# CRM.Client Frequently Asked Questions

## General Questions

**When will CRM.client be available?**
CRM.client is already available in the Apple and Microsoft app stores.

**Can you provide a demo link for CRM.client?**
Please go to http://crm-demo.aurea.com/, scroll down and follow the instructions to download and configure the app. You can use the following credentials to log into the demo. Username: **crmclient** and password: **acrm**  (case sensitive)

**Which Aurea CRM license do I need to use CRM.client?**
CRM.client is included with all Aurea CRM  Enterprise Edition subscriptions. Aurea CRM Standard Edition customers can upgrade to Enterprise Edition to access CRM. client. Alternatively, Standard Edition customers can acquire CRM.client licenses by purchasing a  subscription to a CRM.client starter package which includes 50 user licenses.

**Which Aurea CRM version is required to use CRM.client?**
CRM.client is designed to use the same CRM.designer configurations as well as the same Mobile Services DLL CRM.pad requires. Hence, it can be used starting with Aurea CRM v9.

**Is CRM.client fully compliant with Windows 10?**
Yes, CRM.client is a UWP (Universal Windows Platform) client, and thus fully  supports Windows 10 powered mobile phones, tablets, notebooks, and desktop PCs.

**What are the minimum technical specs for Windows and iOS devices?**
There are no specific device requirements other than the necessary operating systems. CRM.client supports iOS 10+ and Windows 10.

**When will CRM.client also support Android?**
We are currently planning to release an Android app by end of 2018.
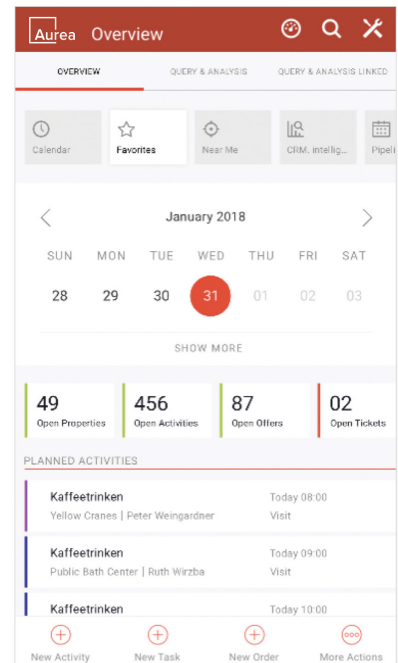
**How secure is CRM.client?  What are the common security protocols?**
Data-at-rest is stored in a SQLite database. In iOS, this database is encrypted using Apple's native AES encryption. On Windows 10,  administrators will need to manage this through drive encryption or specific database encryption. Windows 10 phones support device encryption,  but capability must  be enabled. Starting with Android Nougat, all Android phones should come fully encrypted by default.

## Impact of CRM.client on CRM.pad

**Can we use CRM.pad and iPhone CRM.client at the same time?**
Yes, this is supported. However, CRM.client does not yet support all CRM.pad functionalities. Hence, some screens, menus, buttons, or fields might behave differently or are not shown at all.

**Will new mobile functionalities be introduced into CRM.client only? Or to both CRM.client and CRM.pad?**
Since CRM.pad and CRM.client are two discrete technologies, we have decided to introduce new features exclusively to the CRM.client. The long term goal is to "migrate" all CRM.pad capabilities onto CRM.client, and consequently stop maintaining the CRM.pad code base.

**When will you stop CRM.pad's development?**
Every CRM.pad Enhancement Request (feature request) received during the last six months has been thoroughly vetted. If the Enhancement Request was determined to improve the product or its overall user experience, it has been added to  the CRM.client pending feature library, from which it will eventually be integrated into the CRM.client product roadmap.

**Are there two different apps in app store for CRM.pad and CRM.client?**
Since CRM.pad and CRM.client are two discrete technologies, we are providing two different apps in the Apple app store.

