# Title: Interlock between Sales360 & Support360 - Ways of working

### **When?**

19/12/2019

### **What?**

Identify ways of working for platforms & feeder products to develop a scalabale & reusable components between Sales360 & Support360/omnichannel

### **Who?**

EEsh, Sri, Ramesh, Sudharshan, Arvind, Product heads & Architects

### **Meeting minutes**

1. Sales360 & Omnichannel are independent tracks.
   1. Freshdesk will work with feeder products like Chat & Caller to drive omnichannel experience by tightening their existing integration.
   2. Freshsales will work with feeder products like Chat & Caller with the support of platform services to build the unified experience for Sales360.

         Chat & Caller will have 2 independent streams of work to support the above

     2. All products & platforms agree that execution for Sales360 will not be blocked on decisions/alignment with Freshdesk.

     3. The following is the agreement on the ways of working for different platform services to ensure there is directional alignment between Support360/OmniChannel & Sales360 use-cases:-

1. MCR:-
   1. Contacts -   Freshdesk will evaluate the MCR spec in the beta scope of Sales360 and raise any red flags on conflicting requirements for Support360.
   2. Company -  Freshdesk will not evaluate Support360 right now as this involves Fresh Success for which the requirements are currently unclear.
2. UFX (Signup, User & Role Management, Billing):-
   1. UFX and product teams (Sales, Marketer, Chat, Caller) will together i2p solution for both Sales360 and these standalone product use-cases.
      1. Reason for including standalone use cases - Build a platform that is reusable & scalable for all use-cases.
      2. Execution - Sales360 use-cases will be prioritized over standalone
   2. Freshdesk will evaluate the solution directionally for broad alignment.
3. Platform team to come up with a “Bundle Architecture” which will be implemented for Sales 360. Freshdesk will move towards consuming the UFX components similar to how the standalone products use.
4. Post GA of Sales360, when we do i2p for Support360 use-cases there might be changes in platform’s architecture.