Weekly Digital Customer Impact Report

A brief view of all things Digital Customer

2017 W30

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Site Builder 4

Digital Stream Report
2017-W30 - SB4

CARE Top 5 - SB4

Issues	Total increase this week	Total Complaints	Current status	Projected Resolution Time	Ticket #s
Ensure that /robots.txt and /sitemap.xml do not 404 and (hopefully) ensure that Tower sites get indexed to Google	1	7	In Progress	Unassigned	DG-17492
Ensure that SB4 subscriptions suspended for payment failure only have sites remain published until cancellation	0	7	Open	Unassigned	DG-16535
SB4 subscriptions stuck in a frozen status	3	8	Open	Unassigned	DG-17365
Unable to see page names in mobile nav menu	0	8	Open	Unassigned	DG-17234
Facebook should show the header background or logo when the site is shared	1	13	Open	Unassigned	DG-14286

Created vs Resolved Jira Tickets

	W19	W20	W21	W22	W23	W24	W25	W26	W27	W28	W29	W30
Created	31	28	39	41	42	35	19	41	31	19	26	23
Resolved	15	18	37	27	32	45	14	19	31	31	30	9

Digital Stream Report
2017-W30 - SB4

CARE Tracked Backlog - High Severity

Issues	Ticket #s	# Reports	Projected Resolution
Add a My Uploads section (aka File Manager) under Settings Drawer	DG-11159	0	Unassigned
Add New Image Blocks to Tower	DG-14203	0	Unassigned
Make Undo/Redo a customer-facing feature again!	DG-14518	0	Unassigned
Add "Recently Used" Section to Icon drawer	DG-14726	0	Unassigned
Allow users to left/right align blocks of content	DG-14870	0	Unassigned
Resized icons display as their original size on published sites in browsers other than Chrome	DG-16468	0	Unassigned
Ensure that the "matching" headers appear in the Change Header drawer just like any other header (as long as a match is available)	DG-17414	0	Unassigned
Add support for background images inside inner block elements in matching headers	DG-17420	0	Unassigned
Some blocks do not gracefully handle white/light primary colors	DG-17549	0	Unassigned
Re-enable business name and tagline matching for previews	DG-17560	0	Unassigned

CARE Tracked Backlog - Moderate Severity

Issues	Ticket #s	# Reports	Projected Resolution
Header background image crop appears incorrectly on mobile and tablet	DG-9927	14	Unassigned
Add validation to Other Tags field	DG-14031	2	Unassigned
SB4 should use the header background or logo image as the og image	DG-14286	13	Unassigned
Add validation to Google Analytics field	DG-16044	3	Unassigned
Ensure that SB4 subscriptions suspended for payment failure only have sites remain published until cancellation	DG-16535	7	Unassigned
Mobile pages menu text illegible	DG-17234	8	Unassigned
Alternating timeline block not alternating	DG-17416	3	Unassigned
SB4 subscriptions stuck in a frozen status	DG-17365	5	Unassigned
Grey screen when loading builder due to "Uncaught TypeError: Cannot read property 'defaultProps' of undefined"	DG-17551	2	Unassigned

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Digital Stream Report
2017-W30 - SB4

CARE Tracked Issues In Flight

Issues	Ticket #s	Priority	Est Delivery
Include images from documents that haven't yet been ordered in the My Images section of SB4	DG-13569	Moderate	8/9
Make Undo/Redo a customer-facing feature again!	DG-14518	Major	8/9
Ensure that Tower offers on the returning customer homepage aren't blue error triangles	DG-15079	Major	8/9
Ensure that /robots.txt and /sitemap.xml do not 404 and (hopefully) ensure that Tower sites get indexed to Google	DG-17492	Major	7/26
Now that new matching header layouts are available, start offering matching sites to more of the top 200 print combos	DG-17512	Major	8/9
Auto-scroll after undo/redo of header background image	DG-17602	Moderate	8/9
Launch the DIY/DIFY co-merch page in CA	DG-17684	Major	8/9

