# Title: Mobile - April 2018 Aspirations

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| **Aspirations - April 2018** Freshsales, Mobile, 10 Apr 2018 |
| Mission:  Enable Freshsales customers to access features of the product on mobile platforms (iOS & Android) |

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| --- | --- | --- | --- |
| **Team-name-here**  **Body-of-code-here** | **Name** | **Email** | **Git home (if applicable)** |
| **Tech Lead** | Rinoy Chacko | [rinoy.chacko@freshworks.com](mailto:rinoy.chacko@freshworks.com) | <https://github.com/rinoy28> |
| Saravanan P | [saravanan.periyasamy@freshworks.com](mailto:saravanan.periyasamy@freshworks.com) | [https://github.com/saravanan-fw](https://www.google.com/url?q=https://github.com/saravanan-fw&sa=D&source=hangouts&ust=1523513133125000&usg=AFQjCNEgHzFGlEfYOCqGauyMhBQidk9vcQ) |
| **Squad Lead** | Manikandan S | [manikandan.subramaniam@freshworks.com](mailto:manikandan.subramaniam@freshworks.com) | <https://github.com/manikandanks> |
| **Product Owner** | Siddharth Gopalasundaram | [siddharth.gopalasundaram@freshworks.com](mailto:siddharth.gopalasundaram@freshworks.com) |  |
| **Members** | Pavan P M | [pavanpm@freshworks.com](mailto:pavanpm@freshworks.com) | <https://github.com/pavanpm> |
| Shyam Sundar R | [shyam.rajasekaran@freshworks.com](mailto:shyam.rajasekaran@freshworks.com) | <https://github.com/shyam-rajasekaran> |
| Saranya Selvaraj | [saranya.selvaraj@freshworks.com](mailto:saranya.selvaraj@freshworks.com) | <https://github.com/saranyasr> |
| Ramanathan Akila Vaidyanathan | [ramanathan.vaidyanathan@freshworks.com](mailto:ramanathan.vaidyanathan@freshworks.com) | <https://github.com/ramanathan-vaidyanathan> |
| Sathish Kumar V | [sathish.vijayakumar@freshworks.com](mailto:sathish.vijayakumar@freshworks.com) | <https://github.com/sathish-vijayakumar> |

## **Success metrics - KPIs (Key Performance Indicators)**

|  |
| --- |
| 1. Features shipped 2. App installations 3. Active users 4. User sessions 5. Crash free sessions |

## **Previous Aspirations Link:**

[Mobile - March 2018 Aspirations](https://confluence.freshworks.com/pages/viewpage.action?pageId=151421934)

## **Results: How did we do since last Aspirations? (Planned vs Delivered - Summarise the results and provide applicable links)**

