# Title: Squad 1 - August 2018 Aspirations

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| **Aspirations - August 2018** Freshsales, Squad 1 - 22 Aug 2018 |
| Mission:   * Build and roll out integration faster. * Build features on core objects and associated ones. * Evolve and Maintain CSV import, Migration from other CRMs |

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| --- | --- | --- | --- |
|  | **Name** | **Email** | **Git home (if applicable)** |
| **Tech Lead** | Vijayaragavan V | vijayaragavan.venkatarathinam | <https://github.com/vijayaragavanv> |
| **Product Owner** | Venkat  Swati Sharma  Vinay K | venkataraman.natarajan  swati.sharma  vinay.yevatkar |  |
| **Members** | Irfan Shaik | irfan.shaik | <https://github.com/irfu572> |
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## **Success metrics - KPIs (Key Performance Indicators)**

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| 1. Features shipped 2. Number of Jira items resolved |

## **Previous Aspirations Link:**

[Squad 1 - July 2018 Aspirations](https://confluence.freshworks.com/display/freshsales/Squad+1+-+July+2018+Aspirations)

## **Results: How did we do since last Aspirations? (Planned vs Delivered)**

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| Goal (from previous Aspirations) | Results | Deliverables |
| Integration - Marketplace CTI placeholders  [Vaidhyanathan Ananthakrishnan](https://confluence.freshworks.com/display/~vaidhyanathan.ananthakrishnan) [arun infant ignatius](https://confluence.freshworks.com/display/~arunm@freshdesk.com) [Bhuvanesh Babu](https://confluence.freshworks.com/display/~bhuvanesh.babu) [Amerrnath Murugan](https://confluence.freshworks.com/display/~amerrnath.murugan) [Ezaki](https://confluence.freshworks.com/display/~esaki) | Done | Unable to render Jira issues macro, execution error. |
| Google Contacts sync  [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Praveenkumar](https://confluence.freshworks.com/display/~praveenkumar.varadan) [Tholkappiyan](https://confluence.freshworks.com/display/~tholkappiyan) | Done\* | Unable to render Jira issues macro, execution error. |
| Integration - Freshpipe issues  [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Shaik Buden Saheb](https://confluence.freshworks.com/display/~shaikb) | In Progress\* | |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  |  |  |  |  |  |  |  |  | | type | key | summary | assignee | reporter | priority | status | resolution | created | updated | due | | JQL and issue key arguments for this macro require at least one Jira application link to be configured | | | | | | | | | | | |
| Introduced territory field for contacts  [Aravinth Chandran](https://confluence.freshworks.com/display/~aravinth.chandran) | Done | Unable to render Jira issues macro, execution error. |
| Providing 400 status codes for API for validation errors [Shaik Buden Saheb](https://confluence.freshworks.com/display/~shaikb) | Done | Unable to render Jira issues macro, execution error. |
| Segment integration supporting custom traits without cf  [Ashish Muralidharan](https://confluence.freshworks.com/display/~ashish.muralidharan) [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) | Done | Unable to render Jira issues macro, execution error. |
| Push data directly to heap instead of using segment [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) | Done | Unable to render Jira issues macro, execution error. |
| [S](https://jira.freshworks.com/browse/FSALES-5762)chedule Sales activities  @Ankita | In QA | Unable to render Jira issues macro, execution error. |
| Core - Transfer owner  [Aravinth Chandran](https://confluence.freshworks.com/display/~aravinthchandran) | In Staging | Unable to render Jira issues macro, execution error. |
| Duplicate Import Label Fix [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) | In QA | Unable to render Jira issues macro, execution error. |
| Reading Lead stage from Cache (performance improvement)  [Aravinth Chandran](https://confluence.freshworks.com/display/~aravinth.chandran) | In Progress | Unable to render Jira issues macro, execution error. |
| Enabling Frontend app development through Marketplace  [Arun Infant Ignatius](https://confluence.freshworks.com/display/~arun.ignatius) [Vaidhyanathan Ananthakrishnan](https://confluence.freshworks.com/display/~vaidhyanathan.ananthakrishnan) [Bhuvanesh Babu](https://confluence.freshworks.com/display/~bhuvanesh.babu) [Ezaki](https://confluence.freshworks.com/display/~esaki) | In Progress\* | Unable to render Jira issues macro, execution error. |
| Trello integration via Marketplace backend app [Bhavan Kuchibhotla](https://confluence.freshworks.com/display/~bhavan) [Bhuvanesh Babu](https://confluence.freshworks.com/display/~bhuvanesh.babu) | In Progress | Unable to render Jira issues macro, execution error. |
| Xero integration - Upgrading to partner app [Aravinth Chandran](https://confluence.freshworks.com/display/~aravinth.chandran) | In Progress | Unable to render Jira issues macro, execution error. |
| Automation: Transfer-records | Done | @Balasubramanian |
| Automation: User Deletion | Done | [Praveenkumar Varadan](https://confluence.freshworks.com/display/~praveenkumar.varadan) |
| Automation: Territory for Contacts | Done | [Ezaki](https://confluence.freshworks.com/display/~esaki) |

