# Title: Pied piper

## Body of Ownership

##### Core Objects (Lead/Contact/Account/Deal)

##### Multi-currency

##### Data Import/Export

##### External Migrations

##### Trinity

##### Filters

## Team Members:

|  |  |
| --- | --- |
| **Role** | **Member** |
| Technical Architect | [User icon: sudharshan.jayasampath](%20%20%20%20/display/~sudharshan.jayasampath%0A) [Sudharshan Jayasampath](%20%20%20%20/display/~sudharshan.jayasampath%0A) [sudharshan.jayasampath@freshworks.com](mailto:sudharshan.jayasampath@freshworks.com) |
| Engineering Manager | [Vijayaragavan Venkatarathinam](%20%20%20%20/display/~vijayaragavan.venkatarathinam%0A) [vijayaragavan.venkatarathinam@freshworks.com](mailto:vijayaragavan.venkatarathinam@freshworks.com) |
| Technical Lead | [Bhagirath Goud](%20%20%20%20/display/~bhagirath.goud%0A) [bhagirath.goud@freshworks.com](mailto:bhagirath.goud@freshworks.com) |
| Squad Lead | [Irfan Shaik](%20%20%20%20/display/~irfan.shaik%0A) [irfan.shaik@freshworks.com](mailto:irfan.shaik@freshworks.com) |
| Developer | [User icon: akshayvaliya.rakkanchath](%20%20%20%20/display/~akshayvaliya.rakkanchath%0A) [Akshayvaliya Rakkanchath](%20%20%20%20/display/~akshayvaliya.rakkanchath%0A) [akshayvaliya.rakkanchath@freshworks.com](mailto:akshayvaliya.rakkanchath@freshworks.com) |
| Developer | [Nivedita Peddiraju](%20%20%20%20/display/~nivedita.peddiraju%0A) [nivedita.peddiraju@freshworks.com](mailto:nivedita.peddiraju@freshworks.com) |
| Developer | [User icon: sivasubramanian.ramar](%20%20%20%20/display/~sivasubramanian.ramar%0A) [Sivasubramanian Ramar](%20%20%20%20/display/~sivasubramanian.ramar%0A) [sivasubramanian.ramar@freshworks.com](mailto:sivasubramanian.ramar@freshworks.com) |
| Developer | [Venkat Narayanan](%20%20%20%20/display/~venkat.narayanan%0A) [venkat.narayanan@freshworks.com](mailto:venkat.narayanan@freshworks.com) |
| Developer | [Kishore Shanmugam](%20%20%20%20/display/~kishore.shanmugam%0A) [kishore.shanmugam@freshworks.com](mailto:kishore.shanmugam@freshworks.com) |
| Developer | [Tamizhselvan R](%20%20%20%20/display/~tamizhselvan.radhakrishnan%0A) [tamizhselvan.radhakrishnan@freshworks.com](mailto:tamizhselvan.radhakrishnan@freshworks.com) |
| QA | [Meenakshi Manikandaswamy](%20%20%20%20/display/~meenakshi.manikandaswamy%0A) [meenakshi.manikandaswamy@freshworks.com](mailto:meenakshi.manikandaswamy@freshworks.com) |
| QA | [Meenaloshani Murugan](%20%20%20%20/display/~meenaloshani.murugan%0A) [meenaloshani.murugan@freshworks.com](mailto:meenaloshani.murugan@freshworks.com) |
| QA | [Gopal Krishna](%20%20%20%20/display/~gopal.krishna%0A) [gopal.krishna@freshworks.com](mailto:gopal.krishna@freshworks.com) |

#### [Arya Stark Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=251129506)

|  |  |
| --- | --- |
| Date | 14 Jul 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

#### [Black Eye Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=316120558)

|  |  |
| --- | --- |
| Date | 27 Jul 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)   [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni)[Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam)[Preethi Mahalingam](https://confluence.freshworks.com/display/~preethi.mahalingam) |

#### [Bran Stark Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=256416777)

|  |  |
| --- | --- |
| Date | 12 Aug 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

#### [Definition of DONE](https://confluence.freshworks.com/pages/viewpage.action?pageId=223797991)

* **Published** API standards (swagger)
* **95%** code coverage (**Functional** and Line) - *Should be seen in the associated PR*
* P0 & P1 **100%** automation
* **Accepted** Code review (Backend and Frontend)
* **Upload** updated and **reviewed** manual test cases
* Triage and setup followup actions for deferred items/bugs
* **Test Run report**
* Acceptance criteria met
* Product Owner acceptance
* Feature level functional tests passed
* Automated regression tests pass
* Performance benchmarks met
* Meets compliance requirements (security, defined compliance checks, and others)
* **Green build**
* Functionality documented - KBase
* Deployed in production
* Release notes
* QA checklist details in Freshrelease

#### [Definition of READY](https://confluence.freshworks.com/pages/viewpage.action?pageId=223797995)

* Defined acceptance criteria
* External and Internal dependencies identified
  + Definition of Done for dependencies should be **prepared and submitted** to the external/internal team
  + Definition of Done should be **met and verified** by the team
* Effort and Complexity Estimated
* **Frozen** mocks/design
* Performance criteria/benchmarks if applicable
* Deployment plan
* Rollback plan
* Applicable compliance checks

#### [L2 Resolution Document](https://confluence.freshworks.com/pages/viewpage.action?pageId=242301463)

**FWCRM SSO LIMITATIONS:**

|  |  |  |
| --- | --- | --- |
| Sample support ticket | Issue | Debugging |
| <https://freshsalesdev.freshdesk.com/a/tickets/7465> | * Unable to create deals, it shows error message "Failed to create opportunity, deal type invalid format", |  |

#### [PiedPiper Testplan](https://confluence.freshworks.com/pages/viewpage.action?pageId=385431746)

* [[FSALES-48179](https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-48179)] - [Related module cards in Summary](https://confluence.freshworks.com/pages/viewpage.action?pageId=385431748)
* [[FSALES-50727] - Enhancements in Freddy AI Insights](https://confluence.freshworks.com/display/freshsales/Enhancements+in+Freddy+AI+Insights+tab+-+Test+Plan)
* [[[FSALES-57565] - Improve the visibility of tags in C360 pages](https://confluence.freshworks.com/pages/viewpage.action?spaceKey=freshsales&title=Improve+the+visibility+of+tags+in+C360+pages+-+Test+Plan)

#### [PP - Annamalai Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=349204054)

|  |  |
| --- | --- |
| Date | 22 Feb 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Sriram Ranganathan](https://confluence.freshworks.com/display/~sriram.ranganathan)  [Avinash Kemparaju](https://confluence.freshworks.com/display/~avinash.kemparaju) [Rakesh M](https://confluence.freshworks.com/display/~rakesh.manoharan) |

#### [PP - Baasha Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=357306514)

|  |  |
| --- | --- |
| Date | 08 Mar 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Sriram Ranganathan](https://confluence.freshworks.com/display/~sriram.ranganathan)  [Avinash Kemparaju](https://confluence.freshworks.com/display/~avinash.kemparaju) [Rakesh M](https://confluence.freshworks.com/display/~rakesh.manoharan) [Swaroop Voleti](https://confluence.freshworks.com/display/~swaroop.voleti)  [Priyanka Thirugnanasambandam](https://confluence.freshworks.com/display/~priyanka.thirugnanasambandam) [Akash Kumrawat](https://confluence.freshworks.com/display/~akash.kumrawat) [Mohan Raj Pandiyan](https://confluence.freshworks.com/display/~mohanraj.pandiyan) |

#### [PP - Chandramukhi Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=357320427)

|  |  |
| --- | --- |
| Date | 22 Mar 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Sriram Ranganathan](https://confluence.freshworks.com/display/~sriram.ranganathan)  [Avinash Kemparaju](https://confluence.freshworks.com/display/~avinash.kemparaju) [Rakesh M](https://confluence.freshworks.com/display/~rakesh.manoharan) [Swaroop Voleti](https://confluence.freshworks.com/display/~swaroop.voleti)  [Priyanka Thirugnanasambandam](https://confluence.freshworks.com/display/~priyanka.thirugnanasambandam) [Akash Kumrawat](https://confluence.freshworks.com/display/~akash.kumrawat) [Mohan Raj Pandiyan](https://confluence.freshworks.com/display/~mohanraj.pandiyan) |

