# Title: Mobile - Q2 Mid 2019 Aspirations



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| **Aspirations - Q2 Mid 2019** Freshsales, Mobile, 21 May 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 - Q2 2019 Aspirations](https://confluence.freshworks.com/pages/viewpage.action?pageId=210019064)

## **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 |
| Portrait and Landscape support in iPad  [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) | Done | <https://freshworks.freshrelease.com/issues/FSALES-9517> |
| Notification list aggregation (Android)  [Satya Ambarish](https://confluence.freshworks.com/display/~satya.ambarish) | Done | <https://freshworks.freshrelease.com/issues/FSALES-9571> |
| 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) | Done | <https://freshworks.freshrelease.com/issues/FSALES-9694><https://freshworks.freshrelease.com/issues/FSALES-9660> |
| Field permission changes  [Ramanathan Vaidyanathan](https://confluence.freshworks.com/display/~ramanathan.vaidyanathan) [Rinoy Chacko](https://confluence.freshworks.com/display/~rinoy.chacko)  [Saravanan Periyasamy](https://confluence.freshworks.com/display/~saravanan.periyasamy) | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-9692>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-9693> |
| Form-service for Basic Info  [Ramanathan Vaidyanathan](https://confluence.freshworks.com/display/~ramanathan.vaidyanathan) [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) [Rinoy Chacko](https://confluence.freshworks.com/display/~rinoy.chacko) | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-9682>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-9681> |
| Multi language support  (Dutch, French, German, Italian, Polish, Portugese, Russian, Spanish)  [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-9688> [https://freshworks.freshrelease.com/issues/FSALES-968](https://freshworks.freshrelease.com/issues/FSALES-9688)7 |
| Custom module support  [Saravanan Periyasamy](https://confluence.freshworks.com/display/~saravanan.periyasamy) [Satya Ambarish](https://confluence.freshworks.com/display/~satya.ambarish) | Done | <https://freshworks.freshrelease.com/issues/FSALES-9668> <https://freshworks.freshrelease.com/issues/FSALES-9695>  <https://freshworks.freshrelease.com/issues/FSALES-9696> <https://freshworks.freshrelease.com/issues/FSALES-9862> |
| Lead/Deal stage change - Dependency and required fields handling  [Rinoy Chacko](https://confluence.freshworks.com/display/~rinoy.chacko) [Ramanathan Vaidyanathan](https://confluence.freshworks.com/display/~ramanathan.vaidyanathan) [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) | Done | <https://freshworks.freshrelease.com/issues/FSALES-6969> |
| Module renaming (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/FSALES/issues/FSALES-9674>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-9673> |
| Support thumbnails for files  [Satya Ambarish](https://confluence.freshworks.com/display/~satya.ambarish) [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) | Done | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-10089>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-10088> |
| Home screen  Notifications with next best actions  [Saravanan Periyasamy](https://confluence.freshworks.com/display/~saravanan.periyasamy) [Satya Ambarish](https://confluence.freshworks.com/display/~satya.ambarish) | In progress | <https://freshworks.freshrelease.com/issues/FSALES-9630> |
| Email conversations V2  [Ramanathan Vaidyanathan](https://confluence.freshworks.com/display/~ramanathan.vaidyanathan) [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) | In progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-10632>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-10664> |
| Pagination for email templates  [Rinoy Chacko](https://confluence.freshworks.com/display/~rinoy.chacko) [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) | In progress (Android)  In QA (iOS) | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-10485>  <https://freshworks.freshrelease.com/FSALES/issues/FSALES-10486> |
| Support for Chinese language  [Satya Ambarish](https://confluence.freshworks.com/display/~satya.ambarish) [Saranya Selvaraj](https://confluence.freshworks.com/display/~saranya.selvaraj) | In Progress | <https://freshworks.freshrelease.com/FSALES/issues/FSALES-10066> |

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

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| --- | --- |
| Metric | Trend |
| App installs | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Platform | April | May | June | July | August | September | October | November | December | Jan '19 | Feb '19 | March '19 | April '19 | | iOS | 796 | 741 | 747 | 683 | 915 | 833 | 1060 | 954 | 796 | 1420 | 1170 | 926 | 969 | | Android | 755 | 692 | 635 | 787 | 889 | 959 | 913 | 839 | 849 | 1080 | 977 | 1233 | 1005 | |
| Active users | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Platform | April | May | June | July | August | September | October | November | December | Jan '19 | Feb '19 | March '19 | April '19 | | iOS | 2275 | 2490 | 2468 | 2445 | 2759 | 2955 | 3303 | 3385 | 3043 | 3916 | 4184 | 4870 | 4572 | | Android | 2495 | 2482 | 2382 | 2445 | 2626 | 2761 | 2932 | 2946 | 2976 | 3364 | 3769 | 4162 | 4123 | |
| User sessions | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Platform | April | May | June | July | August | September | October | November | December | Jan '19 | Feb '19 | March '19 | April '19 | | iOS | 28369 | 29137 | 31513 | 31541 | 39892 | 36793 | 42877 | 34126 | 40958 | 52221 | 58905 | 77406 | 83990 | | Android | 56354 | 58795 | 61502 | 68353 | 74377 | 77120 | 91008 | 86000 | 83762 | 101875 | 111212 | 116679 | 124657 | |
| Crash free sessions | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Platform | April | May | June | July | August | September | October | November | December | Jan '19 | Feb '19 | March '19 | April '19 | | 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 | 98.85 | | 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 | 99.25 | |

### Automation coverage:

|  |  |  |
| --- | --- | --- |
|  | Q2 2019 | |
| iOS | Android |  |
| Total test cases (P0, P1) | 324 | 320 |
| Total automated test cases (P0, P1) | 90 | 25 |

\* Currently running mobile automation test cases (iOS) in **Firebase TestLabs**

## **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 |
| Filters (L/C/A/D) |  |
| Bulk emails |  |
| Fresh ID based login changes |  |
| Push notifications for custom sales activity |  |
| Maps feature in app (Near by leads) |  |

## **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**

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Appreciated by | Impact | Customer review in store |
|  |  |  |  |

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

* Deals pipeline view
* Offline support
* Upload profile picture (L/C)
* LinkedIn sales navigator
* Business card scanner

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