**WIKI AND CONFLUENCE: A DETAILED OVERVIEW**

**WIKI**

* A wiki is an online platform for collaborative knowledge sharing. Wikis are useful tools that help people share and edit information together which makes it easier to work as a team.
* Wikipedia is the most well-known example, but wikis are also used for internal team documentation, personal knowledge management and more.
* The editing process in typically simple.
* There are different kinds of wikis such as public wikis like Wikipedia, private wikis that are restricted to a specific group or work team, and knowledge-based wikis which are designed for FAQs and troubleshooting purpose.
* Examples of wikis are Wikipedia (a popular online encyclopedia), Wikibooks(A collection of open-content textbooks), WikiHow(A website where we can create & edit ‘how to’ guides on various tasks), Fandom, Confluence (by Atlassian).

**Key features of Wikis:**

* **Creating and editing Pages:** To create a new page, we can just click on create a new page and then can start adding text, images and links. Editing is easy, we can change texts, fix the errors and update the information using a simple editor.
* **Adding Links:** We can link the internal links within the same wiki, or the external links to outside websites or resources for more information.
* **Revision history:** Wikis has the ability to track changes. Every time someone edits a page, the wiki save the change and we can see who made it and when if something goes wrong we can go back to previous version of page.
* **Sharing and permissions:** Wikis allow us to control who can view or edit a page.

**Pros:**

* Multiple people can edit and contribute allowing for easy teamwork and knowledge sharing.
* Wikis are simple and user-friendly.
* Every change will be tracked.
* Wikis allow customizing through templates and plugins.

**Cons:**

* Most of the Wikiswork only when they have internet connection.
* Some users intentionally add false information or spam links to wiki pages.
* Without consistent formatting rules, different pages sometimes appear messy or hard to follow.

**CONFLUENCE:**

* Confluence is a team collaboration and documentation platform developed by Atlassian. It helps teams create, organize, and share information easily in one place.
* It is widely used for creating project documentation, meeting notes, knowledge bases, and internal wiki pages.
* Confluence makes it simple to create pages and blogs with a user-friendly editor that supports text, images, tables, and file attachments.
* There are different spaces in Confluence where each project or team can have its own set of related pages and documents.
* Examples of use cases include internal knowledge bases, project planning pages, sprint retrospectives, and product requirements documents.

**Key features of Confluence:**

* **Creating and Editing pages:** Pages can be created easily with templates. We can add text, images and links Editing is very simple like using a normal document editor.
* **Page Hierarchy:** Pages can be arranged in a tree structure, helping to organize documents properly.
* **Collaboration:** Team members can work together on same page, leave comments.
* **Permissions and restrictions:** We can control who can view, edit, or comment on pages or spaces.

**Types of Wikis in Confluence:**

* **Corporate Knowledge Base**: Confluence can serve as a knowledge base for your organization, providing a central place for all documentation, training materials, and how-to guides.
* **Project Documentation Wiki**: For teams working on a specific project, Confluence can be used to maintain up-to-date project plans, requirements, designs, and timelines.
* **Product Documentation Wiki**: Product teams can use Confluence to document product specifications, user manuals, and release notes.

**Pros:**

* Easy to collaborate and manage documents in one place.
* Good integration with other tools like Jira and Trello.
* Customizable with templates, plugins, and macros.
* Tracks every edit, making it easy to monitor changes.

**Cons:**

* It may require internet connection to access and edit pages.
* Some users may find it difficult at first without basic training.
* Paid subscription is needed for some advanced features like analytics and user permissions.

**Use Cases:**

* **Software Development**: Creating technical documentation, keeping track of notes, and linking Jira tickets to Confluence pages for effective communication.
* **Marketing**: Creating and managing marketing plans, content calendars, and campaign documentation.
* **Project Management**: Managing project roadmaps, timelines, and meeting notes.