

FigPii OCTOBER PROGRESS REPORT

Uptime

99.96

Average Uptime

Average service uptime during the month of October was 99.96%

Analytics Engine



Heatmap Engine



Session Recording Engine



A/B Testing Engine



Average Load Time

We're happy to announce that we were able to maintain an average of 300ms to 500ms.

The lowest average was within the North American region at around 300ms and the highest average was within Eastern Asia region at around 640ms.

300ms \pm 200ms

Support

Happiness Score

100%

We're happy to announce that we were able to maintain 100% happiness rate.

First Response Time

Our team got back to every support ticket under 11 hours and 24 minutes.



Resolution Time

On Average issues were resolved under 4 days.



Resolved on First Reply

25% of tickets were resolved within the first reply.



Replies to Resolve

On average it took 2 replies from our team for the issue to be resolved



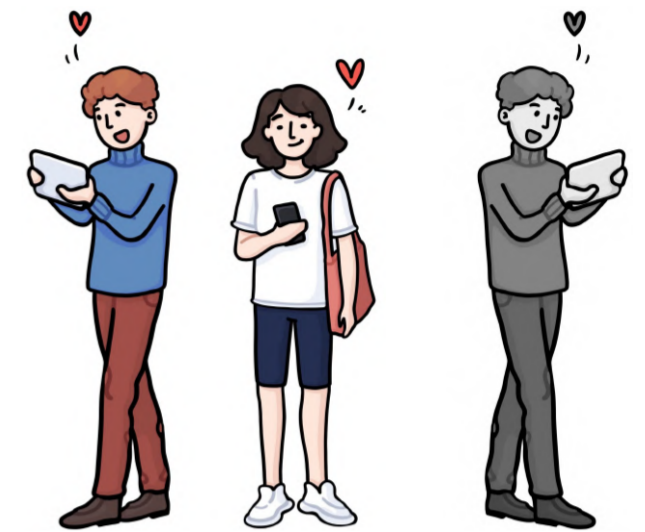
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New Features

FigPii Referral Program

Now you can refer your friends and earn recurring revenue from their subscription.



A/B Test Scheduler

Schedule a start date and an end date for your tests. Either one is optional so you can have a start date without an end date...

Scheduled ?

This test is scheduled to be launched at:

12/24/2021 , 7:00 PM GMT

And to be paused at:

12/24/2021 , 7:00 PM GMT

WordPress Plugin Improvements

Our plugin now allows you to insert revenue tracking code and tracking code with a simple click.

(Revenue tracking code is only available for WooCommerce users)

FigPii



WooCommerce

Additional Scripts

Now you can specify additional scripts to be loaded with the FigPii tracking code on your website.

JS

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In Progress

Performance improvement

We're working on a major improvement to our tracking code to reduce impact on website load time.

New Notification System

Users will be able to opt-in to receive notifications about their subscription status and A/B test status.

FigPii Shopify App

Our plugin will allow you to insert revenue tracking code and tracking code with 2 simple clicks.

A/B Testing Bandit Algorithm

You will be able to turn on Bandit algorithm for your A/B tests, which will automatically allocate variation rate and set the winner variation based on variation performance.

Domain-Wide Goals

Create your goals once, and use them across multiple tests, filters session recordings by the goal, and more!