

Night's Watch Team

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Before Night's Watch - Spring Cleaning May 2016

- 3 days - entire Engineering team
- Resolved 233 bugs
- Total bugs reduced from 367 down to 134
- Major win for

Improving the Client Experience!



What did we learn?

- Intense Focus - eliminate distractions
- Embedding Customer Success Coaches with developers is effective

How can we solve customer issues quickly and regularly to avoid the need for another all-hands bug squash?

Let's Crush Bugs All the time!



We formed a rotational development team that focuses on:

- bugs - 80%
- security - 10%
- performance - 10%
- With an embedded Customer Success Coach

The Night's Watch



Who?

- Nate Arey - Customer Success Coach turned QA Analyst / Night's Watch Team Lead
- Rotational developer from 4 different dev teams
- Alec Erickson - QA Analyst

Night's Watch Key Goal

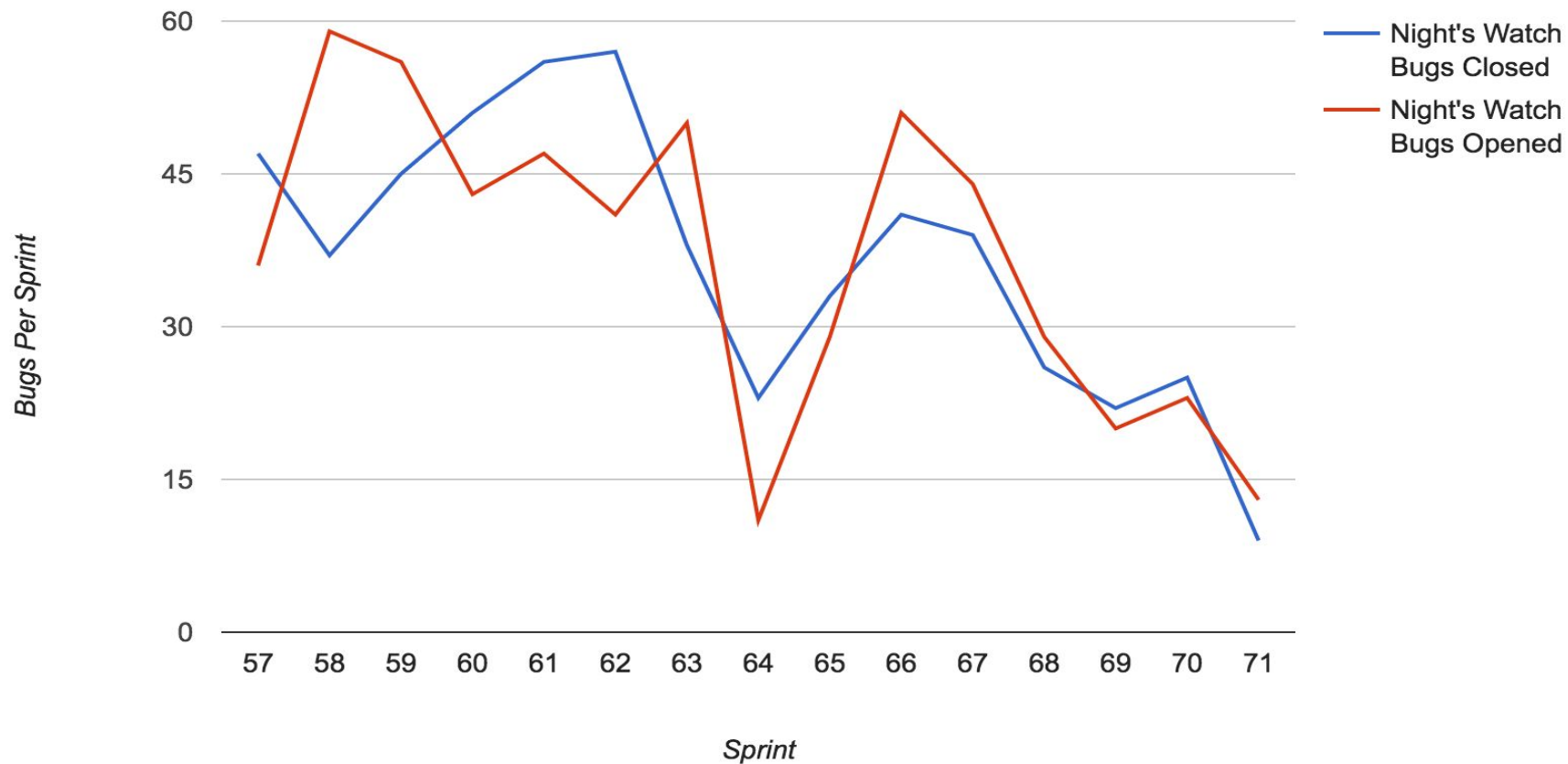
Improve the Client Experience

by dedicating resources to fixing bugs

Metric Driven Team

Close more bugs than are opened each sprint

Night's Watch Bugs Closed vs Opened

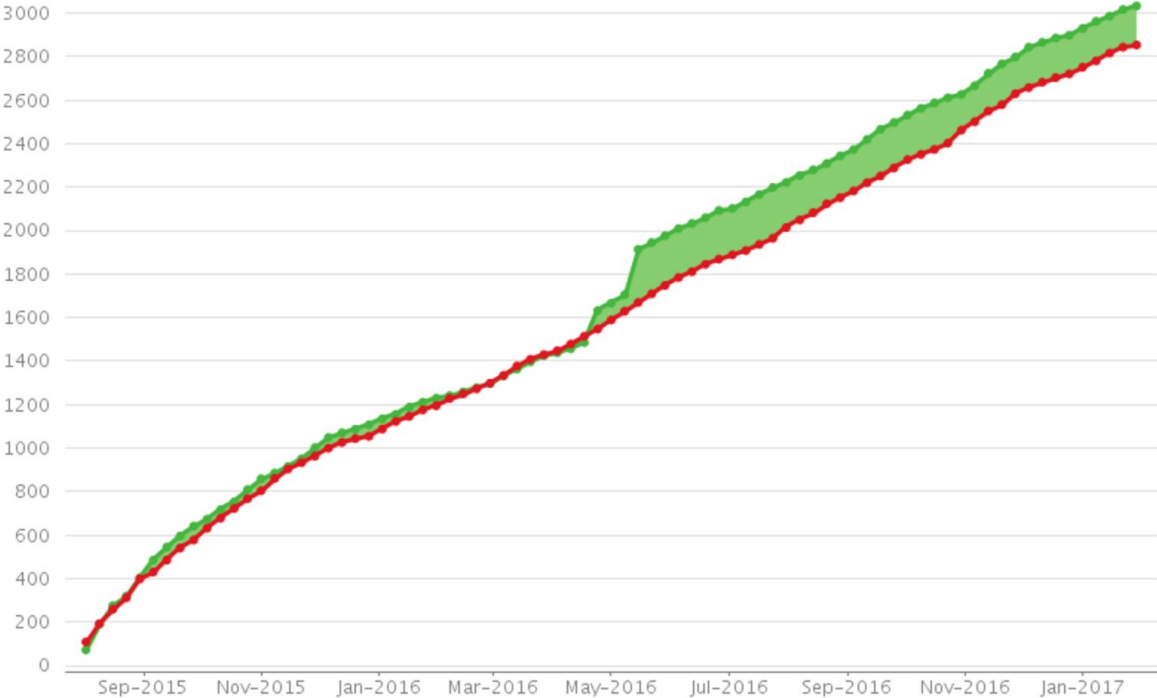


Created vs. Resolved Issues Report

Filter: [Total Bugs Open and Closed](#)

Chart

This chart shows the number of issues **created** vs. the number of issues **resolved** in the last 547 days.



How can we further **Improve the Client Experience?**

UX Quick Wins

- Continuous process to gradually improve our user's experience in small ways
- Introduced early January
- We've resolved 12 UX Quick Wins - avg. of 2 each week

Questions?