

# Guten Tag!



**Khawla**

Marketing lead

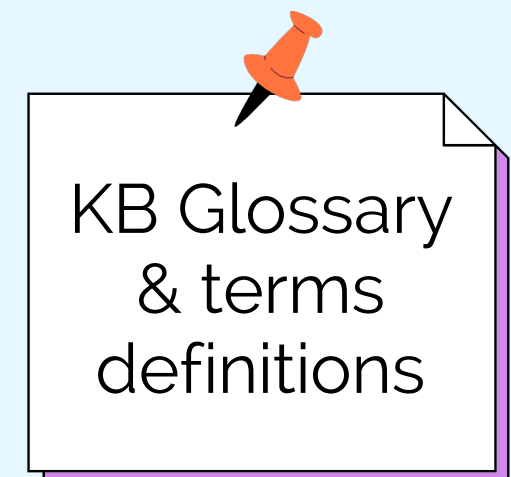
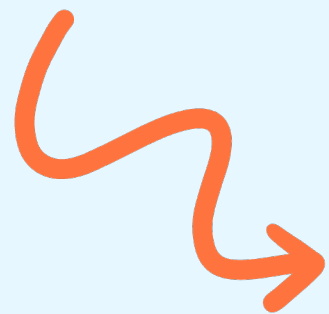
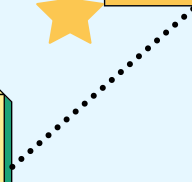
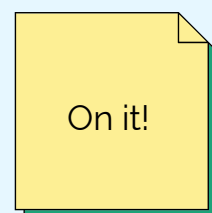
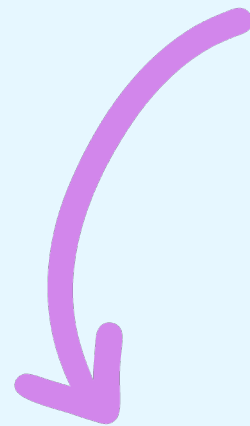
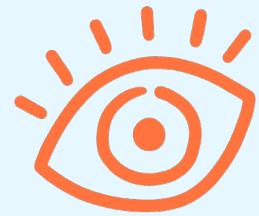


**Salma**

Content creator



**Empower your support  
team through a  
meaningful knowledge  
base and continuous  
learning!**





# Agenda



Context



Enriched KB  
for support  
team

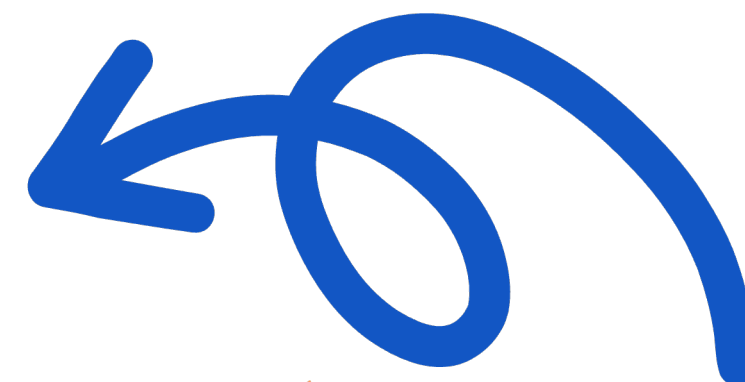
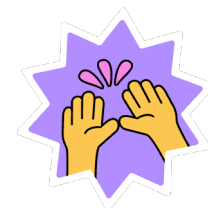
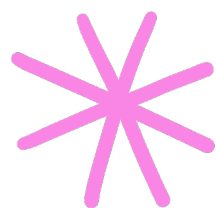


Continuous  
Internal  
Learning for  
Support Agents



Jane Use case

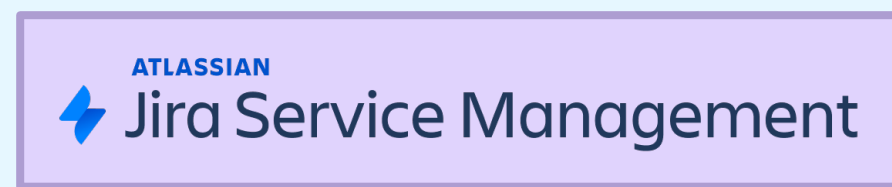
**Let's get  
started!**











Manage and track service requests.

