



# Building Enterprise Level End-to-End Monitoring System Using Open Source Solutions

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LivePerson  
[www.liveperson.com](http://www.liveperson.com)

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#jenkinsconf

# Agenda

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- › About me
- › About Liveperson
- › Production in Liveperson
- › The need for change
- › Technologies we use
- › Demo, demo and demo

# About me

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- › Oren Katz
- › Working 2.5 years at Liveperson
- › Started as NOC Team Leader, Today Monitoring Team Leader
- › Microsoft background – Consultant, support, deployment..

# About us

Mission

Creating Meaningful  
Customer Connections

Customers

8,500  
customers



Technology

SaaS pioneer since 1998

# About us

Verizon Wireless - Custom x

www.verizonwireless.com/b2c/store/controller?item=phoneFirst&action=viewPlanList&continue=true

RESIDENTIAL BUSINESS WIRELESS

verizonwireless Explore

Customize Your Plan & Get

Devices in your cart  
+ Add More Devices

Monthly Line Access  
**\$40**

**DROID RAZR HD in Blue by Motorola**

**Need your...**  
We're standing to talk with you  
Click to Chat

Share Everything  
\*Required  
Monthly Account Access

Your Selected Plan  
RECOMMENDED  
**4 GB** Shared Data  
Unlimited Talk & Text  
Plan Details >

4 GB 8 GB 16 GB 32 GB

**\$70.00**

Have a promo code?  
Save Cart For Later

**LIVEPERSON**

Agent - at 12:34:45  
There variations of passages of alteration form, by injected humour, randomised words

User - at 12:34:45  
variations of passages of Lorem Ipsum but the majority have suffered alteration injected humour, or randomised words

Agent - at 12:34:45  
There variations of passages of alteration form, by injected humour, randomised words

Agent is typing a message...