#### [PP - Jhonny Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=362480895)

|  |  |
| --- | --- |
| Date | 22 Mar 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Sriram Ranganathan](https://confluence.freshworks.com/display/~sriram.ranganathan)  [Avinash Kemparaju](https://confluence.freshworks.com/display/~avinash.kemparaju) [Rakesh M](https://confluence.freshworks.com/display/~rakesh.manoharan) [Swaroop Voleti](https://confluence.freshworks.com/display/~swaroop.voleti)  [Priyanka Thirugnanasambandam](https://confluence.freshworks.com/display/~priyanka.thirugnanasambandam) [Akash Kumrawat](https://confluence.freshworks.com/display/~akash.kumrawat) [Mohan Raj Pandiyan](https://confluence.freshworks.com/display/~mohanraj.pandiyan) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) |

#### [PP - Kabali Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=362496923)

|  |  |
| --- | --- |
| Date | 22 Mar 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)   [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan)  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Sriram Ranganathan](https://confluence.freshworks.com/display/~sriram.ranganathan)  [Rakesh M](https://confluence.freshworks.com/display/~rakesh.manoharan) [Swaroop Voleti](https://confluence.freshworks.com/display/~swaroop.voleti)  [Priyanka Thirugnanasambandam](https://confluence.freshworks.com/display/~priyanka.thirugnanasambandam) [Mohan Raj Pandiyan](https://confluence.freshworks.com/display/~mohanraj.pandiyan) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Vijayakumar Ganesan](https://confluence.freshworks.com/display/~vijayakumar.ganesan) |

#### [PP - Little Sombrero Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=334088072)

|  |  |
| --- | --- |
| Date | 16 Nov 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) |

#### [PP-Malin Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=334101556)

|  |  |
| --- | --- |
| Date | 30 Nov 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) |

#### [PP - Pinwheel Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=340505839)

|  |  |
| --- | --- |
| Date | 14 Dec 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) |

#### [PP - Sculptor Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=343382436)

|  |  |
| --- | --- |
| Date | 05 Jan 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) |

#### [PP - Tadpole Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=343394308)

|  |  |
| --- | --- |
| Date | 11 Jan 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) |

#### [PP - Triangulum Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=343408453)

|  |  |
| --- | --- |
| Date | 25 Jan 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) |

#### [PP - Whirlpool Retrospective](https://confluence.freshworks.com/pages/viewpage.action?pageId=349189996)

|  |  |
| --- | --- |
| Date | 08 Feb 2022 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Karthy Chinnusamy](https://confluence.freshworks.com/display/~karthy.chinnusamy1) [Rajkiran](https://confluence.freshworks.com/display/~raj.kiran) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

#### [RCA Analysis:](https://confluence.freshworks.com/pages/viewpage.action?pageId=230094554)

## **1.  Account Timezone during Import**

**Impact:**

The issue was in Staging Impact time: Blocked deployment for a day

#### [Retrospective Action Items - PiedPiper](https://confluence.freshworks.com/pages/viewpage.action?pageId=294464520)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Quarter | Sprint | Action Item | Owner | ETA | Status | Measurement Criteria (if any) |
| Q1-2021 | Contractor Nesamani | Having a consolidated 6pm resolution time for every L2 | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) | 30 Mar 2021 |  | We see some tickets reopened(which are closed earlier or couple of days before) around 7pm on friday and we have the SLA breached by then. |

#### [Sprint Retrospectives](https://confluence.freshworks.com/pages/viewpage.action?pageId=230074496)

Sprint 20190911

**Sprint 20190911 Retrospective**

|  |  |
| --- | --- |
| Date | 24 Sept 2019 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar)[Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Mariappan Vaithilingam](https://confluence.freshworks.com/display/~mariappan.vaithilingam) |

### What did we do well?

* In general went well
* Clear priority
* Team adapted to the sprint ceremonies
* Committed was delivered to an extent
* More freedom
* More user story clarity for the team
* PM - Team interaction improved
* Grooming went well
* Daily standups
* Sprint 1 goals achieved (ceremonies and objectives met)
* NO fights!!!
* Open conversation

### What should we have done better?

* Tickets were not updated on-time
* Previous responsibilities should have been identified and planned
* Proper estimates
* Commitments were high
* Unplanned items were picked
* Work better as a team
* Estimates are not proper because of missed details
* Tickets are missing details
* Impact areas were missed
* Lack of transparency (sprint board and tickets were bare)
* Some active tickets missing in board
* Mid sprint prioritisation missing
* Actively pick from Ready-for-Dev was missing

**Appreciations**

#### [Irfan Shaik](%20%20%20%20/display/~irfan.shaik%0A)

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 +5

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 +2

#### [Meenaloshani Murugan](%20%20%20%20/display/~meenaloshani.murugan%0A)

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 +3

#### [Venkat Narayanan](%20%20%20%20/display/~venkat.narayanan%0A)

[venkat.narayanan@freshworks.com](mailto:venkat.narayanan@freshworks.com)

#### [Nivedita Peddiraju](%20%20%20%20/display/~nivedita.peddiraju%0A)

[nivedita.peddiraju@freshworks.com](mailto:nivedita.peddiraju@freshworks.com)

Sprint 20190925

**Sprint 20190925 Retrospective**

|  |  |
| --- | --- |
| Date | 10 Oct 2019 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

### What did we do well?

* Shipped Custom modules import
* Nearly done with Custom modules import UI automations
* Landing page customisation most of what was planned completed

### What should we have done better?

* Backlog grooming should be done more aggressively (Missed a critical piece during initial discussions)
* Tickets to be updated more religiously

**Appreciations**

#### [Meenaloshani Murugan](%20%20%20%20/display/~meenaloshani.murugan%0A)

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#### [Nivedita Peddiraju](%20%20%20%20/display/~nivedita.peddiraju%0A)

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 +2

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#### [Akshayvaliya Rakkanchath](%20%20%20%20/display/~akshayvaliya.rakkanchath%0A)

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 +3

#### [Venkat Narayanan](%20%20%20%20/display/~venkat.narayanan%0A)

[venkat.narayanan@freshworks.com](mailto:venkat.narayanan@freshworks.com)

 +2

Sprint 20191009

**Sprint 20191009 Retrospective**

|  |  |
| --- | --- |
| Date | 22 Oct 2019 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

### What did we do well?

* We got better at sprint planning and estimates
* Freshrelease tickets updates have improved
* Were able to adapt to urgent requests

### What should we have done better?

* Feature mocks should have been frozen (Landing page customisation)
* Time/bandwidth allocated for L2 is lesser than needed
* Collate the frequent L2 tasks and empower the support team to resolve themselves
* Tickets for testing piles up
* Estimation to improve
* Availability estimates to improve (external team dependencies to be considered)
* Unplanned items are increasing
* Tickets lack updates (comments informing of progress)
* Blockers were not called out during standup
* All work items were not captured in sprint

**Appreciations**

#### [Meenaloshani Murugan](%20%20%20%20/display/~meenaloshani.murugan%0A)

[meenaloshani.murugan@freshworks.com](mailto:meenaloshani.murugan@freshworks.com)

 +3

#### [Meenakshi Manikandaswamy](%20%20%20%20/display/~meenakshi.manikandaswamy%0A)

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#### [Sivasubramanian Ramar](%20%20%20%20/display/~sivasubramanian.ramar%0A)

[sivasubramanian.ramar@freshworks.com](mailto:sivasubramanian.ramar@freshworks.com)

