

aws marketplace

Atlassian Confluence

# Reviews, tips, and advice from real users



Powered by  PeerSpot

# Contents

Product Recap.....	3 - 4
Valuable Features.....	5 - 10
Other Solutions Considered.....	11 - 13
ROI.....	14
Use Case.....	15 - 18
Setup.....	19 - 21
Customer Service and Support.....	22 - 23
Other Advice.....	24 - 26
Trends.....	27 - 28
About PeerSpot.....	29 - 30

# Product Recap



Atlassian Confluence

# Atlassian Confluence Recap

Atlassian Confluence streamlines teamwork through its integration with Jira and document management, allowing seamless collaboration and content management for teams.

Atlassian Confluence is renowned for its seamless integration with Jira, facilitating efficient knowledge sharing and collaboration. Users benefit from real-time editing, customizable templates, and a robust search function. The platform supports connectivity with external tools such as Google Drive and Microsoft 365, enhancing the document management experience. It prioritizes intuitive content management, version control, and flexible page structures, enabling teams to work cohesively. Improvements are needed in search functionality, Microsoft Teams integration, AI capabilities, and document editing features.

## What key features does Atlassian Confluence offer?

- **Real-time Collaboration:** Enables multiple users to edit and manage content simultaneously.
- **Customizable Templates:** Provides a variety of templates to tailor documents to specific needs.
- **Robust Search Function:** Allows for quick retrieval of information.
- **Integration with External Tools:** Seamlessly connects with Google Drive and Microsoft 365.
- **Macros Support:** Enhances document functionality with extended features and content embedding.

## What benefits or ROI should organizations look for?

- **Improved Collaboration:** Facilitates team communication and knowledge sharing.
- **Enhanced Efficiency:** Streamlines project management and documentation processes.
- **Increased Productivity:** Reduces time spent on document handling and workflow optimization.
- **Seamless Integration:** Maintains connectivity with existing tools like Jira for effective task management.

In specific industries, Atlassian Confluence serves as a comprehensive documentation and collaboration platform. It is particularly valuable in tech sectors for software documentation, while organizations leverage it for drafting team notes, release notes, and policy records. It plays a pivotal role in internal communication, project tracking, and development, supporting teams in managing complex projects efficiently.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “I use Atlassian Confluence for task management and other project management tasks, such as reporting, visualization of tasks, tracking the progress of tickets, and understanding how work is progressing.”



**Talha Hussain.**

Project Manager at a transportation company with 10,001+ employees

- ✓ “The linkage between the different Atlassian products is what I find most valuable, as you can easily link Atlassian Confluence into a Jira ticket, which allows for a quick overview when you are in the ticket system and the ability to quickly dive deeper into the Wiki directly.”



**PATRIKROSENDAHL**

GM at a real estate/law firm with 501-1,000 employees

- ✓ “The most valuable features of Atlassian Confluence are its overall document editing and ease of use.”



**LasseMikkonen**

CEO at byte

- ✔ “Copying another page and providing an option to edit everything is valuable.”



**Rabindra K Maharana**

Sr Consultant at a tech services company with 10,001+ employees

- ✔ “One of the best features of Atlassian Confluence is that it integrates really well with Jira, and it's easy to use.”



**Verified user**

Product Manager at a consultancy with 51-200 employees

- ✔ “Users can create tables and directly pull all Jira tickets into a Tableau format.”



**Venkata Raghuram Challa**

Manager QA at [x]cube LABS

- ✔ “The macros feature in Confluence is quite valuable.”



**Vasanth Pithani**

Administrator at Cotiviti

## What users had to say about valuable features:

“ Documenting everything related to the project is good for me. It enables me to use rich text to document, insert macros and links, highlight with different colors, and organize pages in a hierarchical way. The linking between Jira and Confluence is useful for me. Most features on Confluence are useful for team collaboration. The well-organized search for pages or documents facilitates collaboration..”