Enter text here.. **Send**

**LIVEPERSON** This Live chat is Tested 12-July

**Smartphone Comparison**

06:27

16 m Share

# LivePerson Presence



# Production Organization – Tools we use





# The need...





**you have**



**ISSUES!!!!!!**

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LIVEPERSON

# End 2 End



**Login**

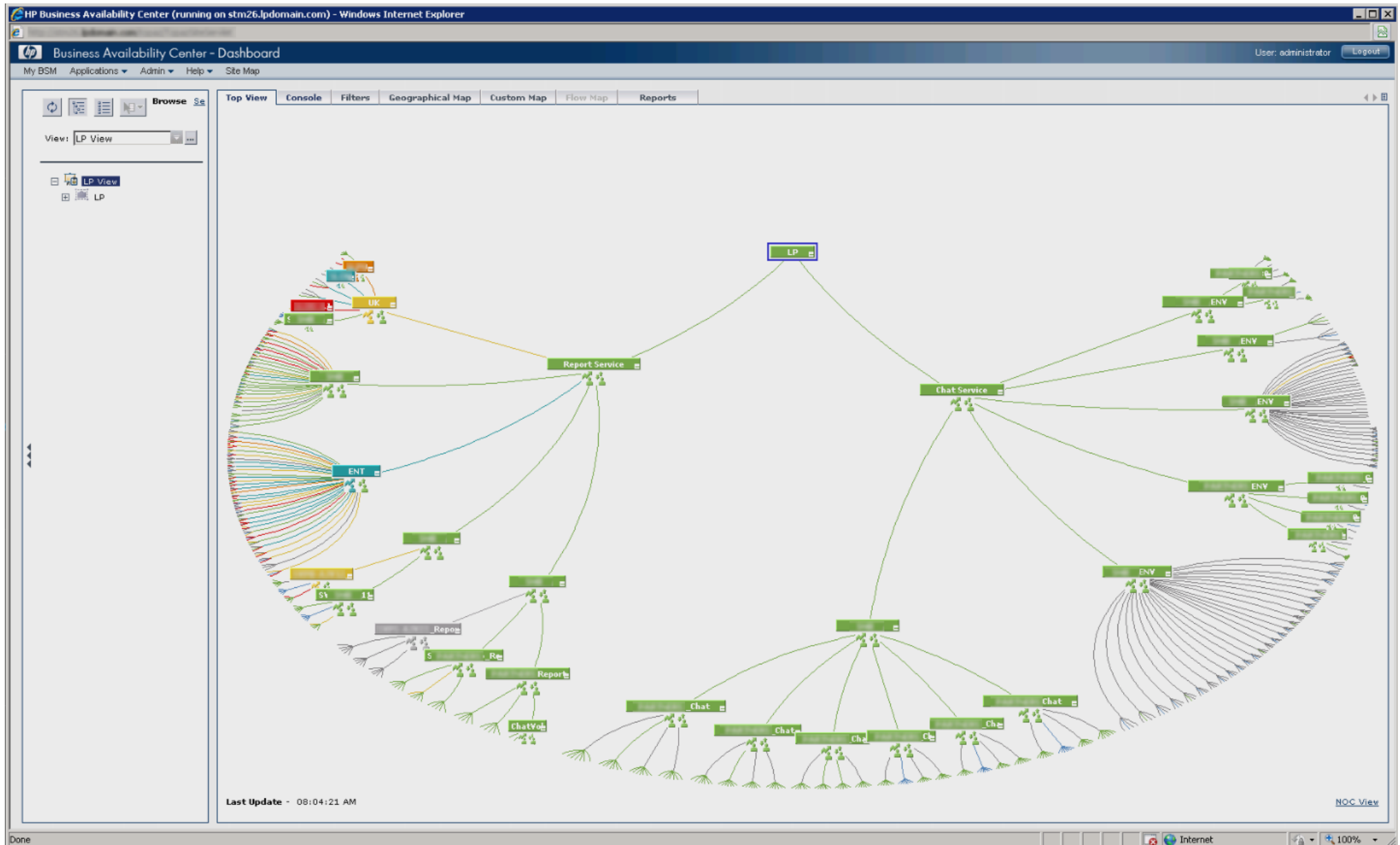


**Chat**



**Report**





## Why change?

# We wanted to:

- Increase our tests scenarios
- Automate new/old server
- Understand better what went wrong

WHAT DO

YOU  
NEED ? ? ? ? ?



Automated tests

REUSE QA



TESTS

## Jenkins

 search

[?](#) [cancel](#) | [log out](#)

ENABLE AUTO REFRESH

 [add description](#)

 [My Views](#)

[Legend](#)  [RSS for all](#)  [RSS for failures](#)  [RSS for just latest builds](#)



# Dashing



## SERVICE ALERTS

Chat

✓

Report

✓

Status Table			
Sample Loc	Failed Servers	Runtime Error	Out of
US	0	0	5
UK	0	0	5
Status	100%		

LPLink Login

✓

UPING			
Sample Loc	Failed Servers	Runtime Error	Out of
US	0	0	5
UK	1	0	5
Status	90%		

Federation

✓

LE2.B - Campaigns

✓

LE2.B - Chat

✓

LE2.B - Referrals

✓

LE2.B - Time to Live

✓

LE2.B - Connection Panel

✓

PCU

✓

Server	LOB	Test	Availability						Runtime	Location	Last Updated	
Virginia	none	UPING	1	1	0	*	0	0	0	0	uk	05:26:23

