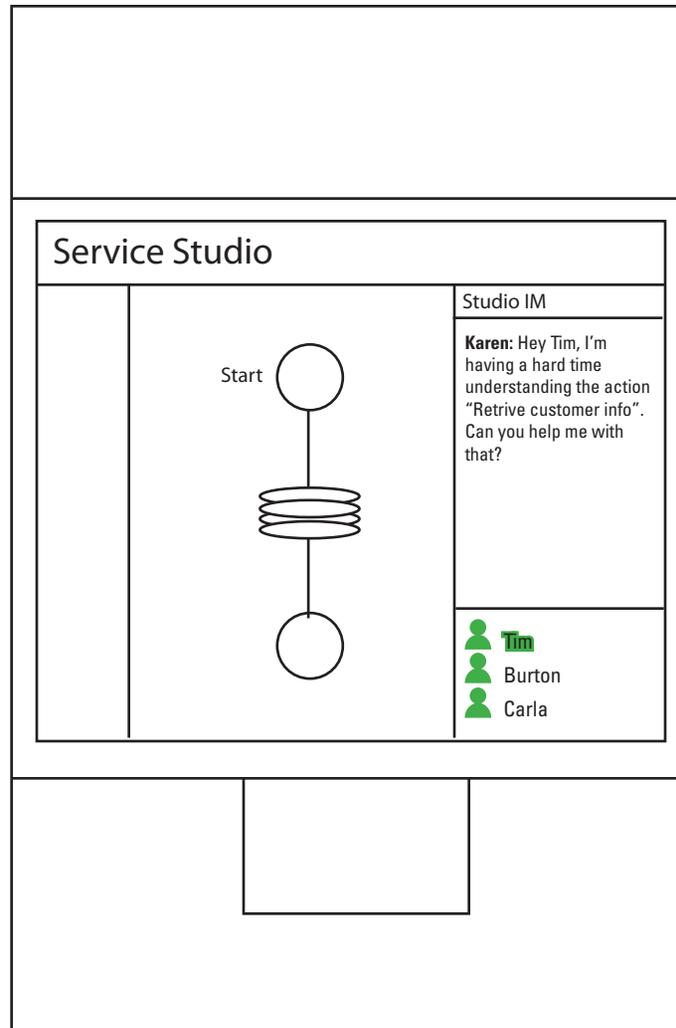
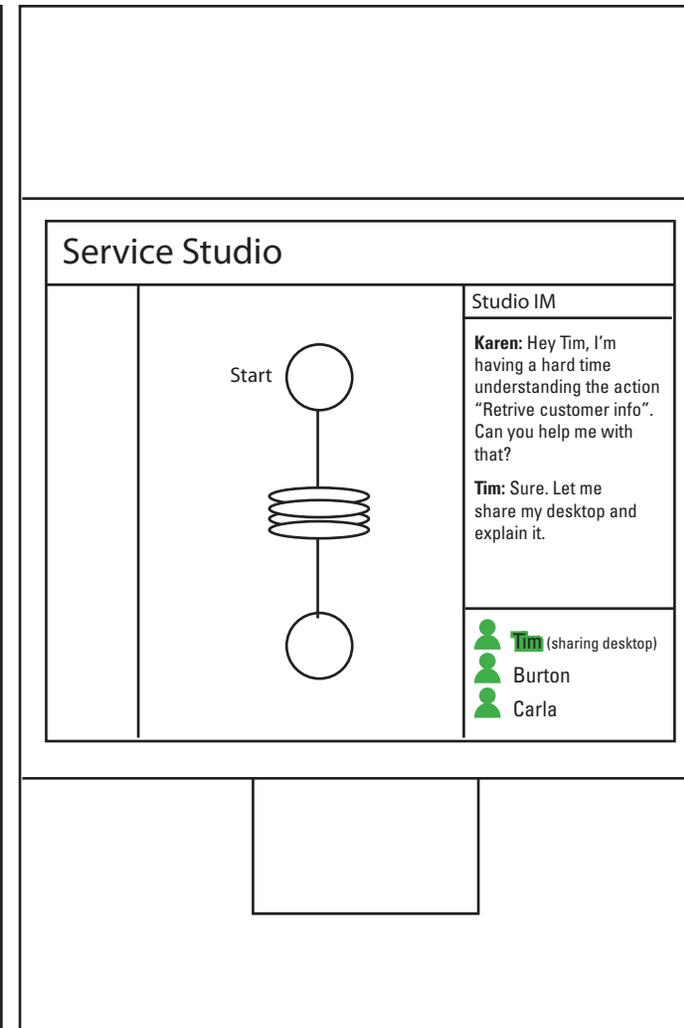


4. Instant Messaging with other developers



Not knowing who the code belongs to, Karen circles the area with the problem, right-clicks it and selects contact author.



Realizing that the author, Tim, is online, the system opens an IM with Tim. Karen shares her desktop with Tim so he can explain what the code is doing

Karen is trying to fix a bug in a previous project and does not understand what the code is doing.