Recently Resolved Issues (14 days)

Issues	Ticket #s
When an upload to Tower builder fails, let users know if it was because the upload had the same file name as an already existing upload	DG-13985
Ensure that clicking the link icon doesn't remove a hyperlink from a highlighted piece of text and instead opens up the link dialog (like for image & icon hyperlinking)	DG-15614
Ensure that users who directly type in vistaprint.[tld]/websites.aspx into their browsers see the new DIY/DIFY co-merchandised page	DG-16709
Temporarily disable business name matching and tagline matching for Tower matching previews until we launch a more scalable way of generating previews	DG-17264
New Tower users since the evening of 7/7/17 are not receiving Adobe emails	DG-17490
Significantly improve the speed of opening/loading/closing block drawers and ensure that opening multiple block drawers during a session doesn't degrade general Tower speed	DG-17611
Launch updated stats back-end on SB4	DG-16657

[Click here for full list](#)

SB3 & Webs SB2

Digital Stream Report
2017-W30 - SB3 & Webs SB2

CARE Top 5 - SB2/SB3

Issues	Total increase this week	Total Complaints	Current status	Projected Resolution Time	Ticket #s
Intermittent downtime for Website Builder v3 builder and sites	61	69	Open	Unassigned	DG-17544
Webstore items intermittently not added to or removed from cart	7	7	Open	Unassigned	DG-17728
Unable to publish site on Sitebuilder 3	4	22	Open	Unassigned	DG-16447
Unable to rotate images on the slides of the photo gallery app	0	43	Open	Near Term	DG-17604
Unable to remove categories in the photo gallery/album pages	1	25	Open	Long Term	DG-14823

Created vs Resolved Jira Tickets

	W19	W20	W21	W22	W23	W24	W25	W26	W27	W28	W29	W30
Created	14	16	10	9	14	29	18	24	15	9	12	14
Resolved	13	21	18	14	8	32	25	18	32	13	10	19

Digital Stream Report
2017-W30 - SB3 & Webs SB2

CARE Tracked Backlog - High Severity

Issues	Ticket #s	# Reports	Projected Resolution
As a Webs SB3 customer, my Recent Content modules should automatically update as I add new content	DG-14433	34	Near Term
Can we replace pre-IR file manager UI with IR file manager?	DG-15596	45	Unassigned
Some accounts are not loading in premium admin	DG-16860	4	Unassigned
Images in Folders not Loading for Converted SB3 Sites	DG-17237	25	Unassigned
Intermittent downtime for SB3 builder and sites	DG-17544	69	Unassigned
User logged out of session when trying to upgrade to premium	DG-17707	0	Unassigned
Webstore items intermittently not added to or removed from cart	DG-17728	7	Unassigned

[Click here for full list](#)

CARE Tracked Backlog - Moderate Severity

Issues	Ticket #s	# Reports	Projected Resolution
Sharing SB3 site to Facebook shared vistaprint.com instead of customer site address	DG-12342	13	Unassigned
Unable to add files to audio module in VP SB3	DG-13676	25	Unassigned
Unable to add videos to application pages	DG-13682	7	Unassigned
Unable to remove categories in the SB3 photo gallery app	DG-14823	25	Unassigned
Unable to to rotate images on the slides of the SB3 photo gallery app	DG-15046 DG-17604	43	Unassigned
Uploaded videos in the SB3 video module should be visible in Full Screen mode	DG-15806	12	Unassigned
Getting Started video in SB3 pops up after being dismissed	DG-15087	11	Unassigned
Correct business title should display in the Combos Footer module in the builder	DG-16036	9	Unassigned
Unable to create a new Webs site	DG-16199	45	Unassigned
Unable to publish site on VP SB3	DG-16447	22	Unassigned

[Click here for full list](#)