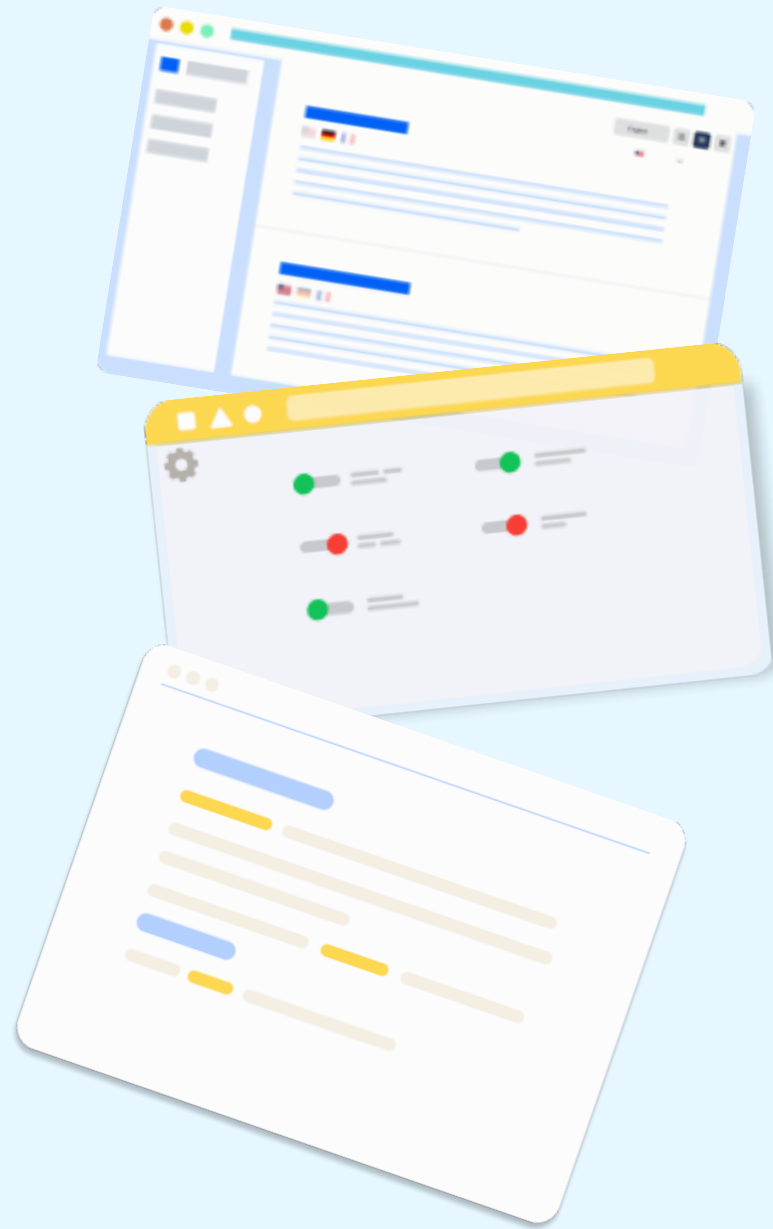


Create and share comprehensive documentation, FAQs, and troubleshooting guides

- Access relevant information quickly
- Streamline communication
- Provide timely and accurate resolutions



 Confluence



 Smart Terms



 Smart Courses





## Smart Terms for Confluence - Glossary

Turn Confluence into a seamless Wiki experience with a smart glossary and a powerful definition engine

by [Creativas](#) 



39

1.2k installs



CLOUD FORTIFIED



# Rich KB with definitions

Confluence

Home

Recent

Spaces

Teams

Apps

Templates

Create

Search

Share

Knowledge Base

Overview

Blog

Space Settings

APPS

Courses

Terms

SHORTCUTS

Pages

Smart Courses for ...

Support

Finding your S...

Update contai...

Smart Terms for Co...

Smart Tables for Co...

Smart Images for C...

Archived pages

Knowledge Base / Smart Courses for Confluence / Support

Update container ID for contents

Created by Salma Sahnoun  
Last updated: 22 minutes ago • 1 min read • 2 people viewed

If you created content and moved it to different spaces using an older version of Confluence, you might experience the issue <https://jira.atlassian.com/browse/CONFSERVER-77826>. The issue can prevent contents from being transferred to Cloud, please proceed as below to fix that.

