exercise, future actions can be taken to better the automation framework/suite and to confirm on SLAs for time delays and performance.
* Umashankar for leading things at multiple areas such as planning of CPQ, front end architectural sessions for new comers along with his Dev works and squad leading activities.

**Support on Hiring**

* Higher number of referrals - Irfan Shaik (8 referrals)
* Highest number of interview taker - TBD