



+ Confluence
+ Jira Service Management



Support High-Velocity Teams With Visual Documentation

For teams using Jira Service Management, Confluence is the leading choice for capturing knowledge and managing cross-functional collaboration. Here's how Gliffy enhances an ITSM knowledge base built in Confluence.



Confluence will help your team access knowledge fast, and Gliffy will help your team absorb that knowledge even faster. Gliffy is a tool for **creating visuals that illustrate complex systems and structures** at a glance, making it easier to communicate the concepts that your documentation describes.

Building visual process models and standard operating procedures for your documentation **creates a standard for the way your team works**, saving time and preventing miscommunication.

Visually documenting the structure of your network makes it faster and easier both to **identify issues and inefficiencies** and plan for changes.



When your ITSM team has streamlined processes and easy access to collective knowledge, they will be able to **provide faster service** for customers and decrease the amount of time it takes to close even more obscure and challenging tickets.

Customers also receive **more consistent service** as a result of visual documentation — all members of the team have access to and refer to the same information, meaning new team members and those who have been there for years can provide the same level of high-quality service.



One advantage of using Confluence as a knowledge base is that linking it to Jira provides quick and easy context for ITSM teams to reference. With Gliffy, you can **diagram directly in Confluence** and create visuals for your knowledge base with no extra logins or connectors.

With visual documentation at your fingertips, **no one has to start from scratch** when providing service to a customer. Visually capturing knowledge that your team has accumulated over the years gives even the newest team members the context they need to respond to requests.

Diagram text is fully searchable in Confluence, making it easy for your team to find all the information they need when they need it.



Using Confluence with Jira Service Management? Great! **Start your free trial** of Gliffy Diagrams for Confluence and see how a visual approach can optimize your processes and support your team in providing excellent service.

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