|  |  |  |
| --- | --- | --- |
| Goal (from previous Aspirations) | Results | Deliverables |
| Task / Appointment / Call log outcomes  [Pavan](https://confluence.freshworks.com/display/~pavanpm@freshdesk.com)(Android) [shyam sundar R](https://confluence.freshworks.com/display/~shyams@freshdesk.com) (iOS)  [Sathish](https://confluence.freshworks.com/display/~sathishkumarv) (QA) | Done | Unable to render Jira issues macro, execution error. Unable to render Jira issues macro, execution error. |
| Parent Sales Account  [Pavan](https://confluence.freshworks.com/display/~pavanpm@freshdesk.com)(Android) [shyam sundar R](https://confluence.freshworks.com/display/~shyams@freshdesk.com) (iOS)  [Sathish](https://confluence.freshworks.com/display/~sathishkumarv) (QA) | Done | Unable to render Jira issues macro, execution error. Unable to render Jira issues macro, execution error. |
| UI revamp   * Bottom navigation menu [Pavan P M](https://confluence.freshworks.com/display/~pavanpm@freshdesk.com) (Android) [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) (iOS) * Filters in left drawer / Search filters [Ramanathan Vaidyanathan](https://confluence.freshworks.com/display/~ramanathan.vaidyanathan) (Android) [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) (iOS) * Recent filters [Rinoy Chacko](https://confluence.freshworks.com/display/~rinoy@freshdesk.com) (Android) [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) (iOS) * MORE tab in bottom navigation [Ramanathan Vaidyanathan](https://confluence.freshworks.com/display/~ramanathan.vaidyanathan) (Android) [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) (iOS) * Code refactoring (Java to Kotlin language) [Ramanathan Vaidyanathan](https://confluence.freshworks.com/display/~ramanathan.vaidyanathan) [Pavan P M](https://confluence.freshworks.com/display/~pavanpm@freshdesk.com) [Rinoy Chacko](https://confluence.freshworks.com/display/~rinoy@freshdesk.com) | In QA (Second cycle of testing) - iOS & Android | Unable to render Jira issues macro, execution error. Unable to render Jira issues macro, execution error. Unable to render Jira issues macro, execution error. Unable to render Jira issues macro, execution error. Unable to render Jira issues macro, execution error. |
| Quick Add  [Pavan](https://confluence.freshworks.com/display/~pavanpm@freshdesk.com)(Android) [shyam sundar R](https://confluence.freshworks.com/display/~shyams@freshdesk.com) (iOS) | In Progress | Unable to render Jira issues macro, execution error. Unable to render Jira issues macro, execution error. |
| Multi Select  [Pavan](https://confluence.freshworks.com/display/~pavanpm@freshdesk.com)(Android) [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) (iOS) | In Progress | Unable to render Jira issues macro, execution error. Unable to render Jira issues macro, execution error. |

## **Success metric trend (over the past 3 months)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Metric | Trend |  |  |
| 1 | App installs | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Platform | December | January | February | March | | iOS | 492 | 776 | 680 | 753 | | Android | 616 | 780 | 673 | 807 | | 252 | 430 |
| 2 | Active users | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Platform | December | January | February | March | | iOS | 1677 | 2009 | 2195 | 2352 | | Android | 2329 | 2357 | 2416 | 2472 | | 519 | 509 |
| 3 | User sessions | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Platform | December | January | February | March | | iOS | 16368 | 25397 | 25181 | 29097 | | Android | 33093 | 51178 | 52044 | 58272 | | 596 | 568 |
| 4 | Crash free sessions | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Platform | December | January | February | March | | iOS | 99.64 | 99.69 | 99.75 | 99.80 | | Android | 97.97 | 99.41 | 99.19 | 99.09 | | 625 | 657 |

## **Top contributors (since** **last Aspirations - please leave this section blank if data not available)**

|  |  |
| --- | --- |
| Name | Contribution |
|  |  |

## **Top Issues (faced since last Aspirations)**

|  |  |  |
| --- | --- | --- |
| Issue | Root cause | Recurring |
|  |  |  |

## **Plan for next month (or) Aspirations**

|  |  |
| --- | --- |
| Goal | Deliverables |
| Email Conversations | Unable to render Jira issues macro, execution error. Unable to render Jira issues macro, execution error. |
| Notification settings for mobile | Unable to render Jira issues macro, execution error. |
| Dashboard | Unable to render Jira issues macro, execution error. |

## **Identified risks**

|  |  |  |
| --- | --- | --- |
| Risk | Mitigation strategy | Recurring |
| Risk-1 |  | Yes/No |
| Risk-2 |  | Yes/No |

## **Do you have any specific asks? (any help needed to address constraints, unblocking, ...)**

**(Please keep this list engineering related - this section is optional)**

|  |  |  |
| --- | --- | --- |
| Ask | Impact | Recurring |
| Ask-1 | Write a sentence or two about this | Yes/No |
| Ask-2 |  | Yes/No |

## **Peer appreciation**

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Appreciated by | Impact | In their own words |
|  |  |  |  |

## **Plan/Roadmap/Vision - that extends beyond one month**

* Dashboard
* Email conversations

## **Demo/Deep dives/Miscellaneous items/...**

* Please add additional items as you see fit

## **Finally**

Copy this page's link in [2018-March](https://confluence.freshworks.com/pages/viewpage.action?pageId=130286249) page