# Title: Mobile - Q2 2019 Aspirations



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| **Aspirations - Q2 2019** Freshsales, Mobile, 26 Mar 2019 |
| 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 - Q1 2019 Aspirations](https://confluence.freshworks.com/pages/viewpage.action?pageId=206576723)

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

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| --- | --- | --- |
| Goal (from previous Aspirations) | Results | Deliverables |
| Freshcaller Integration (iOS & Android)  [Rinoy Chacko](https://confluence.freshworks.com/display/~rinoy@freshdesk.com) [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) | Done | <https://freshworks.freshrelease.com/issues/FSALES-7977> <https://freshworks.freshrelease.com/issues/FSALES-8512> |
| Rotten deals support (IOS) [Saravanan Periyasamy](https://confluence.freshworks.com/display/~saravanan.periyasamy) | Done | <https://freshworks.freshrelease.com/issues/FSALES-9715> |
| Handling restricted permissions for call log[Satya Ambarish](https://confluence.freshworks.com/display/~satya.ambarish) | Done | <https://freshworks.freshrelease.com/issues/FSALES-8517> |
| Email compose (Go)  [Shanmugam Sekar](https://confluence.freshworks.com/display/~shanmugam.sekar)  Email signature (Go)  [Saravanan Periyasamy](https://confluence.freshworks.com/display/~saravanan.periyasamy)  Compose email, reply, save draft, insert templates, attachments (iOS & Android)  [Shanmugam Sekar](https://confluence.freshworks.com/display/~shanmugam.sekar) [Ramanathan Vaidyanathan](https://confluence.freshworks.com/display/~ramanathan.vaidyanathan)  Email compose attachment, canned response (Android)  [Satya Ambarish](https://confluence.freshworks.com/display/~satya.ambarish) | Done | <https://freshworks.freshrelease.com/issues/FSALES-1555> <https://freshworks.freshrelease.com/issues/FSALES-7770><https://freshworks.freshrelease.com/issues/FSALES-7769><https://freshworks.freshrelease.com/issues/FSALES-2045> |
| Group field (Email & Sales account fields) support  [Rinoy Chacko](https://confluence.freshworks.com/display/~rinoy.chacko) [Saravanan Periyasamy](https://confluence.freshworks.com/display/~saravanan.periyasamy) [Ramanathan Vaidyanathan](https://confluence.freshworks.com/display/~ramanathan.vaidyanathan) | Done | <https://freshworks.freshrelease.com/issues/FSALES-7908><https://freshworks.freshrelease.com/issues/FSALES-7909> |
| Notification settings & Email notifications (iOS & Android)  [Satya Ambarish](https://confluence.freshworks.com/display/~satya.ambarish) [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) | Done | <https://freshworks.freshrelease.com/issues/FSALES-5485> <https://freshworks.freshrelease.com/issues/FSALES-2785> |
| Look up field support in forms (Go)  [Rinoy Chacko](https://confluence.freshworks.com/display/~rinoy@freshdesk.com) | Done | <https://freshworks.freshrelease.com/issues/FSALES-8254> |
| Portrait and Landscape support in iPad  [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) | QA Done | <https://freshworks.freshrelease.com/issues/FSALES-9517> |
| Notification list aggregation (Android)  [Satya Ambarish](https://confluence.freshworks.com/display/~satya.ambarish) | QA Done | <https://freshworks.freshrelease.com/issues/FSALES-9571> |
| Rotten Deals support (Android)  [Satya Ambarish](https://confluence.freshworks.com/display/~satya.ambarish) | Qa Done | <https://freshworks.freshrelease.com/issues/FSALES-9570> |
| Custom roles support - Deal value handling (iOS & Android)  [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) [Satya Ambarish](https://confluence.freshworks.com/display/~satya.ambarish) | In progress | <https://freshworks.freshrelease.com/issues/FSALES-9694><https://freshworks.freshrelease.com/issues/FSALES-9660> |
| Home screen  [Saravanan Periyasamy](https://confluence.freshworks.com/display/~saravanan.periyasamy) | In progress | <https://freshworks.freshrelease.com/issues/FSALES-9630> |
| Multi language support [Satya Ambarish](https://confluence.freshworks.com/display/~satya.ambarish) [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) | In progress | <https://freshworks.freshrelease.com/issues/FSALES-9688> [https://freshworks.freshrelease.com/issues/FSALES-968](https://freshworks.freshrelease.com/issues/FSALES-9688)7 |
| Lead/Deal stage change - Dependency and required fields handling  [Rinoy Chacko](https://confluence.freshworks.com/display/~rinoy.chacko) | In progress | <https://freshworks.freshrelease.com/issues/FSALES-6969> |

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

|  |  |
| --- | --- |
| Metric | Trend |
| App installs | |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Platform | April | May | June | July | August | September | October | November | December | Jan | Feb | March | | iOS | 796 | 741 | 747 | 683 | 915 | 833 | 1060 | 954 | 796 | 1420 | 1170 | 926 | | Android | 755 | 692 | 635 | 787 | 889 | 959 | 913 | 839 | 849 | 1080 | 977 | 936 | |
| Active users | |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Platform | April | May | June | July | August | September | October | November | December | Jan | Feb | March | | iOS | 2275 | 2490 | 2468 | 2445 | 2759 | 2955 | 3303 | 3385 | 3043 | 3916 | 4184 | 4715 | | Android | 2495 | 2482 | 2382 | 2445 | 2626 | 2761 | 2932 | 2946 | 2976 | 3364 | 3769 | 4068 | |
| User sessions | |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Platform | April | May | June | July | August | September | October | November | December | Jan | Feb | March | | iOS | 28369 | 29137 | 31513 | 31541 | 39892 | 36793 | 42877 | 34126 | 40958 | 52221 | 58905 | 56899 | | Android | 56354 | 58795 | 61502 | 68353 | 74377 | 77120 | 91008 | 86000 | 83762 | 101875 | 111212 | 85331 | |
| Crash free sessions | |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Platform | April | May | June | July | August | September | October | November | December | Jan | Feb | March | | iOS | 99.78 | 99.84 | 99.81 | 97.01 | 99.77 | 99.76 | 99.75 | 99.35 | 99.70 | 99.39 | 99.56 | 98.73 | | Android | 99.39 | 99.60 | 99.76 | 99.87 | 99.81 | 99.78 | 99.60 | 99.43 | 99.61 | 99.59 | 99.58 | 99.31 | |

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

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

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

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

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

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| --- | --- |
| Goal | Deliverables |
| Home page |  |
| Email enhancements |  |
| Custom module support |  |
| Field permissions |  |
| Multi language support in mobile |  |
| Module rename support |  |

## **Identified risks**

|  |  |  |
| --- | --- | --- |
| Risk | Mitigation strategy | Recurring |
|  |  |  |

## **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 |
|  |  |  |

## **Peer appreciation**

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| --- | --- | --- | --- |
| Name | Appreciated by | Impact | Customer review in store |
| [Satya Ambarish](https://confluence.freshworks.com/display/~satya.ambarish)        [Sathish Vijayakumar](https://confluence.freshworks.com/display/~sathish.vijayakumar) | [Rinoy Chacko](https://confluence.freshworks.com/display/~rinoy.chacko) | Call log - Auto call log prompt for Android 9+  Restricted call log permissions removed and its impacts handled in the app  Testing done across various Android versions and devices |  |

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

* Notifications with next best actions.
* Maps feature in app (Near by leads)
* Deals pipeline view
* Offline support
* Freddy in mobile app
* LinkedIn sales navigator

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