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| Freshpipe L2 issues [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) | **July 2018 aspiration** | **June 2018 aspiration** | **May 2018 aspiration** | **April 2018 aspiration** | **March 2018 aspiration** | **Feb 2018 aspiration** | **Jan 2018 aspiration** |
| **Total tickets** | 41 | 39 | 37 | 31 | 46 | 48 | 29 |
| **Resolved** | 39 | 26 | 31 | 26 | 35 | 35 | 22 |
| **Pending** | 2 | 13 | 6 | 5 | 11 | 13 | 7 |

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

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| Metric | July 2018 | June 2018 | May 2018 | April 2018 | March 2018 | Feb 2018 | Jan 2018 | Dec 2017 |
| Features shipped | 4 | 2 | 1 | 2 | 3 | 4 | 3 | 1 |
| Number of JIRA items resolved | 13 | 15 | 20 | 28 | 33 | 28 | 34 | 10 |
| Number of Testcases automated | 15 | 24 | 18 | 4 | 4 | 71 |  |  |

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

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| Goal | Deliverables |
| Finding duplicate leads/records  [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) | Unable to render Jira issues macro, execution error. |
| Integration - Marketplace frontend app development - additional placeholders and framework support  [Vaidhyanathan Ananthakrishnan](https://confluence.freshworks.com/display/~vaidhyanathan.ananthakrishnan) [Arun Infant Ignatius](https://confluence.freshworks.com/display/~arun.ignatius) [Bhuvanesh Babu](https://confluence.freshworks.com/display/~bhuvanesh.babu) | Unable to render Jira issues macro, execution error. |
| Integration - Freshpipe issues  [Irfan Shaik](https://confluence.freshworks.com/display/~irfan.shaik) [Shaik Buden Saheb](https://confluence.freshworks.com/display/~shaikb) | |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  |  |  |  |  |  |  |  |  | | type | key | summary | assignee | reporter | priority | status | resolution | created | updated | due | | JQL and issue key arguments for this macro require at least one Jira application link to be configured | | | | | | | | | | | |
| Enhancements related to import | Unable to render Jira issues macro, execution error. |
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| Stretch goal | Deliverables |
| Automation - Complete automation for all the Integrations available in Freshsales (as Applicable) |  |

## **Identified risks**

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| Risk | Ask | Recurring |
| Freshpipe | 1. Stability in current syncs(Freshdesk/Mailchimp/Hubspot) that are already supported. (<5 support tickets per month) 2. Ability to build new syncs where product should own 95% of the work. Expected ownership: 95% Current ownership: 50% 3. Building new enhancements or fixing issues should take less time. Expected: Few hours to few days Current: 3+ weeks |  |

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

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| Ask | Impact | Recurring |
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## **Peer appreciation**

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| Name | Appreciated by | Impact |
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## **Plan/Roadmap/Vision - that extends beyond one month**

* Marketplace - Completion of listing 100 Marketplace apps
* Freshpipe - To bring down the list of issues to less than 5 and have a good portion of control from our side for deployments