Sprint 20200115

**Sprint 20200115 Retrospective**

|  |  |
| --- | --- |
| Date | 28 Jan 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath)[Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) |

|  |  |
| --- | --- |
| What did we do well? | What should we have done better? |
| * Act with urgency in Filter UX enhancement . Delivered the feature on committed timeline +1 * Collaboration with PM and Design team . Helps the team to deliver the feature on time- +2 * Realistic sprint planning * Responded L2 support tickets within SLA * Time Entires for resolving L2 tickets helps the team to track the time taken to responding the tickets.Helps in story estimation * On Sales 360 item - Impact analysis before starting dev work helps the team to identifying the issues/blockers earlier +2 * Collaboration with PM team . Get everything cleared before starting the story * No unplanned items * Good communication within team * Sprint Planning - Allocating single dev for L2 , Rspec  , Prod lights-on activity | * Impact Analysis should be improved, we missed few bugs on existing filter UX -Filter UX enhancements * Blocked below ticket even after the implementation and testing is done because of tech implementation <https://freshworks.freshrelease.com/FSALES/issues/FSALES-17103> . Review the tech implementation before dev starting. * Planning for RSPEC and Automation coverage * Update the acceptance criteria based on stands taken, instead on tracking comments * Act with urgency for all tickets * Sales 360:   + Need mocks before starting Development   + Unanswered / unresolved question before ready for dev |

|  |
| --- |
| **Appreciations** |
| * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - For resolving complex L2 tickets in short span of time * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) +1- For in-depth analysis in sales 360 item * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) +1- Organising/Tracking squad activities , Filter UX testing * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) +1- More aggressive  and more active on filter UX testing * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) -Proactive and taking ownership on writing Rspec |

|  |
| --- |
| Action Items:   * Planning for RSPEC and Automation coverage -  [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) * Tech implementation review before starting dev - [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) * Update the acceptance criteria based on stands taken, instead on tracking as comments - [Swati Sharma](https://confluence.freshworks.com/display/~swati.sharma) [Swathi Yerram](https://confluence.freshworks.com/display/~swathi.yerram) * Sales 360:   + Need mocks before starting Development - [Swati Sharma](https://confluence.freshworks.com/display/~swati.sharma) |

Sprint 20200212

**Sprint 20200211 Retrospective**

|  |  |
| --- | --- |
| Date | 12 Feb 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) |

|  |  |
| --- | --- |
| What did we do well ? | What should we have done better? |
| * Shift Left testing approach . Finding Impact areas by QA in development phase(before testing) , helps the developer to covers missed areas in development phase. * Communication among the team .Sales 360 standup helps the team to conveys their daily status progress and blockers if they are facing . Resolving blockers within sales 360 standup helps the team to move fast forward. * Timeline for each tickets is clearly mentioned * Team taking ownership on assigned task, delivering them on committed timeline * Actual work is progressing | * Sticking to the scope of the ticket -For feature Label renaming(Lead score to score and owner) we have adding the scope of the ticket while ticket is testing * Temp feature check should have been implemented in prior .  Developer reworking on existing code they have committed to accommodated the changes (in both backend and frontend) . +2 * Planning items in-prior to sprint planning not in the middle of the spint . * Ticket Updation - Adding work progress , updating acceptance criteria and stand/decision taken. * Sales 360 standup is high level status update . so we will continue to have daily squad standup to get updates. |

| **Appreciations** |
| --- |
| * Meenakshi +3 - Sharing impacted areas to developers before the ticket is Ready for QA . |

|  |
| --- |
| Action Items:  → Freshrelease ticket updation - For update in acceptance criteria and Decision/Stands taken  .  → Setup calendar-Informing planned leaves to the team |

Sprint 20200225

**Sprint 20200225 Retrospective**

|  |  |
| --- | --- |
| Date | 25 Feb 2020 |
| Participants | [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Communication among team for calling out and resolving issues +1 * Act with urgency and commitments towards work on sales 360 items +1 * Onboarding the new comers to the squad * QA involvement in finding impact areas and writing test cases before feature in Ready for QA * Time spent to work on Reducing automation pipeline | * Complete integration setup in Docker Environment needs to be there as in staging to test everything before signing off in branch +1 * Trinity docker is deleted and is not communicated to the team. we figured out while testing . * ETA timeline issues - unable to work on SLA Metrics(Adding Rspec/Ember/Automation test cases) for last name optional feature. since we have updated the ETA . * Freshchat integration is not be working in dockers and is not communicated to team. |

| **Appreciations** |
| --- |
| * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) -Taking ownership on resolving L2 issues * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)-For Reducing automation pipeline * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) +2 - Tremendous effort on Last name optional feature.Taking ownerships and communicating issues to PM . * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) +1-Handling and tracking testing last name optional feature |

| **Action Items:** |
| --- |
| ->Integration setup in Docker Environment needs to be there as in staging to test everything before signing off in branch testing - [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) |

Sprint 20200311

|  |  |
| --- | --- |
| Date | 11 Mar 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Squad Rspec percentage got increased (85%) as we assigned Rspec ticket for [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  in this sprint and achieved 100% coverage on file crm\_data\_migration\_util.rb * Abishek in speed mode helps the team to delivered tickets within in the sprint- FSALES-16567,18175,17497.Kudos to [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) * Getting import errors logs through mails.Helping team to resolve/getting insights on issues  without depending on others .Thanks for the initiative  [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik).+1 * Irfan and Nivedita is doing initial code review , before send to bhagi . * We picked up unplanned items (7)  and delivered it in sprint. | * sync between PM before handing over the requirement to Engineering team. i.e , Issue in adding Twitter in group mandatory fields as part of last name feature.+1 * Past two sprint , we were not doing story grooming . Need to have tickets in hand before doing sprint planning.+1 * Proper Estimation and Speed up the development and testing - Last name ,  Subscription type and status feature is spilled over from last 4 sprints.+1 * Freshrelease ticket Updation on daily basis * Proactive communication on Blockers and Issues and owning the problems/issues. |

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| **Appreciations** |
| --- |
| * [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) +1 - * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) +2 - Rspec Coverage. * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) -  Good work on Last name feature * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) +1 -Effective testing on [FSALES-18175](https://freshworks.freshrelease.com/FSALES/issues/FSALES-18175) * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Started doing initial review for FSALES-17497 * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - Testing Last name feature |

| **Action Items:** |
| --- |
| - |

Sprint 20200324

|  |  |
| --- | --- |
| Date | 24 Mar 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Last name went to production without any issues. Extraordinary work on Last name optional feature as it has major impact in all over areas , we shipped it smoothly . * Working remotely (WFH) is working well   + Sprint ceremonies are going regular   + Work Progress happening   + People are helping each other and responding on time | * Lack of Backlog tickets and planned pipeline is missing . We should have tickets before sprint planning- +3 * Full attendance in squad standup . As we are working remotely , we would like to connect with everyone in stand-up and sharing the things.  +2 * Need to improve the communication - As we are doing WFH, we should be proactive/over communicated when communicating the blockers,asking peers help. * Focusing on L2 tickets - As we are occupied with sales 360 items , we are missing SLA on some of L2 tickets. |

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| **Appreciations** |
| --- |
| * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) - For their good effort on Subscription Type and status . * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) -Amazing Peer QA Review , For Subscription Type and status feature. * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) +1 - Completing his planned task within the sprint . * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) -Mentoring Tamizh and helping out the issues * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - completing three tickets in this sprint those are merged to prod. * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan)- Tremendous effort on testing stuffs. |

| **Action Items:** |
| --- |
| * Backlog tickets and planned Roadmap/ Pipeline- [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) |

Sprint 20200407

|  |  |
| --- | --- |
| Date | 07 Apr 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)[Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Tracking the Import Failures/Errors logs in Production environment.We have found two major root causes for the failures and fixed one issue in this sprint.(For reference,FSALES-19895,19705).+3 * Sprint Planning went well.We allocated two resources for resolving L2 issues . In sprint beginning days , we are having 8 overdue tickets . It helps us to resolve those tickets and maintaining SLAs.+3 * Related list bug - Tamizh has fixed the bug (<https://freshworks.freshrelease.com/FSALES/issues/FSALES-15232>) . This task helps him for learning new stuffs in development. * Sprint ceremonies went well. Active Participations in daily standups .+2 * Involving multiple Devs and QA into single Epic(for this sprint  we are having Color changes) and shipping them out .That strategy is working out. * Color changes Feature:Communication and Collaboration between team(Designer,Devs,QAs) is going Good. Three squads are working on this item and Playing as a team and resolving the stuffs.+2 | * Subscription Status and Types :   + Getting requirement changes in the middle of   testing .Many breakages in the impact ares because of changing requirements .   + QA and Impact areas review can also be checked with other squad QAs to avoid the bug leakages. * We were not picking any major item in this sprint apart from subscription types and status and color changes. * Ticket updation with the detailed description in Acceptance criteria and Record the conversation/tech discussion in tickets. It will helps the people to get the progress . +2 |

