



# Atlassian Confluence

## Review From A Customer



**Atlassian Confluence**

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From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Principal Writer & User Experience Design at a tech company with 201-500 employees

**George Eckel**

### **WHAT IS OUR PRIMARY USE CASE?**

There are two use cases for using Confluence wiki: Team notes Software documentation.

### **HOW HAS IT HELPED MY ORGANIZATION?**

Wiki is a simple tool for developers to write and record team decisions explaining the product that they are creating.

### **WHAT IS MOST VALUABLE?**

The best features are the following: Automated TOC Horizontal tabbing option Expanding drop down lists Easy image integration Access to the underlying HTML The list of macros in the drop down.

### **WHAT NEEDS IMPROVEMENT?**

There is no concept of peer review or a draft mode - whatever you write is live. What typically happens is that the navigation bar becomes frighteningly large and difficult to read unless someone takes the reigns and curbs the knee jerk reaction to keep creating new branches in wiki's hierarchical tree.

### **FOR HOW LONG HAVE I USED THE SOLUTION?**

More than five years.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

No issues.

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

No issues.



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**HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Never tried to contact them. There is a lot of info on the web about Confluence wiki if you need help.

**WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

Wiki has been used for a long time at my company. Many people enjoy its zero learning-curve.

**WHAT ABOUT THE IMPLEMENTATION TEAM?**

In-house.

**WHAT OTHER ADVICE DO I HAVE?**

Wiki is a good solution for non-tech writers. It is easy to learn and has a number of good features. The writing does not live beside the code, like GitHub Markdown does, nor does the wiki editor contain advanced editing features, like MindTouch, Oxygen, and other DITA editors. However, its simplicity encourages non-writers to document what they are doing.

Learn more: [Read 4 reviews of Atlassian Confluence](#)