# Title: Freshsales Engineering Goals for 2018

* Business/prod updates
  + Finish at 7M ARR by EOY. Current ARR is 4.04M
  + Team growth : Two new squads were formed. YTJ - IC 1 - 3 & IC 2 - 1

|  |  |  |  |
| --- | --- | --- | --- |
| Fn/Level | IC 1 | IC 2 | IC 3 |
| BE | 4 | 2 |  |
| FE | 1 | 1/1\* |  |
| Mobile |  |  | 1 |
| QA/SDET | 1/2\* | /1\* |  |

* Run like a startup
  + Inspired engineers: build culture of being curious, communicating heavily and speaking up, having technical experts as role models, learning and innovation, using best-in-class tools and processes to do work better and faster.
  + Customer Focus - L2 and bugs to be monitored
  + Rapid delivery - *16 features & 35 enhancements per quarter*
* Adopt platform services
  + FreshID & Freshworks - *FreshID & Omnibar enabled for all accounts*
  + Marketplace - *Pending find placeholders, exposing data through MP APIs and do GTM with few apps*
  + FreshCaller - *New customers by July, migrate by Aug*
  + Email - *SG account moved to Email team. Complete movement by Q3. Custom MB incoming and whole of SG will be moved*
  + Search - *In initial discussion, will come up with plan*
* Prepare for scale
  + Focus on software quality and architecture
    - **RSPEC current coverage stands at ~50% and we aim to achieve 65% by EOY**
    - **Frontend test coverage stands at ~50% and we aim to achieve 65% by EOY**
    - Automation - Current coverage - 75% P1 & P2. Target 90% by EOY
    - UI Automation  - 50% coverage in both Android and iOS by EOY
    - Maintain response time at 75ms from current 100ms
* Security & compliance
  + Implement Supreme for L2 by Q3
  + Triage security issues within SLA. Current critical pending issues - 4 (2 got fixed in that)
* Build leading edge tech
  + ML for Deal Prediction and Lead Scoring
* Metrics
  + Releases per month - 30 per month. Past 3 months 38, 26 and 28
  + Features per month - Avg : 5 features and 12 enhancements
  + **Engagement score through engineering surveys - 53.50% EOY 75%**