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| **Appreciations** |
| --- |
| * [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) -Proactively monitoring  and resolving L2 tickets and tracking import errors - +4 * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) -For helping and mentoring  tamizh .Resolving blockers in his path.And Resolving L2 tickets .+3 * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) -flexibility to take whatever items comes in a timeline.+3 * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - Collaborating color changes feature from testing side. * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) - Taking complete ownership on engineering side for color change feature. * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) +1 - For the work ,he did for inline manual in color changes feature is commendable. |

| **Notes:** |
| --- |
| Team , Please go through the pipeline to get the overview of freshsales Q2 items.  <https://freshworks.freshrelease.com/FSALES/issues/filter/38675>  <https://freshworks.freshrelease.com/FSALES/issues/filter/38855>  <https://freshworks.freshrelease.com/FSALES/issues/filter/38133> |

Sprint 20200421

|  |  |
| --- | --- |
| Date | 21 Apr 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Feature Grooming done for two features: <https://freshworks.freshrelease.com/FSALES/issues/FSALES-16504> <https://freshworks.freshrelease.com/FSALES/issues/FSALES-19208> * Two major feature went to live. -<https://freshworks.freshrelease.com/FSALES/tasks/FSALES-16418>-no issues so far * -<https://freshworks.freshrelease.com/FSALES/tasks/FSALES-19254>(one prod bug leakage) * Sprint ceremonies are running properly +1 * Completed most of the planned items  +1 * Good coordination for color change +3 * Dev-QA ratio is good . * Rushing to complete the planning items and proactively picking up next items * Freshrelease tickets are updated and in right status | * Estimation should be better  +2 * **Monitor L2 issues on daily and L2 resolution needs to be faster**   +1 * Need to accept mocks and stands before picking ticket .Acceptance criteria should be signed off before dev started working on this.+1 * Better haystack logs for debugging L2 and prod issues. * Need to understand impact before starting to test * Need to complete all planned items . if story takes time , inform the stakeholders proactively about the extension in ETA. * Automation for tickets have to followed up +1 * Review of PRs need to be followed up * **Test cases should be written and reviewed before actual testing started** |

| **Appreciations** |
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| * Proactively picking up the task and complete it on time,Following best practices and good way of writing code(neat code) - [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)+3 * L2 resolution - [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) * Completing color change, filters and picking up task proactively  - [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) +3 * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) mentoring squad and helping us to resolving the issues * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) Helping in Gopal's on-boarding * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) Handling multiple tasks like PR review, testcase review, on-boarding, etc |

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| --- | --- | --- |
| Action Item | Owner | ETA |
| Create Haystack log ticket | [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) | 22 Apr 2020 |
| Update L2 Resolution Document | [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) | 22 Apr 2020 |
| Test cases should be done before start of testing and should get reviewed | [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |  |
| Automation script work should be tracked in sprint | [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |  |

Sprint 20200505

|  |  |
| --- | --- |
| Date | 05 May 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)[Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Smooth sprint * We have pulled in dev tasks than whole tickets for the tickets that  Definition of Done is Dev completed * Improvement in L2 resolution * Sprint Planning went well -+2   + Tickets were identified/shared before the ceremony   + Tickets assigned to individuals * Sliced epics(timeline feeds, custom for sales 360 GA item) into smaller tickets i.e, Tech implementation, pre-requisite and completing them in this sprints. +2 * Following up on last sprint action items - Test case reviews is done before actual testing | * Surface issues in staging to stakeholders +1 * Identify and test more impact areas * Adding existing cases during impact regression * L2 Resolution:   + Update agent   + Update the comments with the progress info   + Find the temporary solution/hacks to cool down the customers if the permanent fix is hard and taking time.   + Pick up tickets on priority * Tickets in review state for long time . Individual assignee bring this in standup incase any showstoppers |

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| **Appreciations** |
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| * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) Contribution in Rspec test cases when he is done with his assigned task * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) Wrapping two tickets in two days +2 * [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) Their active works in completing the prerequisite tickets +1 * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) Helping / Mentoring team * [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) Interest towards finding/solving the import issues Resolved two issues. +2 * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) For improving pass percentage in automation * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) Wrapping up timeline ticket fast and picking next ticket with great progress |

| Notes: |
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Sprint 20200519

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| Date | 19 May 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)[Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Abishek Kumar S](https://confluence.freshworks.com/display/~abishek.kumar) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Integrated with team easily * Increased automation pass percentage +1 * Most tickets completed +4 * Dev collaborations was good * Good estimation on tickets - role management * Clearly defined DOD on tickets +1 * Primary and secondary on L2 from QA side * L2 SLA breach was less * Prepared for retro | * More clarity on tickets when estimating +1 * Reduce large unplanned items * Huge amount of time spent in discussions for unblocking * Mocks to be analysed in depth by dev before picking +2 * Tickets should be updated more regularly (Freshrelease and Freshdesk) +2 * Reply to tags in support tickets to unblock +1 * Proper testing plan for inter team tickets * Checking for available test cases during estimation * Involve dev and QA during evaluation phase of ticket +1 * Accounting for test case splitting time during estimation * Checking automation available during estimation * Ensure all features are ready for merge by the last Monday of sprint |

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| **Appreciations** |
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| * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) Testing adhoc items on priority +1 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) Wrapping up all tickets and picking new tickets +2 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) Automation pass percentage increase +1 * [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) Intensive testing in timelines ticket * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) For following up on L2s * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) Automation reviews * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) Proactive collaboration on tickets * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) Helping out on tickets * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) Great effort on timeline feeds ticket across teams +1 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) Great work on lead management ticket on priority +1 * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) Huge effort in helping others and getting assigned tickets done * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) For proactively picking L2 and helping in existing tickets |

| Notes: |
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Sprint 20200602

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| Date | 02 Jun 2020 |
| Participants | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)[Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * completed 20 tickets with 55 story points +3 * Good effort on timelines ticket * QA spent more time on in depth test cases +2 * L2 resolutions * Knowledge on other products improved * Test cases written in parallel with dev work * PMs involved in standup for quick resolutions * Taking ownership on tickets +1 * Technical stories completed along with sales360 items * Good communication with stake holders for timelines and custom roles ticket | * Mocks could be made after getting inputs from all products * Better use case capturing in the initial stages * Assigning L2s before SLA breach +1 * Ticket estimation can be improved * Daily updates on tickets +1 * Test case review can be faster * Pick up unplanned items on priority from EMs and update in ticket |

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| **Appreciations** |
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| * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Coordinating across products. Getting impact analysis +1 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Active ticket completion * Test cases written in parallel with dev work * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Developing and communicating on ticket * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Helping on understanding use case with other products * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Good work on timeline feeds * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Great work on timeline feeds with very less review comments |

| Notes: |
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Sprint 20200616

|  |  |
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| Date | 16 Jun 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam)  [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)[Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Discussing feature blockers/L2 tickets after standup +2 * L2 addressed on time and no SLA breached ticket in this sprint +2 * Dev fixing the bugs proactively that helps QA proceed the testing without blockers * Bundle signup helps the team to perform integration testing in docker * Good work in Timeline feeds ,Custom Roles tickets . Tickets are on track . + 3 * Collaboration between cross team(FM ,Fchat ,FCaller,MCR) in Integration testing went well +1 | * Dev/QA owner of the ticket is not notified when there is mock change +3 * Requirement came in at the end of development . Because of this , we are not able to meet the Definition Of Done(Dev complete) of lead management ticket . * Bundle signup , Docker setup for integration testing-Taking time * Documenting the docker set up issues with FAQs will helps others to resolve the issues quickly * Mock Delayed -Timeline feeds Entered/Exited journey changes * Estimation needs to be improve when we are planning integration testing .Custom Roles sales360 ,Timeline feeds +2 * New finding in testing phase and missing events are not incorporated in timeline feeds ticket . |

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| **Appreciations** |
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| [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) completing Lead management UI task .  [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) For implementing bundle signup thing in docker , helping kishore in lead management ticket  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) -Resolving L2 .No SLA breached tic +2  [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) - For advising the team to discussing L2 after standup.+1  [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) Proactively fixing the bugs  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Taking ownership for timeline feeds ticket . Resolving the docker integration issues in upfront +1  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) -Good work and great effort in timeline feeds +3  [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) -Coordination with cross team , Proactively calling out blockers to stakeholders - +2  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - craftsmanship /quality of work in lead management story . |

| Notes: |
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Sprint 20200630

|  |  |
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| Date | 30 Jun 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Timeline Feeds went live  +4 * Resolving L2 on time . No SLA breached ticket . +4 * Ownership and taking initiative for integration testing i.e, timeline feeds ,custom roles testing. +2 | * Analysing impact area ticket before starting the development of  the ticket * communication issue with PMs and other products Dev/QA 's  while doing integration testing .We can form virtual war room to resolve this . * PM in daily standup +1 * Lead Management story :   + Detailed description of the ticket and freezed requirement document before dev +2   + Mock changes during the development   + Delay in mocks for requirement (forecast type) changes that came in the middle of development * Reporting the issue to feeder products in common channel and moving head with other works * Ticket updation needs to be improve * Communicate issues in the channel instead of informing in person * Picking tickets without freezed mocks and documents |

