# Title: Sleeper Cells - Mid Q3 2019 Aspirations



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| **Aspirations - Mid Q3 2019** Freshsales, Sleeper Cells30 Aug 2019 |
| Mission:   * Provide better reporting in CRM space * Continue evolving integrated phone in Freshsales * Powerful automations - Workflow, Sales Campaign * Plans & Billings |

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## **Success metrics - KPIs (Key Performance Indicators)**

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| --- |
| 1. Features shipped 2. Number of tickets resolved 3. Test cases automated - RSpec coverage 4. Number of UI test cases automated |

## **Previous Aspirations Link:**

[**Sleeper Cells - Q3 2019 Aspirations**](https://confluence.freshworks.com/pages/viewpage.action?pageId=223778471)

**Results: How did we do since last Aspirations? (Planned vs Delivered - Summaries the results and provide applicable links)**

|  |  |  |
| --- | --- | --- |
| Goal (from previous Aspirations) | Results | Deliverables |
| Outlook plugin | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-10640>  <https://appsource.microsoft.com/en-us/product/office/WA200000301> |
| Central payload for Freshreports V1 | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-11006> |
| SMS Number assignment | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-11267> |
| Custom roles for email templates | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-11321> |
| Reports enhancement | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-12067>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-12959> |
| Deal insights Beta | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-12137> |
| Sales Campaign enhancement | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-12714>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-12675> |
| Build Choices Cache from Form meta for choice value to choice ID | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-10701> |
| Parallel Write/Read for dropdown value aliases | In Testing | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-10698>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-12063> |
| Freshreports IFrame, data sanity | In testing |  |
| Freshreports migration | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-12878> |
| FreshID v2 migrations | In progress |  |

## **Success metric trend (over the past 3 months)**

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| --- | --- | --- | --- |
| Metric | Since Last Aspirations | Q3 2019 | Mid Q2 2019 |
| Features/Enhancements shipped | 6 | 5 | 5 |
| Number of tickets resolved | 46 | 38 | 93 |
| RSpec coverage | 79.34% | 81.45% | 81.82% |

### Automation coverage:

|  |  |  |
| --- | --- | --- |
|  | Since Last Aspirations | Q3 2019 |
| Test cases | Total cases: 1996  High and critical: 836 | Total cases: 1827  High and critical: 673 |
| New cases | Overall : 169  High and critical: 163 | Overall : 283  High and critical: 171 |
| Automation coverage(P0 and P1) | 53.84% | 43.72 % |
| Cases Automated(P0 and P1) | 111 | 6 |

## **Plan for next month (or) Aspirations**

|  |  |
| --- | --- |
| Goal | Deliverables |
| Enhanced sharing capabilities |  |
| Roles for SMS |  |
| SMS enhancements - add more SMS Providers |  |

## **Top contributors (since** **last Aspirations - please leave this section blank if data not available)**

|  |  |
| --- | --- |
| Name | Contribution |
| [Kathirvalavan S](https://confluence.freshworks.com/display/~kathirvalavan) [Venkatasurya Tejamatcha](https://confluence.freshworks.com/display/~venkatasurya.tejamatcha) [Athish Pranav Sethuram](https://confluence.freshworks.com/display/~athishpranav.sethuram) | Outlook plugin |
| [Athish Pranav Sethuram](https://confluence.freshworks.com/display/~athishpranav.sethuram) [Rohan Anand](https://confluence.freshworks.com/display/~rohan.anand) | SMS Number assignment |
| [Mudhabir Ahmed](https://confluence.freshworks.com/display/~Mudhabir.Ahmed)  [Ramkumar Ramani](https://confluence.freshworks.com/display/~ramkumar.ramani) | Custom roles for email templates |
| [Bivil Jacob](https://confluence.freshworks.com/display/~bivil.jacob) [Ajeet Pandey](https://confluence.freshworks.com/display/~ajeet.pandey) [Ramkumar Ramani](https://confluence.freshworks.com/display/~ramkumar.ramani) | Build Choices Cache from Form meta |

## **Top Issues (faced since last Aspirations)**

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| --- | --- | --- |
| Issue | Root cause | Recurring |
|  |  |  |

|  |  |
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| Stretch goal | Deliverables |
|  |  |

## **Identified risks**

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| --- | --- | --- |
| Risk | Mitigation strategy | Recurring |
|  |  |  |

## **Do you have any specific asks? (any help needed to address constraints, unblocking, ...)**

**(Please keep this list engineering related - this section is optional)**

|  |  |  |
| --- | --- | --- |
| Ask | Impact | Recurring |
|  |  |  |

## **Peer appreciation**

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Appreciated by | Impact | In their own words |
| [Kathirvalavan S](https://confluence.freshworks.com/display/~kathirvalavan) | [Athish Pranav Sethuram](https://confluence.freshworks.com/display/~athishpranav.sethuram) [Ramkumar Ramani](https://confluence.freshworks.com/display/~ramkumar.ramani) | Outlook plugin for both web and client | As this is the first plugin from Freshworks on outlook app store exploring new areas with respect to React was a huge challenge, which was taken up sportively and delivered to  customer on time. |

## **Plan/Roadmap/Vision - that extends beyond one month**

* Freshreport platform migration
* Deprecate inbuilt phone
* Scenario automation

## **Demo/Deep dives/Miscellaneous items/...**