# Title: Mobile - August 2018 Aspirations

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| **Aspirations - August 2018** Freshsales, Mobile, 22 Aug 2018 |
| Mission:  Enable Freshsales customers to access features of the product on mobile platforms (iOS & Android). |

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| **Amaithi Padai** | **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** | Swati Sharma | [swati.sharma@freshworks.com](mailto:swati.sharma@freshworks.com) |  |
| **Members** | 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> |
| Gowtham Ashokkumar | [gowtham.ashokkumar@freshworks.com](mailto:gowtham.ashokkumar@freshworks.com) |  |
| Satya Ambarish | [satya.ambarish@freshworks.com](mailto:satya.ambarish@freshworks.com) |  |

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

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

## **Previous Aspirations Link:**

[Mobile - July 2018 Aspirations](https://confluence.freshworks.com/pages/viewpage.action?pageId=191633534)

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

|  |  |  |
| --- | --- | --- |
| Goal (from previous Aspirations) | Results | Deliverables |
| iPad Support [shyam sundar R](https://confluence.freshworks.com/display/~shyams@freshdesk.com) | Done | Unable to render Jira issues macro, execution error. |
| Deal Lost reason dialogue when deal stage changed to Lost  Lead Unqualified reason dialog when lead stage changed to Unqualified  [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) (iOS) | Done | Unable to render Jira issues macro, execution error. |
| Support for new currencies  Added status and territory field to contacts  [Pavan P M](https://confluence.freshworks.com/display/~pavan.madhusoodanan) (Android) [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) (iOS) | Done | 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. |
| Email Conversations  [Saravanan Periyasamy](https://confluence.freshworks.com/display/~saravanan.periyasamy)(iOS) [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) (iOS)[Ramanathan Vaidyanathan](https://confluence.freshworks.com/display/~ramanathan.vaidyanathan) (Android) | Done | Unable to render Jira issues macro, execution error. Unable to render Jira issues macro, execution error. Unable to render Jira issues macro, execution error. |
| Custom Forms - API & business logic - Go Implementation [Rinoy Chacko](https://confluence.freshworks.com/display/~rinoy@freshdesk.com)  Custom Forms - UI (Android & iOS) [Ramanathan Vaidyanathan](https://confluence.freshworks.com/display/~ramanathan.vaidyanathan) [Saravanan Periyasamy](https://confluence.freshworks.com/display/~saravanan.periyasamy) | In progress    In progress | Unable to render Jira issues macro, execution error. Unable to render Jira issues macro, execution error. Unable to render Jira issues macro, execution error. |
| Notification settings page - API & business logic- Go Lang  iOS UI[Saravanan Periyasamy](https://confluence.freshworks.com/display/~saravanan.periyasamy) | Dev complete  Dev complete |  |
| Files Support  [shyam sundar R](https://confluence.freshworks.com/display/~shyams@freshdesk.com) | In QA (iOS) | Unable to render Jira issues macro, execution error. |

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

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| --- | --- | --- | --- | --- | --- | --- |
|  | Metric | Trend |  |  |  |  |
| 1 | App installs | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Platform | April | May | June | July | | iOS | 796 | 741 | 747 | 683 | | Android | 755 | 692 | 635 | 787 | |  |  | 252 | 430 |
| 2 | Active users | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Platform | April | May | June | July | | iOS | 2275 | 2490 | 2468 | 2445 | | Android | 2495 | 2482 | 2382 | 2445 | |  |  | 519 | 509 |
| 3 | User sessions | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Platform | April | May | June | July | | iOS | 28369 | 29137 | 31513 | 31541 | | Android | 56354 | 58795 | 61502 | 68353 | |  |  | 596 | 568 |
| 4 | Crash free sessions | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Platform | April | May | June | July | | iOS | 99.78 | 99.84 | 99.81 | 97.01 | | Android | 99.39 | 99.60 | 99.76 | 99.87 | |  |  | 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**

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| --- | --- |
| Goal | Deliverables |
| Email notifications |  |
| Voice notes |  |

## **Identified risks**

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| --- | --- | --- |
| 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 |  |
|  |  |  |  |

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

* Cache offline data
* Notification homepage with conversational bot
* Checkin
* Near by leads

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

* Please add additional items as you see fit