Digital Stream Report
2017-W30 - SB3 & Webs SB2

CARE Tracked Issues In Flight

Issues	Ticket #s	Priority	Est Delivery
Intermittent downtime for SB3 builder and sites	DG-17544 DG-17444	Major	In Progress

Recently Resolved Issues (14 days)

Issues	Ticket #s
As a Webs/VP SB3 customer, I should be able to upload more than 20 images to a Photo Album in the Photo Gallery App	DG-15054
Stripe is not processing charges made through the webstore	DG-15885
Customers unable to access My Services	DG-16835
Add sources details to new stats	DG-17199
Incorrect member profile after logging into Members app	DG-17652

VP SB2 &
Email Marketing

Digital Stream Report
2017- W30 - SB2 and EM (Land of the Monolith)

CARE Top 5 -Marketing

Issues	Total increase this week	Total Complaints	Current status	Projected Resolution Time	Ticket #s
Published Website Builder 2 or 3 site incorrectly showing "Websites are created FREE" page instead of site content	0	11	Open	Unassigned	DG-13935
Broken images on Website Builder v2 blog pages	7	50	Open	Unassigned	DG-16296
As a VP SB2 customer, when publishing my site, it should publish and not get hung up	1	10	Open	Unassigned	DG-16209
EM1 doesn't show the Social Media stats	0	1	Open	Unassigned	DG-15558
VP SB2 Customers YouTube videos not loading on their live sites	1	22	Open	Unassigned	DG-15345

Created vs Resolved Jira Tickets

	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13
Created	2	1	3	0	4	3	1	1	3	1	2	7
Resolved	0	1	3	2	0	4	3	0	2	1	0	2
Open	56	56	56	54	58	57	55	56	57	57	59	64

Digital Stream Report
2017- W30 - SB2 and EM (Land of the Monolith)

CARE Tracked Backlog - High Severity

Issues	Ticket #s	# Reports	Projected Resolution
"My Checklist" dropdown in the builder has transparent background which impedes usability	DG-187	1	Long Term
"Page$11" button to navigate to Disabled Account campaigns throws a GUID	DG-14976	1	Long Term
As a VP websites customer with a site in paid suspension, my site content shouldn't be visible when accessing my domain	DG-9302	1	Long Term
EM Dashboard should not be accessible if PAID subscription is suspended	DG-12095	1	Near Term
VP SB2 map directions link does not work correctly	DG-15884	1	Unassigned
As a customer using IE=<11 I do not want to see the full country drop down	DG-14738	0	Unassigned
Customer is not able to underline text for email campaign in EM2	DG-13693	0	Long Term
VP SB2 customer is not able to switch from monthly to annual subscriptions	DG-17731	0	Unassigned
Some EM1 campaigns are stuck in Sending status	DG-16722	3	Unassigned
Some CA digital carts not appearing as FREE	DG-16897	0	Near Term
ERR_INSECURE_RESPONSE when loading SB2 Manage Forms	DG-17558	1	Unassigned
ERR_INSECURE_RESPONSE when loading SB2 SEO	DG-17695	1	Unassigned

CARE Tracked Backlog - Moderate Severity

Issues	Ticket #s	# Reports	Projected Resolution
Unable to access Email Marketing 2 account due to having over 2500 contacts	DG-13243	1	Unassigned
"To" & "From" buttons in EM1 are not compatible with Edge browser	DG-14867	1	Unlikely to be fixed
Unable to share campaign on Twitter	DG-14805	1	Long Term
Last Page button to access the scheduled campaigns throws a GUID	DG-14975	1	Long Term
As an EM2 customer, I want to be able to successfully reactivate after cancellation	DG-14253	1	Unlikely to be fixed
Unable to Add Back Accidentally Deleted Contacts in EM2	DG-13706	1	Unassigned
Unable to reactivate my EM subscription	DG-15395	1	Unassigned
Customers continuing to see stale content on VP SB2 sites after mass republish	DG-16682	8	Unassigned
The option "Import Addresses from My Email Provider" is not shown anymore for all non English speaking locales	DG-17533	0	Unassigned
All VP customers should be able to view all videos at Support Central for EM1	DG-13704	0	Unassigned
ERR_INSECURE_RESPONSE when loading SB2 site activity	DG-17531	1	Unassigned
ERR_CONNECTION_RESET when loading mobile SB2 website preview	DG-17589	1	Unassigned

