# Title: Customer Preview Cross-Team Dependencies

### **Dependencies from Freshsales**

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| Sales360 Swimlane | Dependency | Priority | Dependent on | Expected ETA | Planned ETA | Status  updated by FSA |
| MCR | MCR Form Sync |  | MCR + Formserv | Will be discussed on 30 Jan 2020 | Dev & Sanity completed | Done |
| MCR | Merge API |  | MCR | 07 Feb 2020 | Contract - <https://github.com/freshdesk/api-tools/blob/mcr/api-spec/mcr/index.yaml>  Dev completion - 14-Feb  Sanity Test - 26-Feb | Contract Shared. |
| MCR | Timeline API |  | MCR | 07 Feb 2020 | Contract - <https://github.com/freshdesk/api-tools/blob/mcr/api-spec/mcr/index.yaml>  Dev completion - 10-Feb  Sanity Test - TBD | Internal review to be completed and if any comments to be shared by 11 Feb 2020 |
| MCR | Timeline: Product to MCR event publish - Payload agreement |  | MCR | 04 Feb 2020 | [Products to MCR - Timeline Events Payload](https://confluence.freshworks.com/pages/viewpage.action?pageId=237149123) | Done |
| MCR | MCR → Product  - Payload agreement |  | MCR | 04 Feb 2020 | [UCR Central Payloads](https://confluence.freshworks.com/pages/viewpage.action?pageId=237145602)  Sanity ETA - 12-Feb | Some updates are to be expected from MCR, but not breaking for FSA |
| MCR | Agree on merge logic used for contacts |  | Freshsales Product Team | 29 Jan 2020 | DONE | Done |
| MCR | A decision on soft delete |  | Freshsales Product Team | 29 Jan 2020 | DONE |  |
| MCR | SDK working a new set of fields |  | MCR |  | Dev, Sanity & P1 completed |  |
| MCR | Formserv gem to provide a separate method to set the API token |  | Formserv | 13 Feb 2020 | 14 Feb 2020 | Done |
| MCR | API Contract for Trash and Restore |  | MCR | 11 Feb 2020 | <https://github.com/freshdesk/api-tools/blob/mcr/api-spec/mcr/index.yaml> | Done. New APIs are shared on 11 Feb 2020 |
| MCR | Search Service support for new fields |  | Search Service | TBD | Follow up meeting to be scheduled 21 Feb 2020 | FSA have to share wishlist with field type and use case on 12 Feb 2020 |
| MCR | Enable version conflict in SDK to test those scenarios in sync |  | MCR | Done |  | Expected on Done11 Feb 2020 |
| MCR | New fields to be added to Freshreports |  | Freshreports |  |  | Though it is not in scope of customer preview, we are sharing the wishlist now, so that it can be prioritized in Q1/Q2 based on product priority.  Aditi - Create wishlist  Preethi - To set up follow up meeting |
| Unified Product Experience | Left Nav bar availability |  | FMarketer | Done |  | Done |
| Unified Product Experience | Implementation asks for Left Nav bar bar <https://freshworks.freshrelease.com/FSALES/issues/FSALES-16558> |  | FMarketer |  |  | Done |
| LeftNAV  bar | Availability of route params |  | FMarketer |  |  | Done |
| MCR | mcr\_account\_id under payload |  | MCR |  |  | Done |
| FormServ | Creation of forms failing in the staging bracmh |  | Formserv |  |  | Done |
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### **Dependencies from Freshmarketer**

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| Sales360 Swimlane | Dependency | Priority | Dependent on | Expected ETA | Planned ETA |
|  | Formserv authorization token |  | Freshsales | discussed on 30 Jan 2020  meeting |  |
|  | Form id API |  | MCR |  | Dev & Sanity completed |
|  | Get primary email |  | MCR |  | DONE |
|  | List sync API |  | Freshsales | Done |  |
|  | Timeline events payload |  | MCR |  | [Products to MCR - Timeline Events Payload](https://confluence.freshworks.com/pages/viewpage.action?pageId=237149123) |
|  | Visitor contact association decision |  | Freshsales, Freshchat, Freshmarketer | Meeting to be held on 03 Feb 2020 |  |
|  | Merge contact decision |  | Freshsales | DONE |  |
|  | Soft deletion decision |  | Freshsales | Done |  |
|  | Handling bounced status decision |  | Freshsales | Done |  |
|  | Multiselect and text field count |  | Freshsales | Done |  |