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| **Appreciations** |
| --- |
| * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath)  For helping team to move forward with their ticket * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna)  - Great work and effort on timeline feeds ticket . Pushing to Prod. * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik)  - Helping and resolving issues/blockers in custom roles testing . * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) -Fixing bugs proactively * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) -L2 work |

The Mentalist

|  |  |
| --- | --- |
| Date | 14 Jul 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * S360 custom Roles went Production +5 * Lead management ticket is on track +1 * Solving L2 tickets +1 | * Estimation needs to be improved . For s360 user stories where multiple team involved to perform integration testing + 2 * QAs should involve in feature discussion from the beginning of development+1 * App-cues : Requirement level discussion should be done before starting the dev work * Migration testing needs to be covered both happy path/negative scenarios * Stack setting and Docker configure needs to be updated in channel before merging feature to staging . * PM review should be done before starting the testing +3 * Story estimation in grooming,planning still has to be better . * writing confluence doc for docker issue . |

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| **Appreciations** |
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| * [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - For their effort to ship the S360 custom roles  to production . Great work  .  +5 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Lead Management - Good quality of code in lead management . Spending time on weekends to fixing the bugs .  Calling out blockers to stakeholders and ticket updation  .+ 2 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) -  For their support in s360 custom roles. |

Arya Stark

|  |  |
| --- | --- |
| Date | 14 Jul 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Lead management is being shipped +6 * L2 resolving has good progress +2 * Great coordination even with new stands in ticket * Great work in reducing icon size | * L2 tickets can be reassigned before overdue * Dependencies can be identified in early stages * Mocks can be frozen before dev +1 * Large tickets can be broken up into smaller tickets for testing +2 * Templates and stands can be documented before dev +2 * Stack setup confluence doc can be prepared +3 * Estimation can be done better after analysing ticket +2 * Cache issues and queue issues found only in staging |

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| **Appreciations** |
| --- |
| * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) - Work on lead management +5 * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Discussion with different teams on the impacts * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) - Testing on lead management  +1 * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - L2 resolution * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Immense effort on lead management and good craftsmanship +1 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Act with urgency |

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| Action items |
| * Confluence doc for sales360 stack setup. - [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) * Cache and queue settings parity between staging and docker stacks to be addressed. - [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) |

Bran Stark : Champion-Venkat Narayanan

|  |  |
| --- | --- |
| Date | 12 Aug 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Onboarding pushed to staging +5 * No L2 sla breach +2 * Latest stand updation in tickets +1 * New interns * Closed adhoc tickets on time +1 | * Better estimates +2 * Ticket status updation +2 * Better impact areas for L4 bugs * Existing tickets to be revisited on picking adhoc +1 * Tickets created for items picking mid sprint * Trouble shooting cross squads * Better splitting of tickets with clear DOD * Meetings going for too long * Follow up tickets on the action items |

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| **Appreciations** |
| --- |
| * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - For completing all tickets * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) - L2 +1 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Onboarding +1 * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) - Testing adhoc items * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Effort on Icon ticket +1 * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) - UI performance tickets * [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) - L2 * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Proactively unblocking tickets +1 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Security bug * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Great work on understanding issues * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - For completing all tickets even with adhoc items |

| Action items |
| --- |
| * PM review in earlier stage of ticket |

Cersei Lannister : Champion-Kishore Shanmugam

|  |  |
| --- | --- |
| Date | 25 Aug 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)[Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath)[Harine Govindarajan](https://confluence.freshworks.com/display/~harine.govindarajan) [Rajasri Raja](https://confluence.freshworks.com/display/~rajasri.raja) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * L2 handling consistently well +3 * Shipping adhoc items on time +2 * Sprint story points closed is good +4 * Writing tech blogs * Allocating bandwidth for adhoc items in planning * Team members are always available to help out | * Analysing tech debts better with clearer goal metrics and subtasks * Performance tickets with proper data sets and expectations for each task +3 * Estimation of tickets should be improved +1 * Time allocated for adhoc GA items can be reduced * QA test cases during development * Technical onboarding setup can be solved better * Ticket statuses should be updated better |

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| **Appreciations** |
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| * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - For fixing crm ga and adhoc bugs +2 * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - For adhoc items * Whole team - Sprint story points +1 * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - tech blog * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Squad lead work * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Analysing the performance ticket * [Harine Govindarajan](https://confluence.freshworks.com/display/~harine.govindarajan) - Proactively learning and finishing tasks * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Fixing iteration bugs on time * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Help during onboarding * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Proactive working on tickets +2 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Proactive work on ticket implementation |

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| Action Items |
| * Call out tickets going to be picked in sprint planning for better estimation - [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) |

Daenerys : Champion-Venkat Narayanan

|  |  |
| --- | --- |
| Date | 08 Sept 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)[Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath)[Harine Govindarajan](https://confluence.freshworks.com/display/~harine.govindarajan) [Rajasri Raja](https://confluence.freshworks.com/display/~rajasri.raja) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Show only empty fields well received +2 * L2s handled well +3 * Lead related performance improved by around 50% * Shipped more bug fixes * Getting huge PR reviewed in small chunks * Meetings ending on time * Everyone completed most of our tickets | * Documenting L2 resolutions at a freshsales level * Clearer initial analysis of status cross teams * Better communication cross teams * More info on tickets being groomed - PM and tech discussions * L2 dev effort can be revisited * DOM level changes during bug fixing and review should be informed to QAs * Removing unused code in optimisation tickets * L2 secondary could be utilised better |

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| **Appreciations** |
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| * [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) - Welcome back * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Handling L2s and tickets +4 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Helping in impact gathering * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Helping in roles implementation +1 * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Effort on leads controller and manual call logs * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Great effort on show only fields +1 * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - Great effort on show only fields * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Great testing on deals L4 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Preparing the doc with roles mapping +1 * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - Help in setting up automation |

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| Action Items |
| * Write more optimised rspecs that dont impact other cases |

Dothraki : Champion-Nivedita Peddiraju

|  |  |
| --- | --- |
| Date | 22 Sept 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)[Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * L2s were handled well +5 * Most tickets are completed - 51 story points +5 * PMs added sufficient info in grooming tickets beforehand * Squad performing self sufficiently | * Dev impact checklist can be added +1 * Bug fixing estimates can be done better * Migration edge cases can be covered better * Performance testing should have equal importance in functional cases * Test cases to be written before estimating testing * L2s handled metrics can be captured |

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| **Appreciations** |
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| * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - L2 handling with great team work +1 * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) - L4s fixing proactively * [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Supporting to get local setup * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Helping in migration changes * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - L2s +1 * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - L2s * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Stepping in to resolve L2s +1 * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Great work on form optimisation * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - In depth review of test cases * [Swathi Yerram](https://confluence.freshworks.com/display/~swathi.yerram) - In depth addition of ticket details pre grooming |

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| Action Items |
| * More time to be alloted for L2s in sprint - [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) |

Jon Snow : Champion-All members

|  |  |
| --- | --- |
| Date | 06 Oct 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan)  [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik)[Divya Gupta](https://confluence.freshworks.com/display/~divya.gupta) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Deal management ticket went to prod * Onboarding went to prod * L2s handling as a team +2 * Highest sprint story points covered - 67 +4 * CRM GA and time sensitive items deployed with urgency +5 * Developer onboarding doc is thorough | * Testing estimation for reduce duplicates could be better * Dev estimates for onboarding could have been better * Docker image with the dev setup ready * 3 L2s slipped * Need to take more timeoffs * Need to reduce bug leakage due to impact misses |