Click here for full list

Click here for full list

Digital Stream Report
2017- W30 - SB2 and EM (Land of the Monolith)

CARE Tracked Issues In Flight

Issues	Ticket #s	Priority	Est Delivery
As an EM2 user, I want digital-order-service to accept my re-activation request	DG-14562	Major	2 Weeks

Recently Resolved Issues (14 days)

Issues	Ticket #s
EM1 users are unable to create campaigns	DG-16871
Fix EM1 Home page to support https	DG-16375
Upload read: unsupported storage type GUID error upon accessing My Services	DG-16659
Cannot edit SB2/Blog/EM1 (Domain data issue)	DG-17367
Fix SB2 Blog to support https	DG-16599
Fix 'Mobile website ' to support https	DG-17374
Fix Blog "new post" , 'Manage posts' and 'Manage Comment 'to support https	DG-17378
Fix the transparency issue on the 'My Checklist' drop down in the SB2 builder	DG-17398

Domain/Email Hosting

Digital Stream Report
2017-W30 - Domains and Email Hosting

CARE Top 5

Issues	Total increase this week	Total Complaints	Current status	Projected Resolution Time	Ticket #s
VP SB2 and SB3 domain sites showing "Websites are FREE" splash page	0	11	Open	unassigned	DG-13935
As a VP site owner with a custom domain name, the WhoIs information should use a valid VP address	0	In Backlog	Open	6/28 - 7/12	DG-13503
PAID primary domains	0	4	Open	Unlikely to be fixed	DG-11614
User Renamer causing Stuck changesets for SB3 account - "Domain configuration failed for site"	18	164	closed	Wont Fix (traking incidents via Spike ticket)	DG-14398
As a Webs hosted domain customer I should have records which allow email to function	0	0	Open	Unassigned	DG-17627

Created vs Resolved Jira Tickets

	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13
Created	2	2	2	1	1	2	3	2	2	2	2	6
Resolved	1	0	1	0	0	1	3	0	1	4	0	4
Open	31	33	34	35	36	37	37	39	40	38	40	42

Digital Stream Report
2017-W30 - Domains and Email Hosting

CARE Tracked Backlog - High Severity

Issues	Ticket #s	# Reports	Projected Resolution
Cancelled PAID domains available on monolith domain service	DG-11962	30	Unlikely to be fixed
As a Webs customer I should NOT be able to enable auto-renew within 14 days of expiration.	DG-14527	1	Long Term
PAID primary domains	DG-11614	4	Unlikely to be fixed
PAID Domain OpenSRS Data Sync	DG-16693	0	Unassigned
Email Hosting: Domain exist for user but email hosting account does not exist	DG-17515	1	unassigned

CARE Tracked Backlog - Moderate Severity

Issues	Ticket #s	# Reports	Projected Resolution
Add manual renewal to DoP	DG-15405	3	unassigned
As a PAID email customer I should be prevented from attempting to create an address with invalid characters	DG-14980	7	unassigned
Discounts are not being respected during initial term upgrades from domain dashboard	DG-15009	0	unassigned
Verify internal domain data is accurate (Webs)	DG-16145	6	unassigned
Webmail login has browser security warnings	DG-16745	0	unassigned
As a Webs legacy domain customer, I should be able to renew my domain name	DG-17073	2	unassigned
Remove mailbox upon deletion if it doesn't exist in OpenSRS	DG-17322	0	unassigned
As a Webs legacy domain customer my selected renewal term should be respected	DG-17457	3	Unassigned
We still sell monolith email hosting in the primary path	DG-17483	3	unassigned
As a VP email customer I should be able to access my mailbox from the url linked in the dashboard	DG-17610	1	unassigned