**AmirSerag Eldin**

Delivery Manager at Cegedim Relationship Management

[Read full review](#) 

---

“Copying another page and providing an option to edit everything is valuable. Specifically, when I want to edit something, it offers that option immediately. I can tap on it or mouse over it, and you have immediate access.

The new UI, which launched six to eight months ago, includes many other features. I find the editing option straightforward and quick. It is a feature I like most and frequently use.

Additionally, this tool provides a single repository for interacting with the entire team. It's accessible from anywhere, and people from different regions, like India or Germany, can use it in their own time zones. It's not only a time-saving solution but also a helpful repository..”

**Rabindra K Maharana**

Sr Consultant at a tech services company with 10,001+ employees

[Read full review](#) 

“One of the best features of Atlassian Confluence is that it integrates really well with Jira, and it's easy to use. When creating a folder structure or a page in Atlassian Confluence, it's very easy to add tables, add other documents, and tag people. It's very fluent, and the UI is very easy to use.

“I haven't seen an ROI from this tool, though I can say it's saving us time because we've got everything in one place as opposed to using Google Drive or SharePoint. However, I'm not aware of any specifics around time saving..”

**Verified user**

[Read full review](#) 

Product Manager at a consultancy with 51-200 employees

---

“The linkage between the different Atlassian products is what I find most valuable. You can easily link Atlassian Confluence into a Jira ticket, which allows for a quick overview when you are in the ticket system and the ability to quickly dive deeper into the Wiki directly.

“Atlassian Confluence certainly does not save me money with the license fee involved. However, I see it more as a collaboration tool where you have the ability to manage access. Since we have many external companies involved, they have their own areas within Atlassian Confluence, and you have the ability to structure everything very effectively. I do want my people to learn how to structure the tool properly. The danger I see is that when you have several departments, you sometimes get repetition because each team manages their own area within the tool independently. Sometimes information gets lost because of this. That is the only negative aspect I currently see..”

**PATRIKROSENDAHL**

[Read full review](#) 

GM at a real estate/law firm with 501-1,000 employees

---

“The most valuable features of Atlassian Confluence are its overall document editing and ease of use. When comparing it to other solutions such as Microsoft SharePoint or other wiki tools, some are far ahead or far behind on ease of use when you start to edit and publish a document. That is the key thing, and then I can also build the structure of pages and easily manage these spaces and control access rights.

“The impact of real-time collaborative editing on my team's project workflows is not particularly useful. It is handy when, for example, we are taking meeting minutes, as we can together modify and type in the minutes. However, in the normal case, such as when I have been using it for product documentation or requirement gathering, it is normally one person doing it at one time. It is a good feature, but it is not really at the top of my list..”

**LasseMikkonen**

CEO at byte

[Read full review](#) 

“At the moment, I think real-time editing is very helpful. Multiple teams can engage in real-time editing, commenting, and notifications. This feature is beneficial because I can share documents with others, allowing two or three people to seamlessly edit documents.

Commenting is a good feature as well, as it enables team collaboration on different tasks. The pages in content are quite impressive, equipped with multiple features. Users can create tables and directly pull all Jira tickets into a Tableau format. This simplifies the process, as we don't need to spend time creating tables in Google Docs or Word and manually linking Jira tickets.

Confluence is seamlessly integrated with our Jira, making it easy to link tickets and access complete descriptions..”

**Venkata Raghuram Challa**

Manager QA at [x]cube LABS

[Read full review](#) 

# Other Solutions Considered

“We compared this solution with Lark and I think Lark is a better option. When using Confluence, you can only search using a search bar. When using Lark, you can search through a messaging bot and everything is translated. For example, Chinese words can be translated into English without requiring AI. .”

**LionelNa**

Commercial manager at AIOps

[Read full review](#) 

---

“I evaluated Microsoft Teams in my previous organization, but I found Atlassian Confluence far more flexible and useful than Microsoft Teams. There is no space for comparing Microsoft Teams and Atlassian Confluence because Atlassian Confluence is undoubtedly more effective and efficient, in my opinion..”