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| **Appreciations** |
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| * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) - Resolving iteration bugs actively and guiding scenarios during testing * All - For completing max stories this sprint +2 * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - Testing roles upgrade ticket * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Debugging issues in staging * [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) - Merging tickets and helping with release * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Testing onboarding * [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) - L2s * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) - Helping with onboarding * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Helping in installation and ruby overview * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Working on GA item to ship on time |

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| Action Items |
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Jaime Lannister : Champion-Venkat Narayanan

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| --- | --- |
| Date | 20 Oct 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan)  [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik)[Divya Gupta](https://confluence.freshworks.com/display/~divya.gupta) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Harine Govindarajan](https://confluence.freshworks.com/display/~harine.govindarajan) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * L2s handled well +4 * Took up performance tickets +1 | * Better impact area analysis before and after picking for testing +2 * Better analysis of tickets before pulling in as no testing required * Better ticket estimation +1 * More conscious about the SLA breaching tickets * Time spent in setting up stack is more +1 * More testing and impact areas identified before merging to staging * Do a small retro for breached L2s as soon as breached |

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| **Appreciations** |
| --- |
| * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) - For being active in fixing reduce duplicates ticket * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Rubika Srinivasan](https://confluence.freshworks.com/display/~rubika.srinivasan) - For work on the deal funnel optimisation ticket * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - For completing all tickets picked up +1 * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - L2 handling * [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Helping in setting up stacks etc +1 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Funnel optimisation * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Reduce duplicates * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Taking initiative to check issues in queries * [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - Thorough work in reduce duplicates ticket |

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| Action Items |
| * Mark 'Regression suite run in branch' field as required before staging merge - [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) * Making confluence page for common issues faced (Like rts setup in stack) - [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) |

Melisandre : Champion-Divya Gupta

|  |  |
| --- | --- |
| Date | 03 Nov 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan)  [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik)[Divya Gupta](https://confluence.freshworks.com/display/~divya.gupta) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * No L2s breached SLA +5 * Great work on reduce duplicates +1 | * Allocate more bandwidth for L2s * Better impact areas to be captured during grooming (Both technical and product-wise) +1 * Add comments in code regarding the reason for code change(Better documentation) +3 * Revising estimates can be called out earlier +2 * Adding time for dev testing, unit cases |

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| **Appreciations** |
| --- |
| * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Great L2 resolution and testing on funnel ticket * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) - L2s +1 * [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) - Testing on workflow ticket * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Helping in setting up stack * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) - Testing on reduce duplicates * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) - Stepping in to help in iteration bugs +1 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) - L2s * [Divya Gupta](https://confluence.freshworks.com/display/~divya.gupta) - Documenting the steps to set up +2 * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Export ticket approach analysis work * [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) - Reduce duplicates +1 * [Divya Gupta](https://confluence.freshworks.com/display/~divya.gupta) - Proactively unblocking tickets. Great initiative * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Helping out on L2s and in depth analysis |

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| Action Items |
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Night King : Champion-Meenakshi Manikandaswamy

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| --- | --- |
| Date | 17 Nov 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)   [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * No L2s breached SLA +5 * Discussing in depth in standups * Blockers getting addressed quickly in standups or post them * Creating L4s for script ran L2s * Import failure tickets were handled | * Sprint points delivered has gone down +2 * L2 reassigning can be done earlier +2 * Sprint estimation and ETA can be better with buffer +1 |

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| **Appreciations** |
| --- |
| * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) -Coordinating L2s well +1 * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Handling L2s well +4 * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Retrieving performance stats from prod, and analysis of tickets +1 * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Gopal Krishna](https://confluence.freshworks.com/display/~gopal.krishna) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - L2s +1 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Sprint ceremonies +1 |

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| Action Items |
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Petyr Baelish : Champion-Bhagirath Goud

|  |  |
| --- | --- |
| Date | 01 Dec 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * L2 SLA compliance went well +3 * Good discussions in grooming | * CPQ EKS frequent issues can be documented (Migration, logs of cpq, not able to track deployment issues ) +2 * Better ticket and story points planning +2 * CRM migration tickets need to be better scoped (The parts to be handled here and ones created as a different ticket) * FWCRM L2s are being passed between multiple products |

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| **Appreciations** |
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| * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - For helping out in tickets * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - For currency change bot, completing most tickets in sprint +1 * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  - Great work in deals controller, relating to new relic tracking, branch automation * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Great collaboration on CRM migration tickets * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - Handling both tickets and L2s proactively +1 |

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| Action Items |
| * Follow up on EKS issues with concerned team |

Robert Baratheon : Champion-Nivedita P

|  |  |
| --- | --- |
| Date | 15 Dec 2020 |
| Participants | [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Migration tickets are being picked up well and without hiccups+2 * Squad meetings are happening well * SLA resolutions very proactive +1 * Migration blockers resolved in standups * Hackathon full team participation +1 | * 1 L2 SLA breached +1 * EKS issues still present +3 * Communication on staging being reopened for commits * Better understanding of the ticket scope |

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| **Appreciations** |
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| * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - L2 resolutions +4[Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - being vocal in raising issues * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  - Great effort on migration tickets |

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| Action Items |
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Sansa Stark

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| --- | --- |
| Date | 29 Dec 2020 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) |

| What did we do well ? | What should we have done better? |
| --- | --- |
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| **Appreciations** |
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| Action Items |
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Tyrion Lannister : Champion-Kishore Shanmugam

|  |  |
| --- | --- |
| Date | 12 Jan 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) |

| What did we do well ? | What should we have done better? |
| --- | --- |
| * Migration tickets are going smoothly with blockers resolved +1 * L2s were handled without breaches +3 * Blockers are being resolved in daily standups +1 * Number of L2s reduced but more complex ones surfacing * Squad won in 2 categories in Q3 awards | * More tickets(and story points) can be completed in the sprint +1 * Reduce functional bugs post release |

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| **Appreciations** |
| --- |
| * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - For guiding in migration tickets  +2 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) - Handling L2s well +1 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - For being lights on and stepping in to handle squad ceremonies +1 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Helping set up for new joinees * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Handling sprint ceremonies well |

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| Action Items |
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Alert Arumugam : Champion-Brahmmaeswari

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| --- | --- |
| Date | 25 Jan 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * L2 SLA compliance +6 * Sprint tickets - Dev/QA progress going smoothly +3 | * Should try to close the L2s before holidays + 1 * Automation result verification consumes time * Local setup documentation update - Big Sur OS +1 |

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| **Appreciations** |
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| [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  - On L2 tickets +4  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - For identifying the impact for FWCRM ticket +3  [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni)  - For local setup guidance +3  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - Helped in onboarding Anandhavalli +1  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - On migration tickets |

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| Action Items |
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Body Soda : Champion-Sivasubramanian

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| --- | --- |
| Date | 09 Feb 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Approachable team +1 * Migration tickets are going on track +1 * Maintaining L2s well * Migration tickets planning and calling out blockers | * Better following up on L2 tickets * Freshid issue in eks stacks * Not overcommitting on ticket story points * Better dev testing on no QA required tickets * Automation verification is taking a lot of time * Barrage of L2s post long holiday leading to SLA slippage |

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| **Appreciations** |
| --- |
| * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - Helping in tickets * [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) - Helping in stack deployment * [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) - Valuable feedback * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Helping in L2s * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - L2 resolving  +1 * [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) - Shipping first ticket to prod * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Guiding in tickets by answering a question with a question * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Helping in tickets and deployment * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - L2s handling * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) - Great work on migration tickets and demo |

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| Action Items |
| * Setting up time between L2 people each day to work on L2s * Third developer for L2s after long weekend * Video recording of working demo as backup * Maker time every day inside squad |

Contractor Nesamani : Champion-Nivedita P

|  |  |
| --- | --- |
| Date | 23 Feb 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * L2s being resolved promptly +3 * Blockers being resolved in standups +3 * Good coordination on migration tickets across teams +1 | * Discussed impact in early stages of ticket while testing * Availability is less in EKS for migration tickets (Processes getting killed, Memory low) * L2s taking a lot of time to resolve * Better estimation with buffers * Dockers specific to members * Many spill over items. To estimate with buffer for analysis and stack issues |

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| **Appreciations** |
| --- |
| * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)- L2s +3 * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Working thoroughly on lifecycle stages and quick iteration bug fixing * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) - Helped in understanding the ticket picked * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)- following best practices while working on tickets and resolving L2s |

