# Title: Mobile - May 2018 Aspirations

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| **Aspirations - May 2018** Freshsales, Mobile, 07 May 2018 |
| Mission:  Enable Freshsales customers to access features of the product on mobile platforms (iOS & Android) |

|  |  |  |  |
| --- | --- | --- | --- |
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## **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 - April 2018 Aspirations](https://confluence.freshworks.com/pages/viewpage.action?pageId=187499986)

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

|  |  |  |
| --- | --- | --- |
| Goal (from previous Aspirations) | Results | Deliverables |
| 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) * Filter views 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) * Migration from Hotline to Freshchat SDK [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) (iOS) [Ramanathan Vaidyanathan](https://confluence.freshworks.com/display/~ramanathan.vaidyanathan) (Android) * GDPR Changes [Rinoy Chacko](https://confluence.freshworks.com/display/~rinoy@freshdesk.com) [shyam sundar R](https://confluence.freshworks.com/display/~shyams@freshdesk.com) * Android - Automation of build generation and uploading to Fabric [Pavan P M](https://confluence.freshworks.com/display/~pavanpm@freshdesk.com) [Sathish Vijayakumar](https://confluence.freshworks.com/display/~sathish.vijayakumar) | 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. |
| Quick Add  [Pavan](https://confluence.freshworks.com/display/~pavanpm@freshdesk.com)(Android) [shyam sundar R](https://confluence.freshworks.com/display/~shyams@freshdesk.com) (iOS) | Dev Complete | 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) | Dev Complete | Unable to render Jira issues macro, execution error. Unable to render Jira issues macro, execution error. |
| Email Conversations - Go Lang Implementation[Saravanan Periyasamy](https://confluence.freshworks.com/display/~saravanan.periyasamy) | 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. |
| Custom Forms Implementation - Go Lang [Pavan P M](https://confluence.freshworks.com/display/~pavanpm@freshdesk.com) / [Rinoy Chacko](https://confluence.freshworks.com/display/~rinoy@freshdesk.com) | 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. |
| Deal Lost reason dialogue when Deal stage changed to Lost  Lead Unqualified reason dialogue when Lead stage changed to Unqualified  [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) (iOS) [Ramanathan Vaidyanathan](https://confluence.freshworks.com/display/~ramanathan.vaidyanathan) (Android) | In Progress | Unable to render Jira issues macro, execution error. Unable to render Jira issues macro, execution error. |
| iPad Support [shyam sundar R](https://confluence.freshworks.com/display/~shyams@freshdesk.com) | In Progress | Unable to render Jira issues macro, execution error. |

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Metric | Trend |  |  |  |
| 1 | App installs | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Platform | January | February | March | April | | iOS | 776 | 680 | 753 | 796 | | Android | 780 | 673 | 807 | 755 | |  | 252 | 430 |
| 2 | Active users | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Platform | January | February | March | April | | iOS | 2009 | 2195 | 2352 | 2275 | | Android | 2357 | 2416 | 2472 | 2495 | |  | 519 | 509 |
| 3 | User sessions | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Platform | January | February | March | April | | iOS | 25397 | 25181 | 29097 | 28369 | | Android | 51178 | 52044 | 58272 | 56354 | |  | 596 | 568 |
| 4 | Crash free sessions | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Platform | January | February | March | April | | iOS | 99.69 | 99.75 | 99.80 | 99.78 | | Android | 99.41 | 99.19 | 99.09 | 99.39 | |  | 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. Unable to render Jira issues macro, execution error. Unable to render Jira issues macro, execution error. |
| Custom Forms Implementation | Unable to render Jira issues macro, execution error. Unable to render Jira issues macro, execution error. 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 |
| [Ramanathan Vaidyanathan](https://confluence.freshworks.com/display/~ramanathan.vaidyanathan) | [Rinoy Chacko](https://confluence.freshworks.com/display/~rinoy@freshdesk.com) | Code refactoring (Java to Kotlin) |  |

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

* Custom Forms Implementation
* Email Conversations

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

* Please add additional items as you see fit

## **Finally**

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