**Massimo Banzi**

Standards Manager at Telecom Italia

[Read full review](#) 

“Microsoft SharePoint is a bit fancier and can possibly achieve more complex things than Atlassian Confluence, but it's not easy to use. Confluence is simpler, and the integration with Jira is good..”

**Khar Yeow Phang**

Solution Architect at a tech vendor with 10,001+ employees

[Read full review](#) 

---

“Before Confluence, we predominantly used SharePoint and Microsoft products. We decided to switch to Confluence as we were already using Jira and Bitbucket, making the transition to Confluence seamless with other Atlassian products..”

**Verified user**

Senior Software Engineer at a tech vendor with 5,001-10,000 employees

[Read full review](#) 

“I've used ClickUp. It's a good tool, especially compared to Jira. Confluence still has room to improve in comparison. We also used a legacy tool called CBQ.

ClickUp is becoming a real competitor to Jira and Confluence because it's an all-in-one tool. You don't need separate licenses for project management and knowledge bases. ClickUp has a more seamless experience.

I've heard of Asana, but I personally prefer ClickUp. If I were starting a company from scratch, I would consider ClickUp over Jira, Confluence, Trello, etc. It's really user-friendly..”

**Donatas Bukelis**

[Read full review](#) 

Project Manager at a financial services firm with 51-200 employees

---

“We used to use Google Drive for the majority of our documentation before switching to Atlassian Confluence.

“We moved from Google Drive to Atlassian Confluence partially because it integrates with Jira, which we use for task management for our development teams. The functionality in Atlassian Confluence is better. The documents you can create have more options, and you can customize those documents more extensively, whereas with Google Drive, you've just got either Slides, Google Sheets, or Google Docs. While they're good, Atlassian Confluence is much better for putting together more complex documents..”

**Verified user**

[Read full review](#) 

Product Manager at a consultancy with 51-200 employees

# ROI

Real user quotes about their ROI:

“Confluence has saved time in finding information, reduced the on-boarding time, improved provisioning of repeatable scripted operational process, provided a central point for knowledge sharing and supplied better retention of Intellectual Property..”

**Verified user**

Systems/Applications Specialist with 201-500 employees

[Read full review](#) 

---

“Our ROI is more like something that helps us save money and share knowledge when onboarding new people or introducing existing employees to new processes, products and services and planning, but it doesn't really generate revenue. You could say that our ROI from this product is a monetary and quality-of-life improvement..”

**Bilal Haidar**

Quality Assurance Team Lead at a tech services company with 11-50 employees

[Read full review](#) 

# Use Case

“I'm using it to handle the projects, the Jira project, and the joint projects, track all reported user stories, tasks, and bugs, and create reports and dashboards..”

**AmirSerag Eldin**

Delivery Manager at Cegedim Relationship Management

[Read full review](#) 

---

“We are conducting all our project management using Atlassian tools. We use Atlassian Confluence for task management, reporting, visualization of tasks, and reviewing the progress of tickets and work..”

**Talha Hussain.**

Project Manager at a transportation company with 10,001+ employees

[Read full review](#) 

“I use Atlassian Confluence for documentation purposes. It is utilized for storing project data, sharing tickets through Jira to Confluence, and measuring documentation for every step of a project, much like a Wikipedia-style tag. Everything is noted in a step-by-step process on the Confluence pages..”

**Vasanth Pithani**

Administrator at Cotiviti

[Read full review](#) 

---

“I use Atlassian Confluence because it's a good place for central documentation. It ties in quite well with Jira for our task tracking. For the bigger features we're working on, we can build our documentation in Atlassian Confluence and then link Jira tickets to that documentation, our release notes, and anything similar.

“We only work with Jira and Atlassian Confluence at the moment, as we tried using Jira Product Discovery, but it didn't provide what we needed..”

**Verified user**

Product Manager at a consultancy with 51-200 employees

[Read full review](#) 

“Mainly, usage involves multiple activities that I do, like updating the entire team structure. There is technical documentation, holiday details, and several segments. One important segment is technical documentation related to the project activities, which all developers, testers, and the VA must follow.

