# Title: The Usual Suspects - Q2 2019 Aspirations



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| **Aspirations - Q2 2019** Freshsales, Squad 3 26 Mar 2019 |
| Mission:  Continue evolving integrated email as USP of Freshsales  Improving search and filters |

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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:**

[**Squad 3 - Q1 2019 Aspirations**](https://confluence.freshworks.com/pages/viewpage.action?pageId=94240881)

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

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| --- | --- | --- |
| Goal (from previous Aspirations) | Results | Deliverables |
| **Email** |  |  |
| Deal placeholders in email | Done | [FSALES-7851](https://freshworks.freshrelease.com/issues/FSALES-7851) |
| Email preview | Done | [FSALES-7414](https://freshworks.freshrelease.com/issues/FSALES-7414) |
| DND option at email address level | Done | [FSALES-](https://freshworks.freshrelease.com/issues/FSALES-7851)[9078](https://freshworks.freshrelease.com/issues/FSALES-9078) |
| Time range support in filtered search API | Done | [FSALES-8222](https://freshworks.freshrelease.com/issues/FSALES-8222) |
| Adding tags & filters in email templates | In Progress | [Somasundaram Ravindran](https://confluence.freshworks.com/display/~somasundaram.ravindran) |
| Recent views on the bread crumb | In Progress | [Blessina NancySekar](https://confluence.freshworks.com/display/~blessina.sekar) |
| Emails linking with deals | In Progress | [Kalaivasakan Kalaiarasan](https://confluence.freshworks.com/display/~kalaivasakan.kalaiarasan) |
| Marketplace custom app for sotheby's | In Progress | [Hariharasuthan Balaji](https://confluence.freshworks.com/display/~hariharasuthan.balaji) |
| **Search and Filters** |  |  |
| Search onboarding | Migration completed for all accounts | [FSALES-5612](https://freshworks.freshrelease.com/issues/FSALES-5612) |
|  |  |  |
|  |  |  |
| **Tech Debts** |  |  |
| Dwarak | In Progress | Email inbound optimization |
| Dwarak | Done | Awaiting response - Query optimization |

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

|  |  |  |  |
| --- | --- | --- | --- |
| Metric | Since last aspirations | January | December |
| Features shipped | 3 | 2 | 3 |
| Number of tickets resolved | 48 | 32 | 28 |
| RSpec coverage | 64% | 55% | 45% |

|  |  |  |  |
| --- | --- | --- | --- |
| Automation coverage (High & Critical) | Coverage | Test case added | Total count |
| January | 69.1% | 18 | 246 |
| March | 78% | 32 | 278 |

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

|  |  |
| --- | --- |
| Name | Contribution |
| [Thoppe Dwarakanath](https://confluence.freshworks.com/display/~thoppe.dwarakanath) | Awaiting response - Optimization |

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

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

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

|  |  |
| --- | --- |
| Goal | Deliverables |
| Email limit redesign  [Kalaivasakan Kalaiarasan](https://confluence.freshworks.com/display/~kalaivasakan.kalaiarasan) |  |
| User preferred fonts for email  [Hari](https://confluence.freshworks.com/display/~hariharasuthan.balaji) |  |
| Email inbound optimisation [Thoppe Dwarakanath](https://confluence.freshworks.com/display/~thoppe.dwarakanath) |  |

## **Identified risks**

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

## **Tech Debts**

|  |  |  |
| --- | --- | --- |
| Name | Status | Deliverables |
| Dwarak | In Progress | Email inbound optimization |
| Dwarak | Done | Awaiting response - Query optimization |

## **Plan/Roadmap/Vision - that extends beyond next aspiration**

* Email historical import of emails, suggested leads
* Email feature onboarding
* Providing account level SMTP to control their email sending related events and limits
* Provide an option to mark an email as private