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| Action Items |
| * KT on sales360 items to respective squads * Add detailed analysis done on L2 (and fix) in the L2/L4 created * Add more bandwidth for L2s (Third dev with buffer time to resolve L2s) * Having a fixed time of 6pm SLA for L2s? - To check with Preethi |

Encounter Ekambaram : Champion-Praveen Varadan

|  |  |
| --- | --- |
| Date | 09 Mar 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Weren't blocked on tickets for long * L2 resolutions was good +3 * Significant progress in migration tickets * Frontend and backend sessions were helpful +1 * Started migration tickets testing * Lifecycle stage ticket was shipped with minimal L4s | * Better impact capturing during development itself * More tickets in ready to test * Better estimation - taking into account stack set up, external dependency time etc |

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| **Appreciations** |
| --- |
| * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)- Great work on lifecycle stage ticket +3 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)-L2s handling +1 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - L2 resolving +1 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)- Migration tickets testing * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) - Helping in product related doubts * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - Helping in setting up issues * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) - Setting up the consolidated flow and writing validations |
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| --- |
| Action Items |
| * Biweekly meeting to discuss on L4s and script runs in that L2 time range - [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) |

Imsai Arasan : Champion-Brahmmeshwari M

|  |  |
| --- | --- |
| Date | 23 Mar 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Preethi Mahalingam](https://confluence.freshworks.com/display/~preethi.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Raising environmental/cross product blockers regularly +1 * L2s clean board +5 * Complete migration run attained!! +6 * All migration tickets in testing * Automation false failures reduced drastically | * Reduce redundant syncups * Estimates could be better (env issues, impact back and forth) +2 * Facing lot of issues during full migration running. Having to skip the erroring steps +1 * Issues due to sharing common branch for all migration tickets +1 * Commits blocked due to FE case failures |

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| **Appreciations** |
| --- |
| * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)- Helping out in L2s even when not his turn * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam)- L2s resolving +3 * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - For combining migration tickets +1 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)- Effectively testing foundation tickets in spite of blockers +1 * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)- Actively calling out scenarios * [Pradeepa Shankar](https://confluence.freshworks.com/display/~pradeepa.shankar) - Detailed explanation of the lead score migration ticket * [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju) - Thorough impact/scenario coverage during dev itself * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Prabu Padmanathan](https://confluence.freshworks.com/display/~prabu.padmanathan) - Unblocking FM migration tickets * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)- First time L2 resolving * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)- Effectively handling testing of tickets along with bug fixing of other tickets |
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| Action Items |
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Kirikalan : Champion-Kishore Shanmugam

|  |  |
| --- | --- |
| Date | 07 Apr 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Preethi Mahalingam](https://confluence.freshworks.com/display/~preethi.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Migration Demo - +7 * L2 Resolution(No SLA breaches) - +4 | * Ensure ticket contains description and steps to reproduce before grooming meeting. (Finish meeting within stipulated time) * Include all the details like relates to (Parent ticket) in the respective tickets and ensure the ticket is in right status * Good to always pick up the groomed ticket * Better to add the Technical & Functional details in description rather than comments sections |

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| **Appreciations** |
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| * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Helping out in tracking errors and resolving the ticket (God father)+3 * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) - Guiding and providing suggestions for UI tickets * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni)- L2 resolution (primary) +2 * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Migration Demo * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)[Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)- Migration tickets +2 * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) - Team Huddle Meeting * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Squad lead(performed extraordinarily well in all the sprints) |
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| Action Items |
| Ensuring ticket contains all the details like description, Parent ticket, Steps to reproduce and error logs before pulling into sprint |
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Maadasamy : Champion - Tamizhselvan Radhakrishnan

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| --- | --- |
| Date | 20 Apr 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam)  [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) |

| What did we do well? | What should we have done better? |
| --- | --- |
| L2's- No SLA Breach + 5  Migration tickets are in good shape +6  CSRF fix +2 | Migration tickets needs to be completed within estimated time(Both testing and dev) + 2  If the person is done with the assigned tickets in the sprint, he/she might pick up the ticket that could be a spillover from another person's(in ready for dev status) |

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| **Appreciations** |
| --- |
| CSRF - [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) +5  [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  +1  L2 - [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni)  [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  5 (+1 for QA)  Migration: [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam)  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)  [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam)  [Janani Jayaraman](https://confluence.freshworks.com/display/~janani.jayaraman)  UI Standardisation: [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar)  God Father: [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam)  Validation code for feeder products: [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  Release 4: [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam)  [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) + 1  Primary L2: [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) |
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| Action Items |
| Celebrate the Migration tickets completion(Moving to prod)  ML Configuration should be in place all the time for at least one stack (1 dedicated ML stack)(BB squad) |

Paduthurai Pandi: Champion - Kishore Shanmugam

|  |  |
| --- | --- |
| Date | 04 May 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * L2 handled very well + 5 * Migration issues are fixed in a faster manner * KT session went well +1 | * Rspec failures should be handled quickly + 1 * Most of the tickets were in Ready for staging merge for a longer time due to rspec issues and bcz of staging blocked for reordering components feature * Key rotation issue was a blocker * Better Planning(Migration has been delayed than the estimated time period ) * Priority of the tickets needs to be revisited * Got many L2s due to Missing Permission - (Inform the corresponding team to run scripts for existing accounts) |

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| **Appreciations** |
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| L2 - [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) +3  Migrations - [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  Appreciations for [Nivedita Peddiraju](https://confluence.freshworks.com/display/~nivedita.peddiraju)  for all her work so far +3  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Migration KT + L2  +1  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar)  - Helping out in tickets    [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  - Finishing all the assigned tickets on time |
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| Action Items |
| Status of the tickets needs to be updated properly  Rspecs of their BOO  should be owned by the team completely and failures should be fixed faster |

Suna Pana: Champions - Tamizhselvan Radhakrishnan

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| --- | --- |
| Date | 18 May 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)   [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Anandha Valli Nagarajan](https://confluence.freshworks.com/display/~anandhavalli.nagarajan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) [Preethi Mahalingam](https://confluence.freshworks.com/display/~preethi.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| Demo went well +4 Testing for Migration tickets are done Committed items are delivered on time  Migration issues got reduced  L2s  - No SLA breach +1 | Frontend tickets assignments |

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| **Appreciations** |
| --- |
| [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - For his efforts in identifying reasons for Rspec failures +2  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - Helping in Debugging of Peer's tickets  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)  - For L2s, Assigned tickets along with Import one parallely +3  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Actively working on L2s +1  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam)  - L2 tickets handling +2  [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) - Demo  +1  [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) - Migration issues handling |
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| Action Items |
| Informal meeting for team collaboration Frontend tickets assignments |
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Theepori Arumugam: Champions - Brahmmaeswari

|  |  |
| --- | --- |
| Date | 01 Jun 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

| What did we do well? | What should we have done better? |
| --- | --- |
| L2s went well +2  Migration is stable with no regression issues +1 | Migration tasks can be split to the team  Need more frontend task  Need to allocate bandwidth for reviewers - Inform concerned reviewers on their task +2  Bringing frontend folks for grooming |

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| **Appreciations** |
| --- |
| [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) Migration on-time and L2, squad lead  + 3  [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) L2s +2  [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Branch automation for migration  +1  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)- Pipeline automation  +1  [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni)- Helping in picking frontend items  [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)- Managing the squad, resolving blockers +all  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)overall task, l2 |

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| --- |
| Action Items |
| 1. Getting frontend tasks 2. Pulling frontend folks in grooming 3. Frontend review bandwidth from concerned folks 4. Migration task split up with team 5. P0/P1 iteration issues in testing should not be identified |

Veerabagu: Champions - Tamizhselvan Radhakrishnan

|  |  |
| --- | --- |
| Date | 15 Jun 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * L2 no SLA breach +4 * Speaking up in the standup * Migration is going great * Team effort is good for migration considering the complexity | * Missed migration delivery date +2 * Bulk seeding hiccup * Bug fixes for lead score - Dev testing * Some clarity missing for all since migration is different from regular feature |

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| **Appreciations** |
| --- |
| * Great work Team +3 * l2 folks - [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) +1 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)- l2, sprint tasks +1 * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) +1  closing all sprint tasks * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) Automation failures, Branch automation +1 * [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni)Bug fixes +1 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)Proactive L2 analysis * [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar)Dev testing on tickets, closing existing tasks +1 * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)- Team's appreciation on handling all queries, discussion on all conflicts * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) * Team on migration works well - [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) |