### **Dependencies from Freshchat**

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| Sales360 Swimlane | Dependency | Priority | Dependent on | Expected ETA | Planned ETA |
|  | Left Nav Bar | High | Freshmarketer | 27/01/2020 |  |
|  | Role Ids to be mapped | High | Freshsales | Done |  |
|  | FormServ Delete | Medium | FormServ |  |  |
|  | FormServ Latest payload with Org id included | High | FormServ |  |  |
|  | Event Schema | High | MCR |  | [UCR Central Payloads](https://confluence.freshworks.com/pages/viewpage.action?pageId=237145602)  Sanity ETA - 12-Feb |
|  | Final MCR SDK | Medium | MCR |  | Dev, Sanity & P1 completed |
|  | Final Error List and Error Payload | Medium | MCR |  | [MCR Error Responses and Error Codes](https://confluence.freshworks.com/pages/viewpage.action?pageId=230087074)  Sanity ETA - TBD |
|  | Merge API | Medium | MCR |  | <https://github.com/freshdesk/api-tools/blob/mcr/api-spec/mcr/index.yaml>  Dev completion - 14-Feb  Sanity Test - 26-Feb |
|  | Existing FS Integration | High | Freshsales | Done |  |
|  | Shared Freshid Cookie to avoid multiple logins to Freshsales and Freshchat | Medium | Freshsales | Discussion pending with Sudharshan and Aravind/Vishal |  |
|  | Primary Email on MCR contact | High | MCR |  | DONE |

### **Dependencies from Freshcaller**

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| Sales360 Swimlane | Dependency | Priority | Dependent on | Expected ETA | Planned ETA |
| UX | Left Nav bar | Medium | Freshmarketer | 10 Feb 2020 |  |
| UFX | Aloha payload for Sales 360 accounts | Low | Aloha | 10 Feb 2020 |  |
| MCR | Country Code toggle | Medium | Freshsales | Done |  |
| UX | Unified Experience i2p | Very High | Freshsales | Done |  |
| UFX | Role ID from FreshID | Low | FreshID | 20 Feb 2020 |  |

### **Dependencies from MCR**

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| Dependency | Priority | Dependent on | Expected ETA | Planned ETA |
| Finalize the list of fields for contact & company | High | Freshsales | 20-Jan-2020 | Done on 29 Jan 2020 |
| How to identify reference fields in the form? | High | Freshsales | 30-Jan-2020 | Done |
| Auto Merge Logic to be finalized by Freshsales | High | Freshsales | 30-Jan-2020 | Done on 29 Jan 2020 |
| Soft Delete Logic to be finalized by Freshsales | High | Freshsales | 30-Jan-2020 | Done on 29 Jan 2020 |
| Timeline Events to be published by Products teams along with required properties | Medium | All Products | 05-Feb-2020 | Sudharshan and Bhagi |
| Document the finalized Visitor Logic in Sales 360 and share with everyone | Medium | Freshsales [Venkataraman Natarajan](https://confluence.freshworks.com/display/~venkataraman.natarajan) | 07-Feb |  |

### **Dependencies from UFX**

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| Dependency | Priority | Dependent on | Expected ETA | Planned ETA |
| **GA** Unified Billing - Need Billing use cases, Chargebee APIcalls & Payloads, List of recurring/non-recurring Add ons. | Urgent | Freshsales |  | DONE |
| **GA** Unified URL - Impact Areas | High | Freshmarketer, Freshchat & Freshsales | 01 Feb 2020 | ETA to be finalized by 18 Feb 2020 |
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