# Title: Squad 2 - Mid Q4 2018 Aspirations



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| **Aspirations - Mid Q4 2018** Freshsales, Squad 219 Nov 2018 |
| Mission:   * Provide better reporting in CRM space * Continue evolving integrated phone in Freshsales * Powerful automations - Workflow, Sales Campaign * Plans & billings |

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| --- | --- | --- | --- |
|  | **Name** | **Email** | **Git home (if applicable)** |
| **Tech Lead** | Sivalingam | [sivalingam.selvasekaran@freshworks.com](mailto:sivalingam.selvasekaran@freshworks.com) |  |
| **Squad Lead** | Manikandan | [manikandan.subramaniam@freshworks.com](mailto:manikandan.subramaniam@freshworks.com) |  |
| **Product Owner** | Swati | [swati.sharma@freshworks.com](mailto:swati.sharma@freshworks.com) |  |
|  | Aditi | [aditi.balaji@freshworks.com](mailto:aditi.balaji@freshworks.com) |  |
| **Members** | Kathirvalavan | [kathirvalavan.soundarajan@freshworks.com](mailto:kathirvalavan.soundarajan@freshworks.com) |  |
|  | Bhuvanesh | [bhuvanesh.babu@freshworks.com](mailto:bhuvanesh.babu@freshworks.com) |  |
|  | Rohan | [rohan.anand@freshworks.com](mailto:rohan.anand@freshworks.com) |  |
|  | Bivil | [bivil.jacob@freshworks.com](mailto:bivil.jacob@freshworks.com) |  |
|  | Mudhabir | [mudhabir.ahmed@freshworks.com](mailto:mudhabir.ahmed@freshworks.com) |  |
|  | Prakash | [prakash.thiyagarajan@freshworks.com](mailto:prakash.thiyagarajan@freshworks.com) |  |
|  | Varshitha | [lakshmisai.varshitha@freshworks.com](mailto:lakshmisai.varshitha@freshworks.com) |  |
|  | Ajeet | [ajeet.pandey@freshworks.com](mailto:ajeet.pandey@freshworks.com) |  |
|  | Ayush | [ayush.kalani@freshworks.com](mailto:ayush.kalani@freshworks.com) |  |
|  | Athish | [athishpranav.sethuram@freshworks.com](mailto:athishpranav.sethuram@freshworks.co) |  |
|  | Ramkumar | [ramkumar.ramani@freshworks.com](mailto:ramkumar.ramani@freshworks.com) |  |

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

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

## **Previous Aspirations Link:**

[**Squad 2 - Q4 2018 Aspirations**](https://confluence.freshworks.com/pages/viewpage.action?pageId=202540750)

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

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| --- | --- | --- |
| Goal (from previous Aspirations) | Results | Deliverables |
| Freshcaller integration | Done | Unable to render Jira issues macro, execution error. |
| Support for more email address in CC, BCC under sales campaign & workflow | Done | Unable to render Jira issues macro, execution error. |
| Sales Campaign : Improve campaign processing time | Done | Unable to render Jira issues macro, execution error. |
| Empty state dashboard | Done | Unable to render Jira issues macro, execution error. |
| Option to delete call recording | Done | Unable to render Jira issues macro, execution error. |
| Phone call filters | Done | Unable to render Jira issues macro, execution error. |
| EU and GBP pricing changes for phone plans | Done | Unable to render Jira issues macro, execution error. |
| SMS integration | In QA | Unable to render Jira issues macro, execution error. |
| Enabling freshcaller on user level | In Staging | Unable to render Jira issues macro, execution error. |

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

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| --- | --- | --- | --- |
| Metric | Since Last Aspirations | August 2018 | July 2018 |
| Features shipped | 2 | 3 | 1 |
| Number of Jira items resolved | 38 | 40 | 67 |
| Test cases automated - RSpec coverage | 55% | 36 % |  |
| Number of test cases automated (Newly added cases) | 13 | 58 | - |
| Automation coverage (High & critical) | 48% | 53 % |  |

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

|  |  |
| --- | --- |
| Goal | Deliverables |
| Sales Campaign : Remove duplicate lead  [Bivil Jacob](https://confluence.freshworks.com/display/~bivil.jacob) |  |
| Freshreport : Report platform migration  [Sivalingam Selvasekaran](https://confluence.freshworks.com/display/~sivalingam.selvasekaran) [Ayush Kalani](https://confluence.freshworks.com/display/~ayush.kalani) |  |
| Marketplace enhancements [Bhuvanesh Babu](https://confluence.freshworks.com/display/~bhuvanesh.babu) |  |
| Team - New Feature [Kathirvalavan S](https://confluence.freshworks.com/display/~kathirvalavan) |  |
| Rspec - Improve coverage to 65% by Q4.  @all |  |

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

|  |  |
| --- | --- |
| Name | Contribution |
| [Kathirvalavan S](https://confluence.freshworks.com/display/~kathirvalavan) [Senthil vel](https://confluence.freshworks.com/display/~senthilvelp) | Freshcaller integration |

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

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

|  |  |
| --- | --- |
| 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**

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| --- | --- | --- | --- |
| Name | Appreciated by | Impact | In their own words |
|  |  |  |  |

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

* freshreport platform migration
* Product Module
* Teams
* Activity based workflow

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