It is a common repository for them, providing only read access rather than write access. Apart from that, there is a team structure aspect—about who hires the team, their IDs, single sign-on (SSO), joining details, and when their SSO will expire.

This information is mainly for me and my upper-level boss. You can get all the details if you want to know how many associates are working on this particular project. It's a summary, with a chart that gives an overview of the resources, so that is another segment..”

**Rabindra K Maharana**

Sr Consultant at a tech services company with 10,001+ employees

[Read full review](#) 


“We are using Jira as an asset management and ticketing system along with Confluence. We have significant portions of the Atlassian system implemented.

“Atlassian Confluence is used as a Wiki for Jira tickets. We maintain software and hardware evaluations, project documentation, and related materials in Confluence.

“I have used ServiceNow in the past, but it serves a different purpose. It was used for technical documentation, billing, and monitoring, so the usage cases are not truly comparable..”

**PATRIKROSENDAHL**

GM at a real estate/law firm with 501-1,000 employees

[Read full review](#) 

# Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Deploying Atlassian Confluence is not inherently difficult, but it does take time if I am unfamiliar with the tool. It might take one or two weeks maximum..”

**Talha Hussain.**

[Read full review](#) 

Project Manager at a transportation company with 10,001+ employees

---

“The tool can be deployed on-premise or in the cloud. The setup is straightforward. We have to follow several steps for Linux, but the setup for Windows is quite basic..”

**Cuneyt-Gurses**

[Read full review](#) 

Director of Cloud Solution Group at DTech Cloud Corporation

---

“I am familiar with this tool, so for me, the initial setup is simple. I don't find it complex. Even companies are getting licenses for it, so we use our login and admin users. In terms of setup, I don't encounter any difficulty. It is very simple with no complexity..”

**Rabindra K Maharana**

[Read full review](#) 

Sr Consultant at a tech services company with 10,001+ employees

---

“The cloud version is rather simple to set up. The on-premise version is more complicated because you need to configure access rights with our SSO system, which is rather complicated on the on-premises version..”

**PATRIKROSENDAHL**

[Read full review](#) 

GM at a real estate/law firm with 501-1,000 employees

---

“With Atlassian Confluence, there are two types of setup processes available. My company uses the on-premises version of the product. My company also uses its own infrastructure to host Atlassian Confluence. Our company also uses the SaaS version of the product. In general, both versions of the product are being used for different projects. I think the SaaS version of the product does great in terms of memory and everything. The on-premises version of the product is a bit old but is more secure and preferred by our clients since they feel that their documents are safe in an on-premises setup..”

**Zeeshan Arshad**

[Read full review](#) 

DevOps Engineer at a tech services company with 51-200 employees

---

“I rate the setup phase a ten on a scale of one to ten, where ten means that it was a very easy setup process.

The solution is deployed using the cloud services offered by Atlassian. The tool cannot be deployed on an on-premises model.

The solution can be deployed in a matter of minutes. The moment you are okay with the domain and other stuff, it will just take two to three minutes for you to initiate or spin an instance for you..”

**Rohit Nagar**

[Read full review](#) 

Pre-Sales Solution Engineer at Amrut software pvt ltd

# Customer Service and Support

“I have never had to reach out to customer support from Atlassian, as I've never had any issues. I could rate it a 10 because I've never encountered any problems..”

**Verified user**

Product Manager at a consultancy with 51-200 employees

[Read full review](#) 

---

“Even though my company is able to open tickets with the tool's support team, we haven't gotten all of our issues resolved. I rate the technical support a six out of ten..”

**Zeeshan Arshad**

DevOps Engineer at a tech services company with 51-200 employees

[Read full review](#) 

---

“We had in-house experts. Customer service is responsive. Additionally, they have a strong online community of experts. You can simply post your question on their community homepage, and someone will promptly respond with valuable ideas..”

**Neill-Walker**


Agile Consultant at MSOLdigi

[Read full review](#) 

“We have a dedicated Jira admin team to handle issues, so we do not deal directly with customer service. This team manages all queries and uses various plugins, such as Tempo for time tracking. We rely on our own admin team to address all Jira-related concerns and questions..”

