

LIVEPERSON PEER CODE REVIEW CASE STUDY



LivePerson is a provider of communications solutions for online sales, marketing and customer service. LivePerson's Timpani platform enables online businesses to identify and engage the right customer with the right communication channel at the right time, thereby enhancing the online experience. Chat, marketing and selling tools, a self-service knowledgebase and email management are combined with industry-leading channel matching technology, rules-based intelligence, routing and reporting, to offer clients the opportunity to increase sales, lower customer service costs and enhance the customer experience. The company's roster of more than 3,000 customers, including EarthLink, Microsoft, Hewlett Packard, Qwest and Verizon, have long reported significant savings, increased sales and high customer satisfaction using LivePerson's technologies. LivePerson is headquartered in New York City.

"Code Reviewer is an easy to use product that will enable our developers to boost their productivity while reducing the code review cycle. All around it's a first class product, and it will help make development process more efficient." **Eitan Ron, General Manager LivePerson**



For More Information

For more information on Smart Bear Software, please visit Web site at <http://www.smartbearsoftware.com>

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The Problem

LivePerson was looking for a solution to manage the peer code review process in order to: minimize the number of bugs, improve product performance, and reduce product down-time.

LivePerson was reviewing code at each programmer's workstation using a variety of tools including SourceSafe and IntelliJ™ IDEA diff tools. The programmer and reviewer needed to arrange a meeting to review the changes in the code. Doing a review without the presence of both developer and reviewer was not an easy task; the code was checked into LivePerson's source control system, and remarks were sent via email. This presented a major logistical problem; enforcing or tracking code reviews was impossible – some were not read, some were lost or never received.

The Solution

CodeReviewer introduces order into the code review process. It allows LivePerson developers to review the code before it is checked into the source control system, reducing the number of bugs included in production code. The *Block Check-in* option enforces that required fixes be made prior to source control check-in. CodeReviewer also allows peers in remote locations to easily review code changes while ensuring that no change or fix is forgotten.

Additional Benefits

Apart from providing a way of performing and enforcing peer code review, CodeReviewer provides a way for LivePerson to track key metrics and historical data. "LivePerson hopes to improve our understanding of what was changed, the reason for the changes and what modules will be affected by the changes" explains Dan Bar-Shalom, Senior Software Engineer at LivePerson.

CodeReviewer is also a way to allow more experienced programmers to share their knowledge with other programmers. They do this by sharing corrections, notes, and advice in the chat dialogs.

The Bottom Line

CodeReviewer improves the quality of code by: minimizing bugs, improving product performance and reducing product down-time. It also saves a large amount of time and money in resources, "because the reviewer does not have to arrange to review the code together with the programmer" added Bar-Shalom.