100% Uptime | Last updated at 12:27

# Graphite







# Production Organization

***If you think you can  
make it better...***

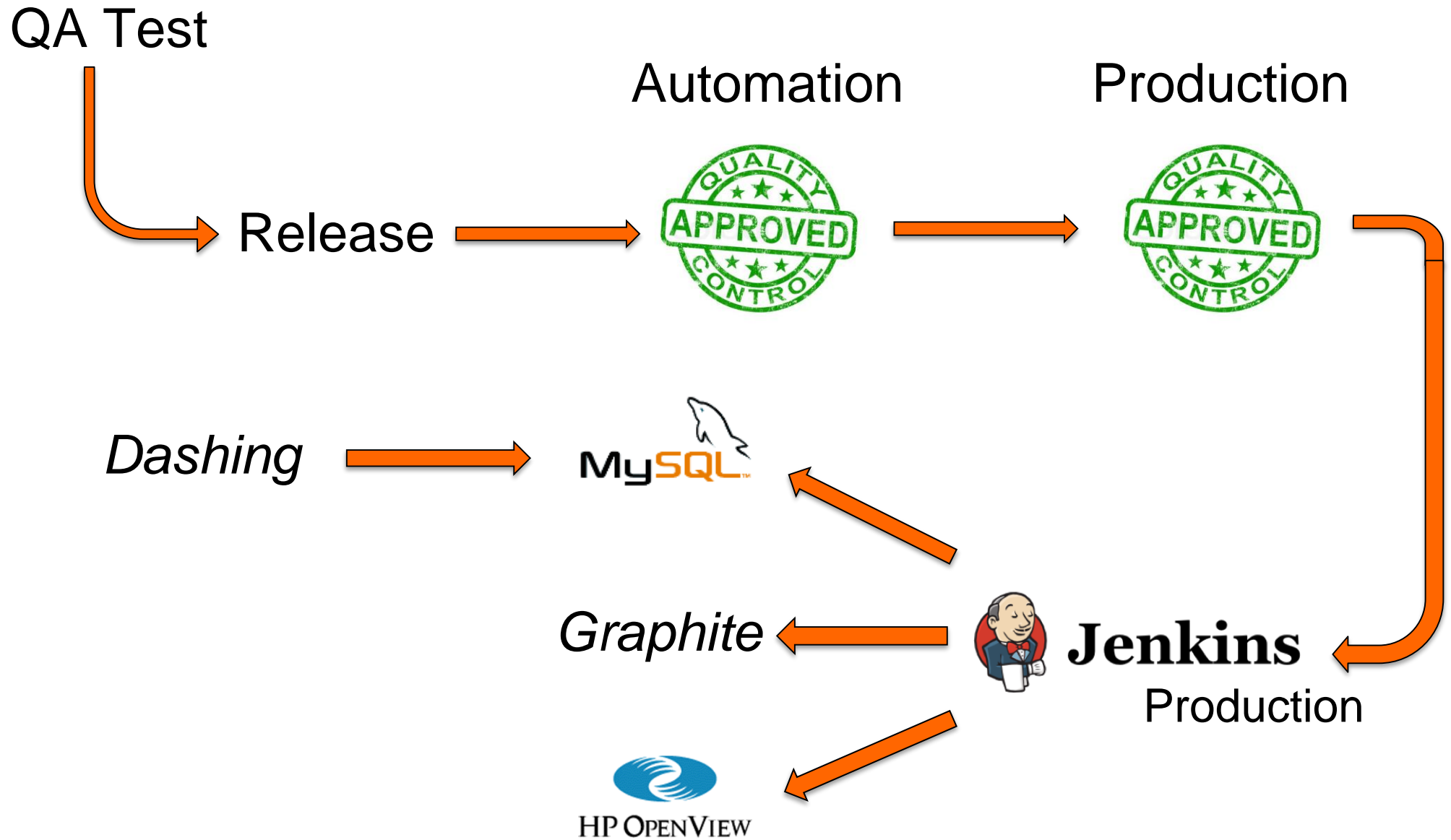
***Do it.***

# DEMO

# Tips

- › Use informative logs for users not developers
- › Screenshots + Videos
- › Basic dashboard
- › Use a wrapper for you tests
- › Add “ignore” to known server issues like Firefox

# Summary



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## Silver