**Venkata Raghuram Challa**

Manager QA at [x]cube LABS

[Read full review](#) 

---

“In terms of support, I haven't encountered issues requiring support. I usually search on YouTube or different forums if needed. Primarily, there is not much I need from support. I would categorize it as not applicable. As for competitors, I haven't found any tool similar to this one, so I would say it is currently the best in the market..”

**Rabindra K Maharana**

Sr Consultant at a tech services company with 10,001+ employees

[Read full review](#) 

---

“Customer support through Atlassian is good since it offers a ticket-based support system. The product's customer support also does allot the relevant solution engineers when the problem is too technical, or they need an immediate resolution. Atlassian's support is pretty good. I rate the technical support a ten out of ten..”

**Rohit Nagar**

Pre-Sales Solution Engineer at Amrut software pvt ltd

[Read full review](#) 

# Other Advice

“We are not currently using Atlassian Confluence directly for analytical purposes. We use Power BI for that instead. I would rate this product nine out of ten..”

**PATRIKROSENDAHL**

GM at a real estate/law firm with 501-1,000 employees

[Read full review](#) 

---

“I would rate Atlassian Confluence seven out of ten. Since I work closely with [Jira](#), I use Confluence mainly because of how well it integrates with Jira..”

**Talha Hussain.**

Project Manager at a transportation company with 10,001+ employees

[Read full review](#) 

---

“I rate it a three out of five. While I see the positive impact on productivity, there are areas that need improvement.

I'd rate the solution six out of ten..”

**AmirSerag Eldin**

Delivery Manager at Cegedim Relationship Management

[Read full review](#) 

“I rate this solution a nine out of ten.

Having one license for everything simplifies renewals, and establishing our own Jira admin team has made documentation more efficient. Compared to other bug-tracking and project management tools I've used, Jira offers significant value..”

**Venkata Raghuram Challa**  
Manager QA at [x]cube LABS

[Read full review](#) 

---

“I have experience working with these solutions as I work for a company that provides similar solutions. I was doing competitor research to see what was available online. I found PeerSpot on Google and did some research there.

“I have experience working with other tools, as I use Jira daily. We only work with Jira and Atlassian Confluence at the moment.

“Regarding analytics, we don't really use them in Atlassian Confluence specifically; we more use analytics in Jira for our task tracking and team work. For us, Atlassian Confluence is more just a place to put all our documents, features, and processes in a structured way.

“We haven't used real-time collaborative editing as we're a relatively small team. We tend to just talk to each other, either on the phone or in the office.

“I would rate Atlassian Confluence an eight out of ten overall.

“I would prefer to remain anonymous for both my personal name and company name..”

**Verified user**  
Product Manager at a consultancy with 51-200 employees

[Read full review](#) 

“I have experience with Atlassian Confluence, and I have very little experience with Jira Portfolio, which I think never really took off, as I do not know any company using it. I have been using mostly Jira and a range of plugins and Atlassian Confluence.

“Regarding customizable templates, I find that they are quite good now, especially in the cloud, as they have these product development templates and team templates. I should use them more, and I normally tell customers to take advantage of those. I can modify and create my own templates in Atlassian Confluence, and that is what we do quite a lot in our consultancy work.

“Regarding analytics features, it just depends on the use. The pure analytics regarding who has been using what and when is not that useful. However, if you are in a regulated company, you can extend those with some plugins to get highly monitored and high-level analytics. I think it is good that they are extendable.

“Concerning the integration capabilities of Atlassian Confluence with Jira, I find it surprisingly simple, meaning it does not really have powerful features in it, but it is easy to set up. When I know what I am doing, such as when I build a project status page, I need to include many Jira widgets or these macros in the page. Once I get that done, it is really handy, but I would say it is a little hard to use in the beginning to get some real benefit out of it. I would say it is lagging behind what we would consider a company such as Atlassian, which has been developing these two products for twenty years.

