# Title: Freshsales Mobile App Crashes and Reviews (15-11-2019)

**App crash summary:**

**Android (last 14 days) :**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Crashes | OS | Number of occurrences | Total Users |  |
| [Binder.java](https://fabric.io/freshdesk3/android/apps/com.freshdesk.freshsales.mobile/issues/d2a780c50fdbb500829b0d303f5e219b?time=1572566400000%3A1573775999999) | 9,8 | 23 | 17 |  |
| [BaseFilterComponent.kt line 26](https://fabric.io/freshdesk3/android/apps/com.freshdesk.freshsales.mobile/issues/f2525f31155a6ae776ca8cc4172f163f?time=1572566400000%3A1573775999999) | 9,8,7 | 17 | 8 |  |
| [StageDependencyHandler.kt line 72](https://fabric.io/freshdesk3/android/apps/com.freshdesk.freshsales.mobile/issues/5ce760d2f8b88c2963bfc8ab?time=1572566400000%3A1573775999999) | 9,8,7 | 9 | 9 |  |
| [HomeActivity.kt line 2009](https://fabric.io/freshdesk3/android/apps/com.freshdesk.freshsales.mobile/issues/187c80eb0cdfb068715cec7c05b3e7d6?time=1572566400000%3A1573775999999) | 8,9,7 | 5 | 5 |  |
| [TaskNApptDetailActivity.java line 1702](https://fabric.io/freshdesk3/android/apps/com.freshdesk.freshsales.mobile/issues/3dba4a966ffdaa02ceb59cba9741f224?time=1572566400000%3A1573775999999) | 9 | 4 | 1 |  |

**iOS (last 14 days) :**

|  |  |  |  |
| --- | --- | --- | --- |
| Crashes | OS | Number of occurrences | Total Users |
| [LandingTasksViewController.swift line 54](https://fabric.io/freshdesk3/ios/apps/com.freshdesk.freshsales/issues/5ccaff8af8b88c2963d8e3cf?time=1572566400000%3A1573775999999) | 13,12 | 64 | 23 |
| [Freshsales](https://fabric.io/freshdesk3/ios/apps/com.freshdesk.freshsales/issues/5c908d58f8b88c2963a41223?time=1572566400000%3A1573775999999) | 13,12,11 | 29 | 24 |
| [MasterAddViewController.swift line 53](https://fabric.io/freshdesk3/ios/apps/com.freshdesk.freshsales/issues/0bc97747b28e2b7d00df2ce53ec99593?time=1572566400000%3A1573775999999) | 13,12 | 22 | 10 |
| [ContactLandingController.swift line 1026](https://fabric.io/freshdesk3/ios/apps/com.freshdesk.freshsales/issues/b026dd8a8188003acba4cbf137d2ff86?time=1572566400000%3A1573775999999) | 12,13 | 19 | 16 |
| [SalesAccountLandingController.swift line 996](https://fabric.io/freshdesk3/ios/apps/com.freshdesk.freshsales/issues/6fbab125193181aeac4a494e86d03c85?time=1572566400000%3A1573775999999) | 13 | 12 | 11 |

**App Reviews:**

**iOS :**

|  |  |  |
| --- | --- | --- |
| Version | Review | Rating |
| 2.6 | - | - |
| 2.5 | Please fix up the issues on the app. It keeps crashing and having random screen blackouts. | 1 |
| 2.4 | I purchased this software because I was able to utilize it on my computer and through this app on my phone. Unfortunately, the app is sooo glitchy!! I’ve given it a few weeks, because we all know new software is always touch and go, but the fact that I can’t scroll down to finish reading an email without the email jumping up and down is ridiculous. I just wanna read my emails!! Please!! | 1 |

**Note**: Latest version (v 2.6) has no reviews yet.

**Android :**

|  |  |  |
| --- | --- | --- |
| Date | Review | Rating |
| 12 Nov 2019 | Very good services by Freshworks | 5 |
| 14 Oct 2019 | It lags and repeatedly crashes, after a call through the app you'll need to start over from the first as the app closes down. A great software for just the PC. | 1 |
| 17 Sep 2019 | UPDATE 17 SEPT: Glad to receive a response. I hope it's not just words. I look forward to Freshsales really becoming a business powerhouse tool. ORIGINAL REVIEW: Lack of call log access is not justified. There have been developers who have obtained access through the correct channels. Don't be lazy, | 2 |
| 1 Aug 2019 | The app keeps crashing every time i try to open it. Please fix this issues as quickly as possible. Issue was fixed after i downloaded the July 20th 2019 update i can now open the app. | 3 |
| 16 Sep 2019 | Great app BUT there are quite a few annoying bugs! Emailing using a template does not insert signature like it does in the desktop version. Would be 5 stars if bugs were fixed. | 4 |