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| Action Items |
| 1. Dev testing on p0/p1 test cases 2. P0/P1 test cases to be shared by the QAs for features and complex US |

Vedimuthu: Champions - Bhagirath

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| --- | --- |
| Date | 29 Jun 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Sivasubramanian Ramar](https://confluence.freshworks.com/display/~sivasubramanian.ramar) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Shipped migration to production - Kudos to team +4 * Prod migration on sample account +5 | * L2 can be handled better +2 * Need more proactiveness in L2s * We can observe for few sprints on L2 breach since its exceptional in this sprint +1 * Find if its critical for customer inspite of being it Low - temporarily unblock for all accounts * Track in L4 for fix * Redis reinstallation and asset build in EKS * Testing could have been done in chunks during migration |

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| **Appreciations** |
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| * Entire team +5 * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) Pitched into L2/Migration +3 |

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| Action Items |
| * Go through previous sprints L2 and identify reasons for breach [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) * Look at the L2s proactively until the end of due date * Analysis of L2s and identify common items in L2 [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) * Dev specific ETL region [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) * 2:1 L2 assignment to dev L2s by QA L2 |

Andromeda : Champions - Kishore and Meenakshi

|  |  |
| --- | --- |
| Date | 13 Jul 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Migration Bug identification and fixes by the team was great +4 * L2s went well +2 * Prod sample account runs +5 | * Clone dependency issue identification +1 * Standalone migration bugs in prod runs could have been identified - More staging runs +1 * Focussed testing blocked due to cloning |

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| **Appreciations** |
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| Migration Bugfixes - [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) +2  [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) - Migration Bug identification, Automation false failure fixing +2  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam)Prod migration runs, bug fixing +1  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)- prod migration runs, L2s documenting issues +1 |

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| Action Items |
| * L2 handover between devs * Waiting on support since long time * Bug bash for migration issues in staging by QA |

Black Eye : Champions - Brahmmaeswari

|  |  |
| --- | --- |
| Date | 27 Jul 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)   [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni)[Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam)[Preethi Mahalingam](https://confluence.freshworks.com/display/~preethi.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * L2s handled well +4 * Demo went successfully +3 * Production migration runs * Bug fixes done quickly | * Tickets can have more clarity - Confusions on adhoc items during the sprint +1 * Sprint points can be improved * Regression bugs can be avoided * L2s out of scope of BoO need not be checked actively |

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| **Appreciations** |
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| * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam)- L2s +1 * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) - supporting migration +1 * [Sivakumar Muthuchamy](https://confluence.freshworks.com/display/~sivakumar.muthuchamy) [Thoppe Dwarakanath](https://confluence.freshworks.com/display/~thoppe.dwarakanath)- Infra issues in migration * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) - migration runs  +2 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)- Bug fixes with optimisation and migration run * Having patience in handling the adhoc issues - [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) * Whole Team on migration |
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| --- |
| Action Items |
| Adding scope and DOD in ticket while planning  Checking with Preethi on reassigned L2s ticket - [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) |
|  |

Cartwheel : Champions - Tamizhselvan

|  |  |
| --- | --- |
| Date | 11 Aug 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * 2 Customer Migrations +2 * Entire team ramped up and closed bugs * Migration code is bug free * L2s went well - less incoming L2s * Story point delivery is high * No spillovers in sprint | * Sprint planning can have more clarity reducing adhoc items +4 |

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| **Appreciations** |
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| * Entire team on migration * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) - Guiding the team * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni) +4 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) Sprint items completion * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)- Production runs +1 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)- Team spirit and ownership * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)- Migration testing * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)- Proactiveness,    L2 , team fun activities +2 * [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) [Pramod Kumar Bollavatni](https://confluence.freshworks.com/display/~pramod.bollavatni)- Motivating the team * [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)- Mitochondria of the team * [Janani Jayaraman](https://confluence.freshworks.com/display/~janani.jayaraman) Cool PM on migration ideas, driving us on the status, backing the team +1 * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud) * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) |

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| Action Items |
| * Sprint planning can have more clarity reducing adhoc items |

Draco Dwarf : Champions - Kishore

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| --- | --- |
| Date | 24 Aug 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Customer Migration - identified some issues during deployment window +1 * Less issues in migration +4 * Less randomised tasks * Picking up adhoc items by the team +3 * Good sprint points and less spillover +2 * L2s went well +3 * Performance task for migration | * Planning can be done better +1 * Plan for adhoc items +1 |

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| **Appreciations** |
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| * Whole team +4 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) Migration run +1 * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)- Automation percentage increased, feature dependency mapping +1 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) Involved in Migration as secondary +1 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) L2 handling * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) Migration doubt clarification |

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| Action Items |
| * Planning on adhoc items and parking bandwidth |

Eye Of Sauron : Champions -

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| --- | --- |
| Date | 07 Sept 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Back to back migrations done successfully +4 * Smooth runs without surprises +4 * L2s went well +2 * L2 classification done | * Adhoc items pulled into sprint +1 * More precise estimates |

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| **Appreciations** |
| --- |
| * Entire team for migrations +3 * L2 folks - [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) +1 * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  Customer Migration support * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) - Testing UCR Parallelisation * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) Sanity checks on migration runs and being proactive * [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  Fun Activity * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) Running migration on optional holiday * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  - Feature dependency matrix |

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| Action Items |
| * Allocating bandwidth for infra on-call activities. |

Fireworks: Champions - Tamizh

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| --- | --- |
| Date | 21 Sept 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * Marathon migration in a sprint by the team +4 * Not much functional issues in migration runs * Not much spillovers in sprint board +1 * Parallelisation task +1 | * Calculate priorly on customer migration run time and call out +4 * Allocate more bandwidth in customer runs |

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| **Appreciations** |
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| * Team on customer commitment reg migration +2 * [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) Deployment and customer migration +2 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy)  Handling long running migration +1 * [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  Parallelisation ticket * [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan)  Review for PP/HH +1 * Primary migration run, Date filter, L2, Confluence on script [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  +3 * [Meenakshi Manikandaswamy](https://confluence.freshworks.com/display/~meenakshi.manikandaswamy) Articulates and stands up +1 |

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| Action Items |
| Reduce pace of migration in-order to accommodate self serve stories  Schedule all migrations in initial part of sprint.  Avoid larger account migrations until done with all parallelisation stories |

Garland : Champions:

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| --- | --- |
| Date | 05 Oct 2021 |
| Participants | [Bhagirath Goud](https://confluence.freshworks.com/display/~bhagirath.goud)  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan)  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) [Sriram Kumar Nagarajan](https://confluence.freshworks.com/display/~sriram.nagarajan) |

| What did we do well? | What should we have done better? |
| --- | --- |
| * 6 Migrations +2 * L2 resolution +3 * Seamless Migrations +1 * Shipped migration bug fixes * Team lunch +1 | * L2 bandwidth should have been allocated more. +2 |

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| **Appreciations** |
| --- |
| [Kishore Shanmugam](https://confluence.freshworks.com/display/~kishore.shanmugam) [Brahmmaeswari Mahalingam](https://confluence.freshworks.com/display/~brahmmaeswari.mahalingam) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) - L2 resolution  whole team +3  [Komal Saraf](https://confluence.freshworks.com/display/~komal.saraf) - understanding of product and migration +2  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) - Mentoring komal  [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) - Helping with L2 tickets. +1  [Tamizhselvan R](https://confluence.freshworks.com/display/~tamizhselvan.radhakrishnan) - CRM Migration |

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| Action Items |
| Transparency on Migration Timelines. |

#### [Sprints](https://confluence.freshworks.com/pages/viewpage.action?pageId=223799013)

#### [Support creation and import of accounts with account unique, required fields via contacts import](https://confluence.freshworks.com/pages/viewpage.action?pageId=408382681)

# Epic Details:

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| --- | --- |
| **Epic/User Story** | <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-50073> |
| **I2P** | NA |

[Core and Core++ - L2 Tags](https://confluence.freshworks.com/pages/viewpage.action?pageId=251130240)

[Retrospective Action Items](https://confluence.freshworks.com/pages/viewpage.action?pageId=294464520)