**Confluence**

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# Confluence

* Web based powerful team collaborative tool created by the Australian company Atlassian which enables team to create, share and organize information in a central digital location.
* Typically use for internal documentation / knowledge base in companies

# Uses

* Confluence provides a shared space for teams to work together,
* Serves as central knowledge base
* In project management to plan projects, track progress, manage documentation throughout the software development lifecycle, and create reports.
* For content creation - can create diverse contents, including text, images, code, tables, videos or whiteboards, using templates and flexible page structures
* Integrates with other teams particularly Jira allowing users to link requirements to tasks and manage workflow

# Features

* Pages - mainly documents which can be drafted and then published.
* Live docs - it is live! Can be used for live writing meeting notes.
* White boards - digital canvases used for brainstorming or mapping up ideas visually.
* Databases are for tracking information in a sheet, in tabular columns.
* Smart links helps to drops in links to all kinds of tools like loom.

## Pages

Mainly used for documentation - for knowledge sharing, training resources to onboard new resources, process documentations

## Spaces

Help to keep work organized, allowing users to separate content for different teams or projects, and each user also has a personal space for individual work.

They are basically like organizational containers for content, acting like folders to categorize pages, attachments, and other work related to a team, project, or individual user.

There are two main types: Site spaces, which are shared collaborative workspaces for teams or projects, and Personal spaces, private areas for individual users to store their work.

# When not to use?

* + When the document is highly structured like installation guides with graphics,
  + Not preferred for offline documentation - go for Microsoft word, InDesign, FrameMaker.
  + When you have a Saas product or online - go for Confluence, Google Drive,

# MadCap Flare vs. Confluence

* **MadCap Flare**
  + - Professional, highly structured, polished documents - pdfs,
    - can write one document and then issue it in different formats
    - there is detailed look and feel, like a design studio.
    - Complex to study
    - detailed user guides, for regulated industries - healthcare, finance, everything should be accurate
    - complex projects
* **Confluence**
* Ultimate Collaborator
* Teams working in real time constantly interacting and reiterating.
* Cloud based
* Jira, Trello part of same ecosystem
* Lack some advanced features - highly structured features.
* Ideal choice for agile teams - things that keep changes
* Speed, flexibility, small teams