1. Step 1: Please run the below the **SQL** to identify contents belonging to the wrong containers, if the below query return no result set you can skip Step 2

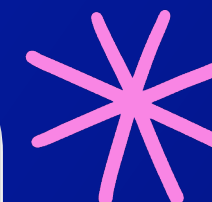
```
1 SELECT CONTAINER.CONTENTID AS CONTAINER_ID, CONTAINER.TITLE AS CONTAINER_TITLE, CONTAINER.CO
2 DEPENDANT.CONTENTID AS DEPENDANT_ID, DEPENDANT.TITLE AS DEPENDANT_TITLE, DEPENDANT.CONTENTTT
3 FROM CONTENT CONTAINER JOIN CONTENT DEPENDANT ON CONTAINER.CONTENTID = DEPENDANT.PAGEID WHEF
4
```

2. Step 2: **PLEASE BACKUP YOUR DATABASE BEFORE EXECUTING THE BELOW **SQL** CODE**

if the **SQL** query in Step 1 returns results, the next script fixes all returned records (it updates containers with the wrong spaceid):

Postgres Dialect

```
1 UPDATE CONTENT SET SPACEID = PROPER_SPACE_ID FROM (SELECT CONTAINER.SPACEID AS PROPER_SPACE_
2 FROM CONTENT CONTAINER JOIN CONTENT DEPENDANT ON CONTAINER.CONTENTID = DEPENDANT.PAGEID WHEF
```







# A glossary right within Confluence



Base

Company glossary KB

New term

Terms for all teams!

All A C D S

11 Terms in KB

Search

Labels

Related vocabulary

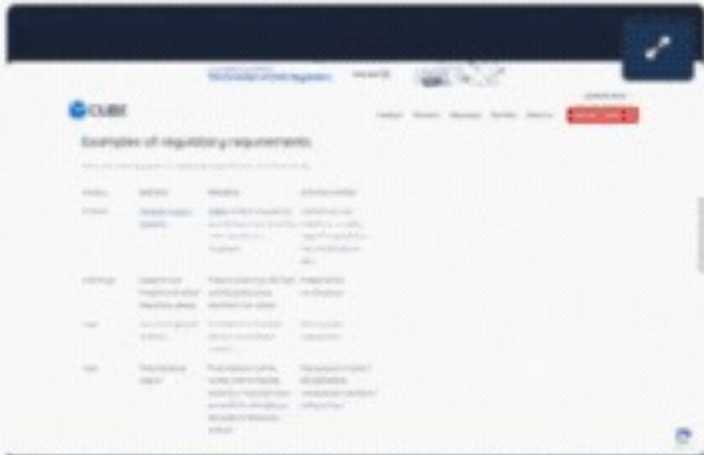
Contributors

English

### Applicable Regulatory Requirement

ARR

Regulatory requirements are rules that businesses must follow. They are invoked by designated regulators and compliance officers – those who make and enforce the rules. Also known simply as regulations, these obligations can specify different things.




### Application programming interface

API CONNECTORS web service

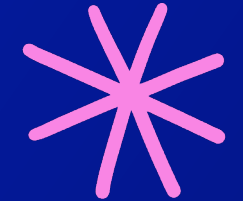

In computer programming, an application programming interface (API) is a set of subroutine definitions, communication protocols, and tools for building software. In general terms, it is a set of clearly defined methods of communication between various components. A good API makes it easier to develop a computer program by providing all the building blocks, which are then put together by the programmer. An API may be

coding



### Atlassian

Atlassian is a development and collaboration software company that offers powerful tools and practices to help teams organize, collaborate, and complete work together.



# Highlighted words

Created by Salma Sahnoun  
About an hour ago • 1 min read • 2 people viewed

## Question

How can I find the **Support Entitlement Number (SEN)** of my app?

## Answer

You can get the **SEN** either through :

### The Universal Plugin Manager UPM

Your **SEN (Support Entitlement Number)** Administration page:

- Click on **Administration** cog icon.
- Select **Apps**.
- On the left-hand menu, click on **Managing Apps**.
- Find the app in the list.
- Click on the **arrow** next to it to open its tab.
- This will load your app details, where you can find your **SEN** number.