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Digital Stream Report
2017-W30 - Domains and Email Hosting

CARE Tracked Issues In Flight

Issues	Ticket #s	Priority	Est Delivery
During the design of Business cards I should not see an offer for one month free trial of email services	DG-13190	Major	Near Term
Remove domain from PAID upon CCT cancel if domain is not	DG-17236	Moderate	unassigned

Recently Resolved Issues (14 days)

Issues	Ticket #s
PAID domains are breaking in email hosting if they were in the in_reuse_pool	DG-15364
Point new domains to Cloudflare Managed CNAMES rather than siteserver.digital.vistaprint.com	DG-17492

Local Listings &
Social Media Marketing

Digital Stream Report
2017- W30 - Local/Social

CARE Top 5 -Marketing

Issues	Total increase this week	Total Complaints	Current status	Projected Resolution Time	Ticket #s
As a Pagemodo customer, when I schedule a post, it should post to Facebook	0	1	Open	Long Term	DG-14550
As a SMM user, I should be able to edit/create/post cover photo and can click the 'save draft','continue' button, however, the edits are not saved or published	0	8	Open	Unassigned	DG-16969
LOCAL LISTING DETAILS INCORRECT ON LINKED LISTINGS	0	11	Open	Long Term	DG-17615
Unexpected error occurs when publishing Facebook Ad	0	1	Open	Unassigned	DG-14957
As a user who has changed my Facebook account, I want to be able to disconnect my Facebook account without needing to log into the original account.	1	62	Open	Unassigned	DG-4908

Created vs Resolved Jira Tickets

	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13
Created	2	1	3	0	4	3	1	1	3	1	2	7
Resolved	0	1	3	2	0	4	3	0	2	1	0	2
Open	56	56	56	54	58	57	55	56	57	57	59	64

Digital Stream Report
2017- W30 - Local/Social

CARE Tracked Backlog - High Severity

Issues	Ticket #s	# Reports	Projected Resolution
As a Local Listing user, I should be able to submit my information with receiving an error message.	DG-15604	1	Unassigned
As a SMM user, I should be able to view "More Stats" on previous posts after gaining 30 fans	DG-15570	6	Near Term
As a Local Listings customer, I expect my listing to be processed within 60 days	DG-14206	72	Unassigned
Local Listings submission failed to process error after answering verification call	DG-17585	3	Unnassigned

CARE Tracked Backlog - Moderate Severity

Issues	Ticket #s	# Reports	Projected Resolution
Unexpected error occurs when publishing Facebook Ad	DG-14957	1	Long Term
Unable to access the Facebook permissions popover	DG-16770	2	Unassigned
UK Local Listing user cannot submit information	DG-15604	1	Unassigned

Digital Stream Report
2017- W30 - Local/Social

CARE Tracked Issues In Flight

Issues	Ticket #s	Priority	Est Delivery

Recently Resolved Issues (14 days)

Issues	Ticket #s
As a Pagemodo customer, when I publish a custom tab it should publish successfully	DG-15732
As a Pagemodo/SMM user who signed up after March 25, I should be able to publish a cover photo to a page.	DG-15830
As a Pagemodo customer, when I schedule a post, it should post to Facebook	DG-15677
Unable to verify telephone number when selecting "Use this Number" button	DG-16033
As a SMM user, my cover photo should publish to Facebook.	DG-15544
As a SMM user, my post should publish to Facebook when created through SMM	DG-15522
Unable to access SMM	DG-16383