**Can we use the same CRM.designer configurations for CRM.mobile, CRM.pad and CRM.client?**
Yes. CRM.mobile, CRM.pad, and CRM.client all share the same CRM.designer configurations. Also, all of CRM.client's target platforms (iOS, Windows 10, and in the future,  Android) share the same configuration. However, CRM.client does not yet support all CRM.pad functionalities. Hence, some screens, menus, buttons, or fields might behave differently or are not shown at all.
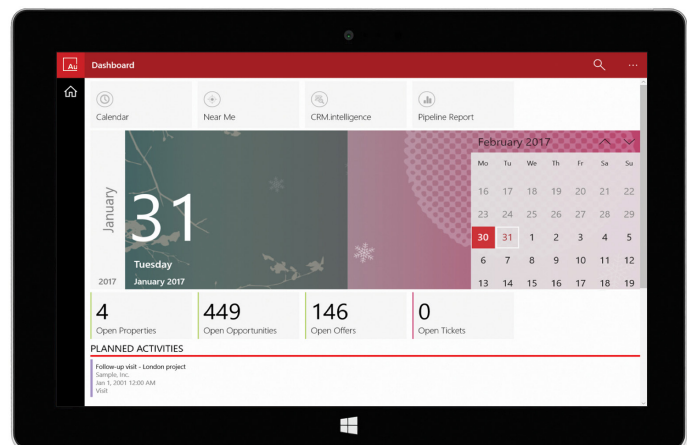
## Features & Functionality:

**Is it possible to only work in online mode with CRM.client?**
Yes and no. Many capabilities of CRM.client support the ability to request data directly from the server, while others don't. One of the core use cases CRM.client supports is search. However, search does not support direct online access since the app—for performance reasons—assumes that the data you are looking for is already on the device (i.e. offline available). To work around this issue you might provide every user with all the data they have access to. That way they would have almost real-time access to the online data - only delayed by the synchronization interval set by your administrator.

**When will the full scope of functionality be available in CRM.client?**
We are constantly working on closing the functional gap between CRM.client and CRM.pad. At the moment we are aiming to have this completed by end of 2019 Q2.

**Is there CTI functionality for CRM.client and local users (iOS, Android)? Can I make a direct phone call out of the CRM.client (on the iPhone)?**
For the next release, we are planning to support the ability to conduct outbound calls. Processing incoming calls is also on our roadmap. However, at the moment we do not have a firm date as to when this capability can be expected. As we progress we will update you on our roadmap.

**When will CRM.client include access to attached documents (i.e. attached to activities)?**
We are constantly working on closing the functional gap between CRM.client and CRM.pad. At the moment we do not have a firm date as to when this capability can be expected. However, as we progress we will update you on our roadmap.

**When will features to support serial entry (offer) and questionnaires be available?**
We are constantly working on closing the functional gap between CRM.client and CRM.pad. At the moment we do not have a firm date as to when this capability can be expected. However, as we progress we will update you on our roadmap.

**Will the graph (statistics)  be enabled on CRM.client?**
We are constantly working on closing the functional gap between CRM.client and CRM.pad. At the moment we do not have a firm date as to when this capability can be expected. However, as we progress we will update you on our roadmap.

**Are processes going to be supported by CRM.client platform? To what extent?**
With the introduction of Aurea CRM's Process Framework we have seen many exciting use cases come to life. Naturally, we are also looking at extending this capability to CRM.client. However, at the moment we do not have a firm date as to when this capability might make it on to our roadmap. So, as we progress we will update you on where we are.

**Will ACRM be able to execute triggers on CRM.client?**
We know that Triggers have long been a "hot topic" with the CRM.pad community. Naturally, we are also looking at extending this capability to CRM.client. However, at the moment we do not have a firm date as to when this capability might make it on to our roadmap. So, as we progress we will update you on where we are.

**Is there a CRM.client Admin Guide available so we can see which functions are already supported?**
You can access the CRM Client Release Notes v2.0, Pad Administrator's Guide and CRM Client User Manual directly via our recently introduced online help platform. The platform is still a work-in-progress, but will soon offer access to all Aurea CRM documentation.

# Interested in learning more about Aurea CRM.client?

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