perforce
Gliffy

Intuitive Diagramming for Your ITSM Knowledge Base

Confluence helps your team access knowledge fast. Gliffy helps your team absorb that knowledge even faster.

How Technical Diagramming Supports Your Team

Streamline & Communicate Processes

Building visual models prevents bottlenecks and miscommunications, helping your team work better together.

Contextualize Requests

Save time searching for information by creating visual documentation that integrates directly with your service desk.

Improve Customer Experience

With an aligned, informed team equipped to handle any issue, customers can be confident they will receive high-quality service in every interaction.

Our Platinum ITSM Partners

Adaptavist   **cprime**   eficode

See Gliffy in Action

We'd love to show you how Gliffy works with Confluence to enhance ITSM systems and processes. Reach out to Andy at abryl@perforce.com to schedule a custom demo.

Visual Documentation for Any ITSM Process

Incident Management

Provide faster resolutions and ensure the right people are looped in at the right time.

Change Management

Enhance workflow efficiency and cross-functional communication.

Request Management

Improve customer experience and reduce ticket volume by enabling self-service with clear documentation.

Enterprise Service Management

Apply your ITSM team's documentation and communication processes to other teams across your organization.