DIFY

Digital Stream Report
2017-W30 - DIFY

CARE Top 5 - DIFY

Issues	Total increase this week	Total Complaints	Current status	Projected Resolution Time	Ticket #s
DIFY dashboard is missing or locked	3	5	Open	Unassigned	DG-16531
As a customer, I want call scheduling to be integrated with Affinity	0	0	Backlog	Unassigned	DG-16950
Cancelled PAID domains available on monolith domain service	2	30	Open	Unassigned	DG-11962

Created vs Resolved Jira Tickets

	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13
Created												
Resolve												
Open												

Platform

Digital Stream Report
2017-W30 - Platform

CARE Top 5 - Platform

Issues	Total increase this week	Total Complaints	Current status	Projected Resolution Time	Ticket #s
As a PAID customer, I should be able to update billing info	0	0	Closed(Won't Do)		DG-16954
As VP CARE, I should be able to view a customer's account details in CCT without getting a GUID	0	6	Long Term		DG-13657
As a user, I should be able to see my digital products on the My Services dashboard for the locale I reside in, not .DE.	0	12	Open	Long Term	DG-13515
"Your account cannot be reactivated" error when reactivating SB4 subscription	0	7	Open	unassigned	DG-17230
Free Trial Ending Email Error for Annual Customers	0	1	Open	unassigned	DG-17319

Created vs Resolved Jira Tickets

	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13
Created	1	0	1	1	0	2	2	0	1	1	1	1
Resolved	0	2	2	5	1	1	0	0	3	0	3	0
Open	45	43	42	38	37	38	40	40	38	39	37	38

Digital Stream Report
2017-W30 - Platform

CARE Tracked Backlog - High Severity

Issues	Ticket #s	# Reports	Projected Resolution
User-reported "Unauthorized" messages on dashboard	DG-17345	0	unassigned
Improve handling for PayPal billing through PAID	DG-12560	0	Long Term
Write automation for DG-16281	DG-17082	0	unassigned
As a PO, I want to know the reason a Cx self-cancels and provide a "counter"	DG-12721	0	Long Term
Subscription invoices shouldn't appear as Orders in Order History	DG-15301	0	unassigned
Handle merchandise credits in PAID and CARE tools	DG-12390	0	Near Term
Create audit trail for PAID CCT	DG-13393	0	Long Term
As a CARE agent, I would like the option to cancel with either refund or merchCredit (UI)	DG-12450	0	Near Term
As a CARE agent, I want Sales tool to add services or upgrades to an account	DG-12236	0	Long Term
As a tier 1 CARE agent, I should not have access to freeze tool in PAID	DG-12233	0	Long Term

[Click here for full list](#)

CARE Tracked Backlog - Moderate Severity

Issues	Ticket #s	# Reports	Projected Resolution
Discounting an annual subscription is confusing	DG-16096	0	unassigned
As a user, I should be able to see my digital products on the My Services dashboard for the locale I reside in, not .DE.	DG-13515	12	Long Term
"Your account cannot be reactivated" error when reactivating SB4 subscription	DG-17230	7	unassigned
Free Trial Ending Email Error for Annual Customers	DG-17319	1	unassigned
Unable to upgrade or downgrade PAID account or term	DG-17485	1	unassigned

[Click here for full list](#)

Digital Stream Report
2017-W30 - Platform

CARE Tracked Issues In Flight

Issues	Ticket #s	Priority	Est Delivery

Recently Resolved Issues (14 days)

Issues	Ticket #s
Display better readable message when reactivation fails	DG-16282
Improve usability/translatability of status on Dashbaord left nav	DG-13625
As a Cx, I want to see my charge status under billing history	DG-13189
As CARE, I should be able to retry a payment method	DG-14900
Create empty formstack form and embed it in cancel flow	DG-16754
As a user, after cancelling my site, the dashboard should reflect the change	DG-17085
As a legacy Cx, I should see the domain tooltip again	DG-17143
As CARE, I want to Cancel Immediately after Cancel At Next Bill	DG-12176