# Title: Sales360 report for 16/12/2019 - 23/12/2019

**Top challenges**

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| --- | --- |
| Streams of work | Challenges |
| MCR | Freshsales user-stories review to integrate with MCR was planned on 24/12/2019 but is getting moved to 31/12/2019, so execution in Freshsales can begin post that only. |
| UFX | i2p with products to communicate & align on beta scope of work yet to begin. Likely to happen on 26/12/2019 |
| Unified Left Nav bar | i2p discussion with products to communicate & align on beta scope of work yet to begin. Likely to happen on 26/12/2019 |

| Items | Top Accomplishments this week | Top things for the next week |
| --- | --- | --- |
| Overall | * Interlock between Support360 & Sales360 stakeholders. Major agreements include :-   + Sales360 & Omnichannel are independent tracks. Chat & Caller will have 2 independent streams of work to support the above.   + Freshdesk will participate in evaluation of MCR spec and directional solution for the UFX platforms.   + Products to unblock & prioritize Sales360 use-cases & requirements. | Program Plan with Timelines [Janani Jayaraman](https://confluence.freshworks.com/display/~janani.jayaraman) and Engineering Managers  Pending i2ps list :- [Sales360 Pending i2p](https://confluence.freshworks.com/pages/viewpage.action?pageId=230089043) |
| MCR | * Freshcaller has reviewed their MCR user-stories and has started MCR integration. * Freshchat has reviewed their  MCR user-stories and has started MCR integration. * Freshmarketer has reviewed their MCR user-stories * Detailed i2p discussions to finalize contentious fields in MCR happened with key stakeholders. Major contentious items closed:- | * i2p for remaining contentious fields in beta scope:-   + unique fields -  emails, etc   + anonymous users   + Device properties for chat   + Merge usecases |
| UFX (Aloha, User & Roles Management) | UFX user-stories available for platform work:-  [Admin Experience - User Stories](https://confluence.freshworks.com/pages/viewpage.action?pageId=230087559)  UFX decisions board:-  [Sales360 <> UFX decisions](/pages/createpage.action?spaceKey=freshsales&title=Sales360+%3C%3E++UFX+decisions&linkCreation=true&fromPageId=230089071) | * i2p with products (tech spell out)    + What’s required from Platforms & Products for this integration? - [Vishal Dhawani](https://confluence.freshworks.com/display/~dhawani)   + Timelines [Anandh Mahalingam](https://confluence.freshworks.com/display/~anandh.mahalingam) |
| Unified experience | Some Areas of impact identified within products  :- | * Teams to start creating user-stories for these especially Sales & Marketer that have maximum changes for enabling unified experience. |
| Unified Nav Bar | * Brainstorming with chief stakeholders. [Santhosh Kumar](https://confluence.freshworks.com/display/~santhosh.kumar)came up with this doc. * Decision for Platforms to not own this piece of work taken. This will be owned by Freshmarketer [Naveen Venkat](https://confluence.freshworks.com/display/~naveen.venkat)and [Santhosh Kumar](https://confluence.freshworks.com/display/~santhosh.kumar)under guidance by [Sudharshan Jayasampath](https://confluence.freshworks.com/display/~sudharshan.jayasampath) | * Close architecture. * i2p - Communicate to products changes required for integration. |

PS: -  All Detailed Decisions taken & pending recorded in the Sales360 Master -  [Sales360 Master Board](https://confluence.freshworks.com/display/freshsales/Sales360++Master+Board)