

Performance Optimization Release Notes

Release: 2024.06.01

Date: 2024-06-10

Overview

This release delivers multiple performance improvements throughout the Customer Support SaaS platform to ensure faster response times and an improved agent and end-user experience.

Enhancements & Fixes

- Optimized database queries reducing ticket load times by up to 40%.
- Improved real-time notification delivery with background message batching.
- Reduced initial dashboard load latency for large teams.
- Decreased memory usage on agent consoles during heavy usage.
- Implemented asynchronous data synchronization for customer profiles.
- Optimized asset loading and resource caching across all modules.
- Fixed intermittent lag in conversation history retrieval.

Impact

- Agents experience smoother navigation between tickets.
- Customers notice faster chat and ticket update times.
- Lower risk of service interruptions during high volume periods.
- Improved experience for mobile and remote users.

Recommended Actions

- Clear your browser cache after the update to benefit from optimized resources.
- Report any performance regressions to Customer Support.

Contact

For questions or feedback regarding these optimizations, please reach out to your Account Manager or support@example.com.