MyAtlassian Account

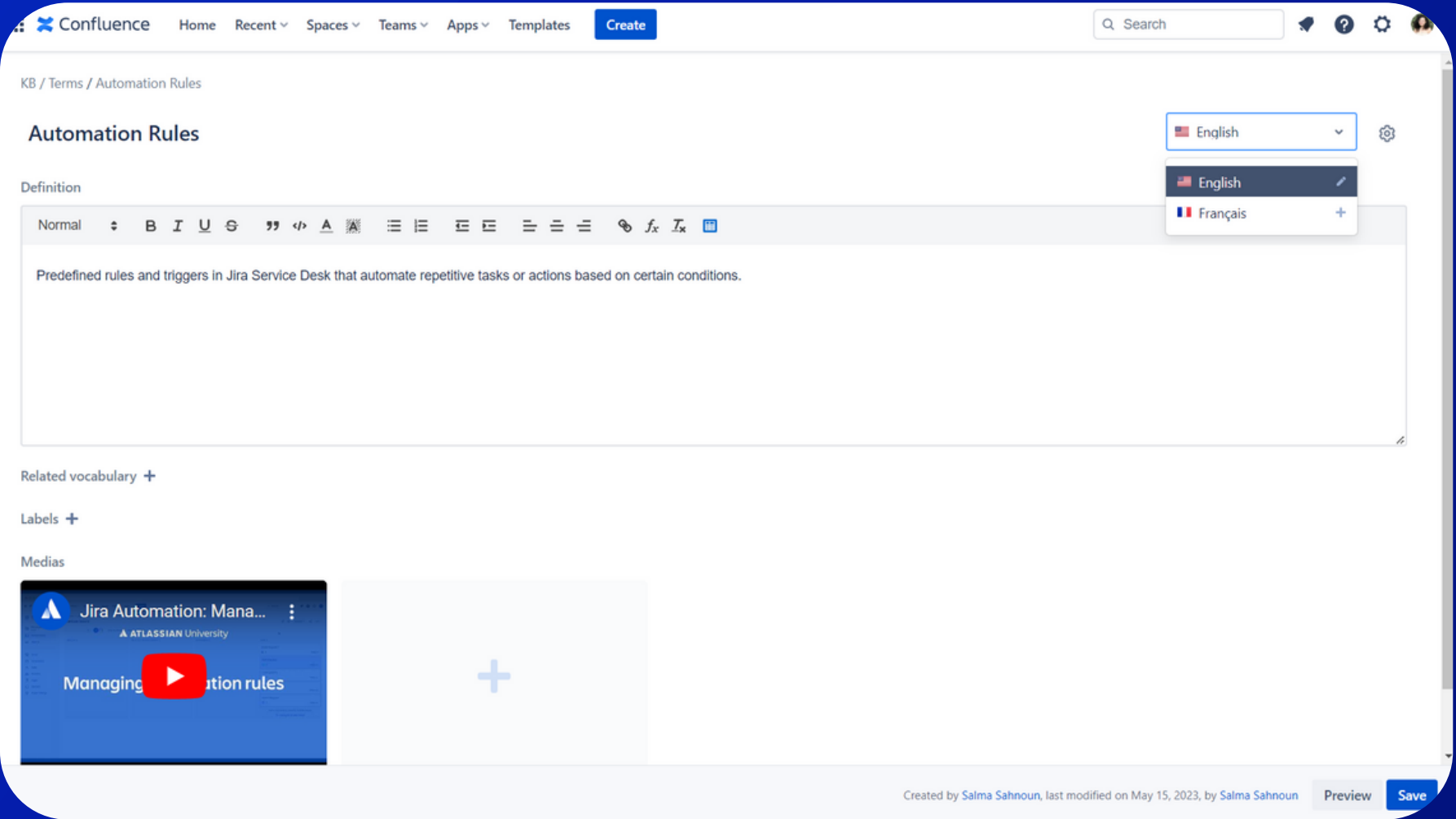
### Support Entitlement Number

SEN

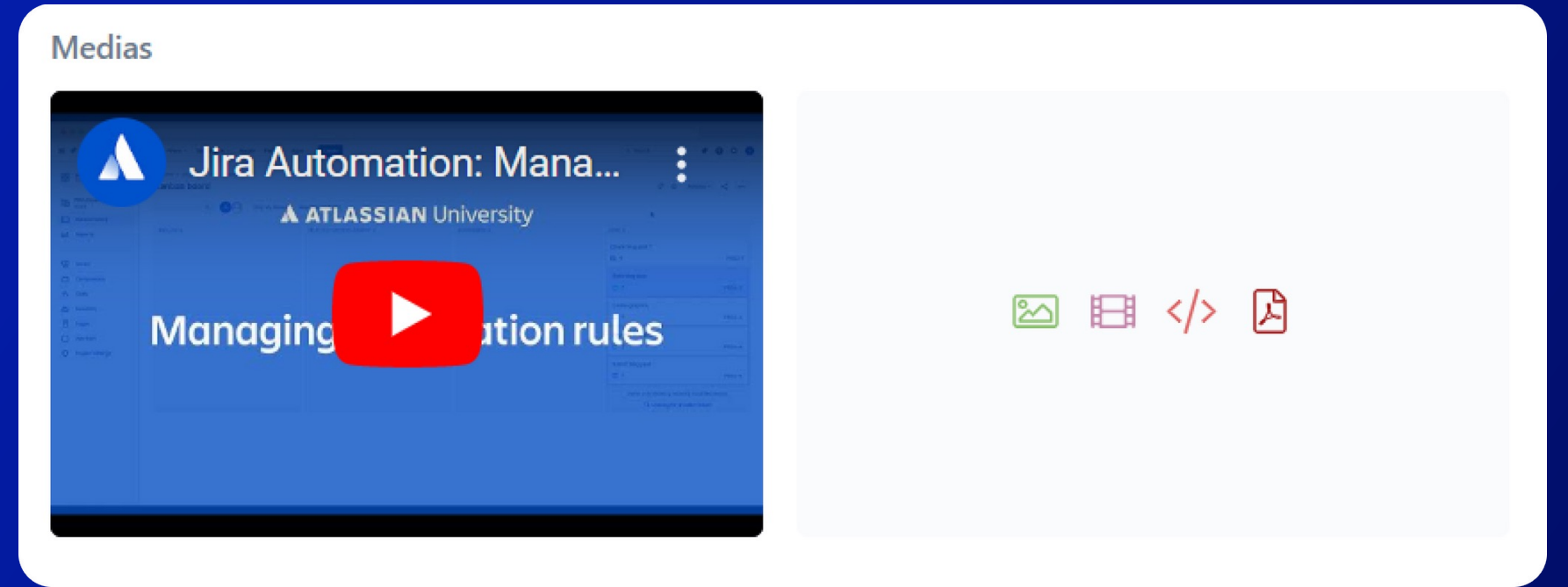
**SEN** stands for **Support Entitlement Number**. This is a unique identifier that belongs to your server or data center app maintenance or to your cloud subscription. Check [this link](#).

The **SEN** number follows the format of "SEN-12345678". Knowing this number is crucial to request support for our apps.

# Multilanguage support



## Add media





## Customer satisfaction

Show

Past year ▾

**4.8**

Average rating

**93**

User reviews












Comment

Rating

Key

Agents

Received

	★ ★ ★ ★ ★	CS-2291	 Khawla Issaoui	04/May/23 7:56 AM
	★ ★ ★ ★ ★	CS-2312	 Salma Sahnoun	02/May/23 3:36 PM
	★ ★ ★ ★ ★	CS-2274	 Hassen Chtioui	02/May/23 2:01 PM
I appreciate your support	★ ★ ★ ★ ★	CS-2273	 Hassen Chtioui	01/May/23 2:05 AM
	★ ★ ★ ★ ★	CS-2249	 Khawla Issaoui	19/Apr/23 10:41 AM
Great responses, thank you.	★ ★ ★ ★ ★	CS-2178	 Salma Sahnoun	18/Apr/23 2:40 AM
	★ ★ ★ ★ ★	CS-2216	 Salma Sahnoun	17/Apr/23 12:50 PM
Thanks Team!	★ ★ ★ ★ ★	CS-2271	 Khawla Issaoui	14/Apr/23 7:02 PM
exceptional speed and accuracy of your answers, once again ! You rock !	★ ★ ★ ★ ★	CS-2277	 Hassen Chtioui	13/Apr/23 4:16 PM
	★ ★ ★ ★ ★	CS-2239	 Salma Sahnoun	03/Apr/23 3:48 PM
	★ ★ ★ ★ ★	CS-2217	 Khawla Issaoui	20/Apr/23 2:40 PM

