Confluence Overview

On this page

All the content covered in this video is also below in text format


Confluence Overview

A global Knowledge Base made up of smaller knowledge bases

Confluence is a content management system that allows companies to post, organize and present documents of any kind. For our purposes, the best way to define it would be that it is global Knowledge Base made up of smaller knowledge bases.

These smaller knowledge bases are called "Spaces." Each Space is an independent area with its own title, look and feel, and permission scheme. There are 3 main types of spaces within our instance of Confluence.

1. **Home:** Evolve IP-internal knowledge base that serves multiple purposes
2. **Evolve IP Knowledge Base:** our customer-facing knowledge base
3. **Functional Area-specific spaces:** Examples include
   a. proddev
   b. Compute Product
   c. Service Delivery
   d. and more...

Confluence Visual
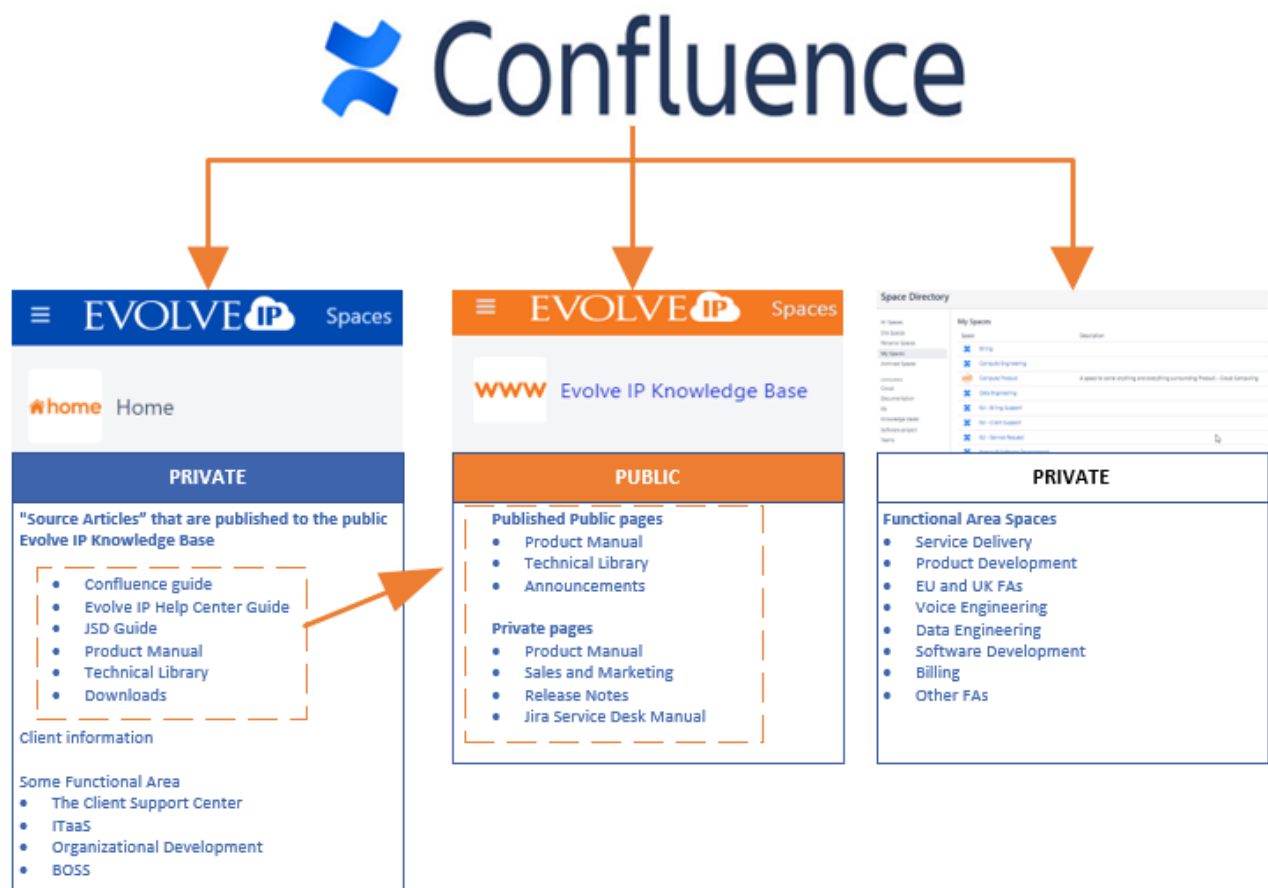

Home

The space called "Home" is an Evolve IP-only internal space that serves as "home" to a variety of data. Access is restricted to VPN or DaaS and then through Clearlogin tiles.

It serves three primary functions

1. All "source" documents that exist on the public Evolve IP Knowledge Base (see above!)

    a. Important tool-specific guides (Confluence guide, Evolve IP Help Center Guide, JSD Guide)
    b. Product Manual
    c. Technical Library
    d. Downloads
2. Serves as home for Client information
3. Retains some functional-area specific documentation, such as

    a. The Client Support Center
    b. ITaaS
    c. Organizational Development
    d. BOSS
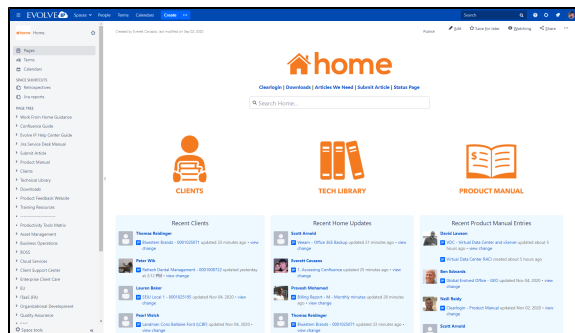
Use case examples

- Product Development uses this space to post technical articles for our products
- Solutions Engineering uses this space to post Product Manual entries
- Our Compute and ITaaS technical support teams use this space to post and update technical articles within the Technical Library
- rvice Delivery uses this space to post new Client information

Evolve IP Knowledge Base

The space called "Evolve IP Knowledge Base" is the published version and customer-facing knowledge base.

Clients can access these resources from anywhere and navigate via the product icons located on the landing page, or via the left-hand column menu.

Public pages sorted into sections, shareable with customers

- **Technical Library**: self-service articles for Customers to manage their services from Evolve IP
- **Training Resources:** Resources for training
- **Downloads:** software customers may need to access
- **Announcements**

Private pages sorted into:

- **Product Manual:** sales articles for Channel Partners, White Label
- **Sales and Marketing**: sales supporting articles
- **Release Notes**
- **Jira Service Desk Manual**
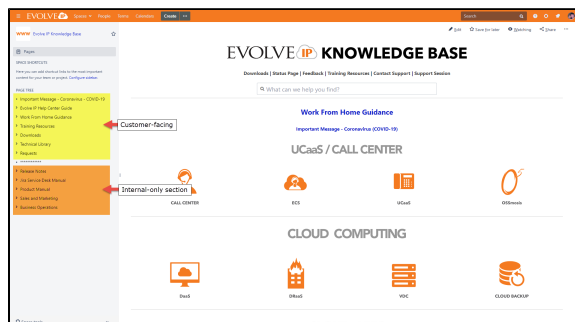
Functional Area-specific spaces

We have various other spaces specific to functional areas that were too large to place within the functional-area section of our Home space. You can access all of them by clicking the "Spaces" menu in the top menu bar of Confluence.

There are too many to list here, but below you will see a screenshot of the Compute Product space. Each space is fully customizable allowing space admins to configure the look and feel of the space, as well as set access permissions.