# Title: Freshsales Q3 Mid Aspirations

### [Product Overview](https://docs.google.com/presentation/d/1M9tw2iugqSezNwaiiRl1vplT2ibWRxknXl0JEnkSfRo/edit?ts=5d2435c4#slide=id.g5b29ce3299_0_344)

### [Engineering goals](https://confluence.freshworks.com/display/freshsales/Freshsales+Engineering+Goals+2019)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| KPI |  |  |  |  |
| **Features shipped** | 3 | 3 | 1 | 4 |
| **Major Enhancements shipped** | 3 | 9 | 4 | 1 |
| **Number of Freshrelease items resolved** | 68 | 183 | 35 | 128 |
| **Test cases automated - RSpec coverage** | 70% | 82% | 67% | 79% |
| **Number of P0 and P1 test cases automated** | 218 | 30 | 73 | 79 |
| **P0 and P1 coverage %** | ~ 65.58% | ~43.72% | ~ 85% | ~ 87% |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Metrics | April | May | June |
| Uptime (99.9%) based on updates.freshsales.io | 99.4%  Central down - 3 hours 52 mins  Search - 24 mins | 100% | 100% |  |
| Average response time (<90ms) | 131ms | 135ms | 112ms |  |
| Server Apdex(0.99) | 0.98 | 0.97 | 0.98 |  |
| Browser Apdex |  |  | .9 |  |
| Infra cost (in thousands $) | 48 | 84 | 154(133 RDS RI) |  |

|  |  |  |
| --- | --- | --- |
|  | Metric | Trend |
| App installs | |  |  |  |  | | --- | --- | --- | --- | | Platform | Apr | May | Jun | | iOS | 1377 | 1132 | 988 | | Android | 1005 | 1037 | 979 | |  |
| Active users | |  |  |  |  | | --- | --- | --- | --- | | Platform | Apr | May | Jun | | iOS | 4572 | 4755 | 4604 | | Android | 4123 | 4060 | 4157 | |  |
| User sessions | |  |  |  |  | | --- | --- | --- | --- | | Platform | Apr | May | Jun | | iOS | 83990 | 90682 | 85538 | | Android | 124657 | 139353 | 121981 | |  |
| Crash free sessions | |  |  |  |  | | --- | --- | --- | --- | | Platform | Apr | May | Jun | | iOS | 98.85 | 99.88 | 99.94 | | Android | 99.25 | 99.29 | 99.35 | |  |
| Total cases automated - P0 and P1 | iOS: 96  Android: 25 |  |

### [Mid market readiness levels](https://confluence.freshworks.com/pages/viewpage.action?pageId=210025024)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **API Maturity level** | **Application Security & Compliance Maturity level** | **Geo readiness**  **(DC.i18n.features)**  **(4.34.All) means 4 regions 34 languages , and all features** | **Marketplace / Extensibility Maturity level**  **(2019 plan)** | **Migrations** | **DelightMetrics**  **(Y/N.Proactive/Reactive)** | **Enterprise SLAs**  **(CRE)** |
| 2 | 1 | 3.34.80%(iPAAS\*, FreshConnect, FreshChat, ML) | Level 3 | Level 3 | Y.P | Level 1 |

### [Devops Maturity levels](https://confluence.freshworks.com/display/EP/DevOps+Phase-I+Maturity+Levels)

|  |  |
| --- | --- |
| **Merged Dev+Ops** | **Continuous Integration readiness** |
| Level 2 | Level 0 |

### Welcome!

* Anish Damodharan

### Top contributors last quarter

|  |  |
| --- | --- |
| Team | Members |
| Custom Modules | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Guruprasath V](https://confluence.freshworks.com/display/~guruprasath.v) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Prabhu Balaji](https://confluence.freshworks.com/display/~prabhu.balaji) [Umashankar Masilamani](https://confluence.freshworks.com/display/~umashankar.masilamani) [Buden Shaik](https://confluence.freshworks.com/display/~buden.shaik) [Swati Sharma](https://confluence.freshworks.com/display/~swati.sharma) |
| Outlook Plugin | [Kathirvalavan S](https://confluence.freshworks.com/display/~kathirvalavan) [Athish Pranav Sethuram](https://confluence.freshworks.com/display/~athishpranav.sethuram) [Vinay Yevatkar](https://confluence.freshworks.com/display/~vinay.yevatkar) [Venkatasurya Tejamatcha](https://confluence.freshworks.com/display/~venkatasurya.tejamatcha) |

### **Squad level presentations - Deep dives**

1. Sales goals
2. Custom Modules
3. SMS Receiving
4. Associating emails with Deals