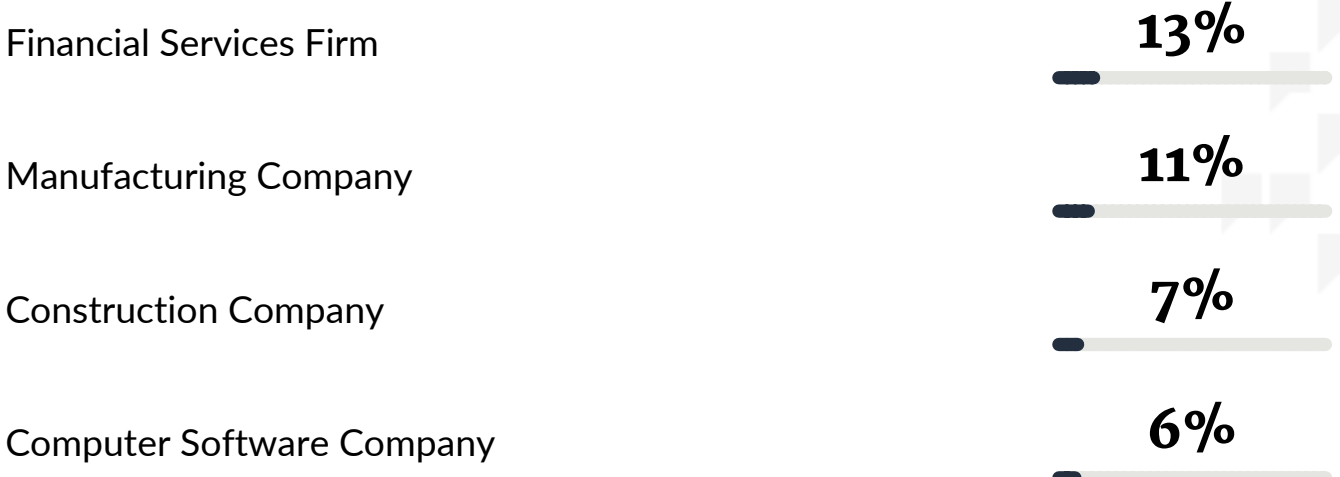
“I would rate this review nine out of ten..”

**LasseMikkonen**  
CEO at byte

[Read full review](#) 

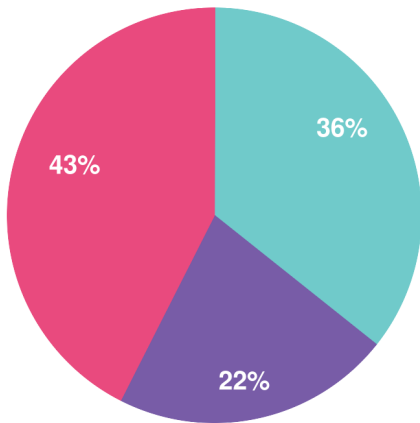
# Top Industries

by visitors reading reviews

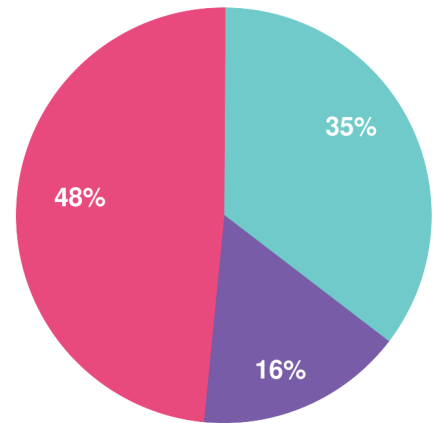


# Company Size

by reviewers



by visitors reading reviews



Large Enterprise      Midsized Enterprise      Small Business

# About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

## Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a [customized report](#) of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

[Get your personalized report here](#)

# About PeerSpot

PeerSpot is the leading review site for cloud, AI, and business software. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: [www.peerspot.com](http://www.peerspot.com)

## PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

[reports@peerspot.com](mailto:reports@peerspot.com)

+1 646.328.1944