STAFF PICK



## Smart Courses for Confluence - LMS

Build your learning management solution within Confluence #LearnUp

by [Creativas](#) 



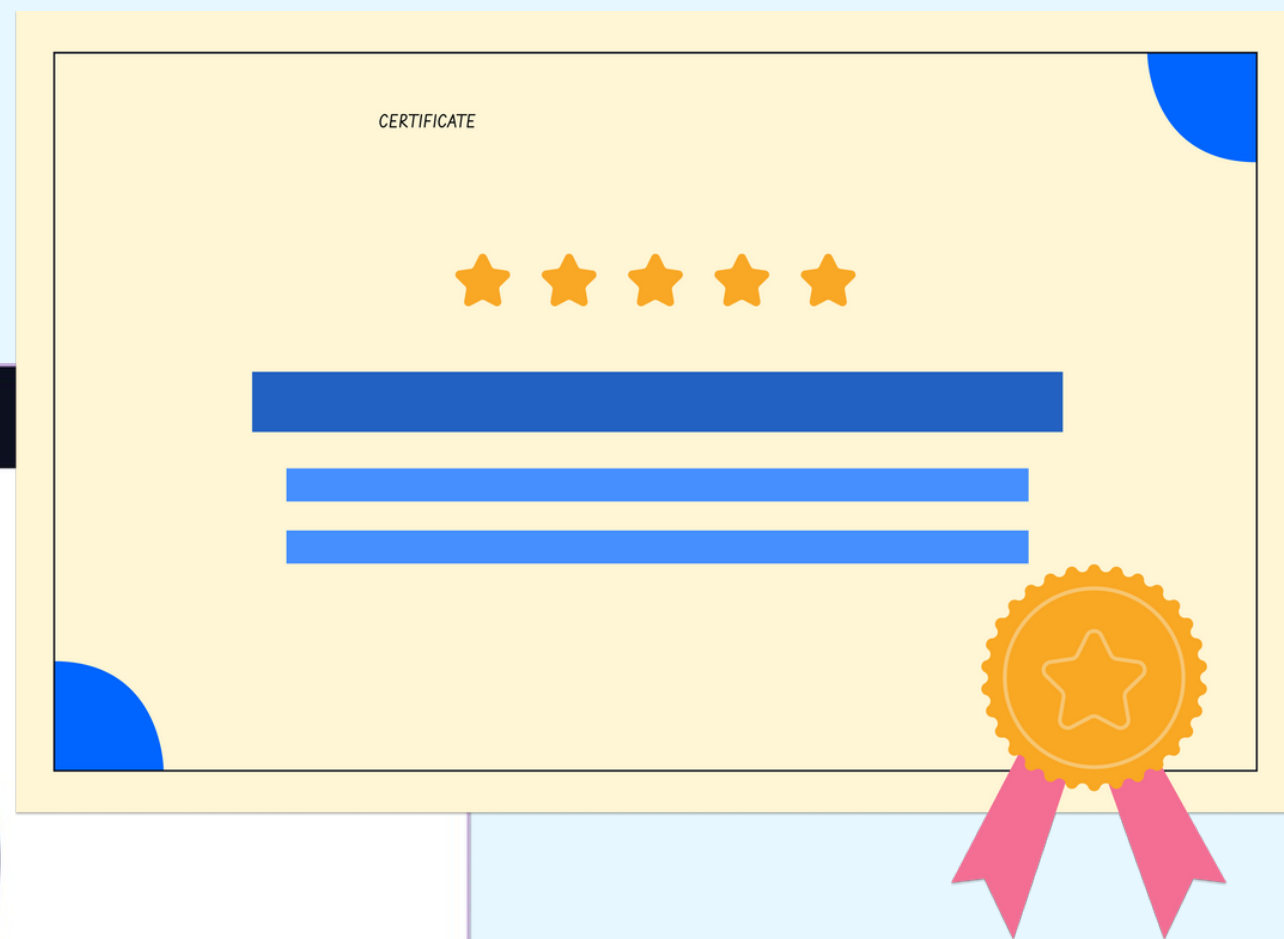
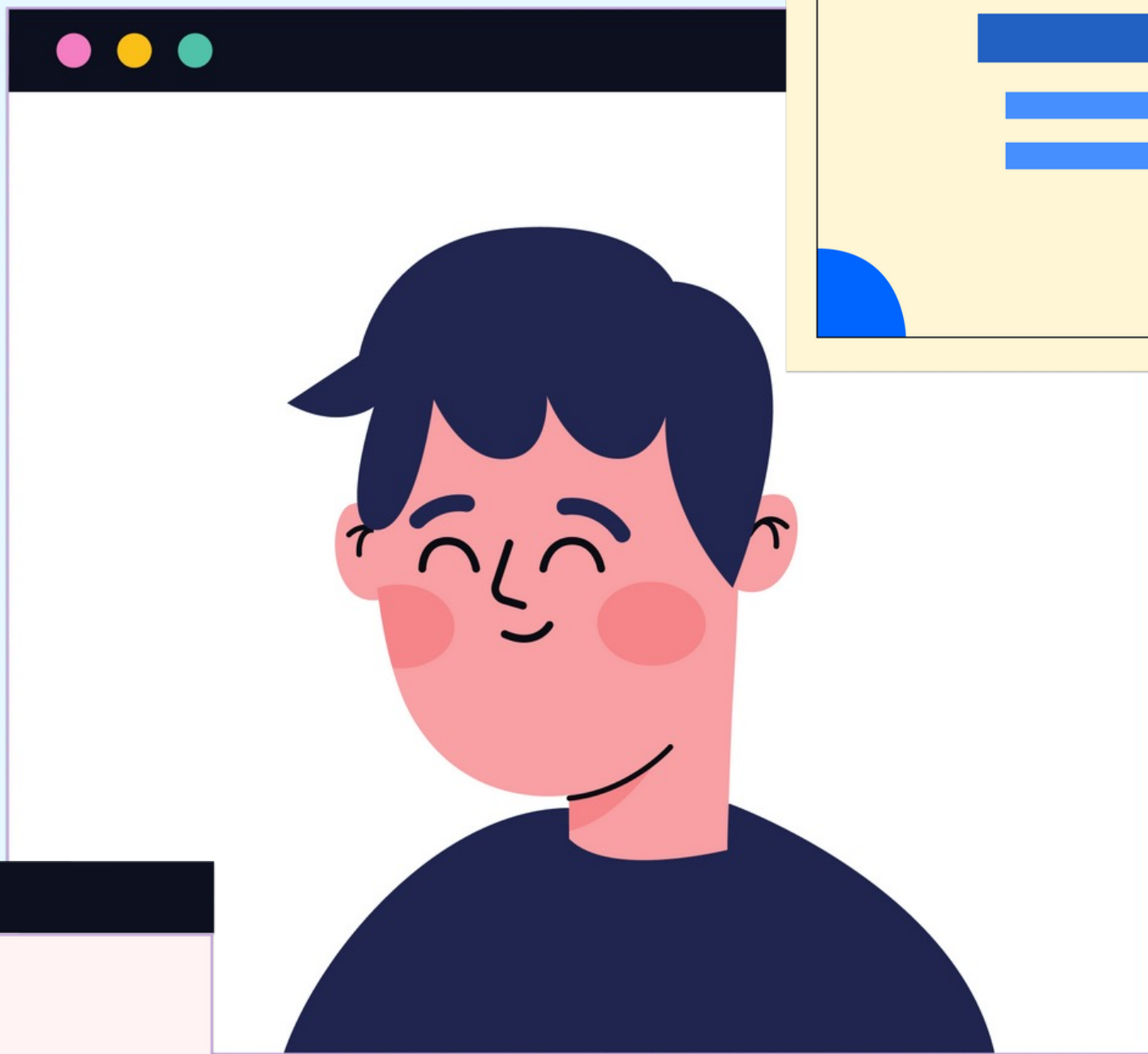
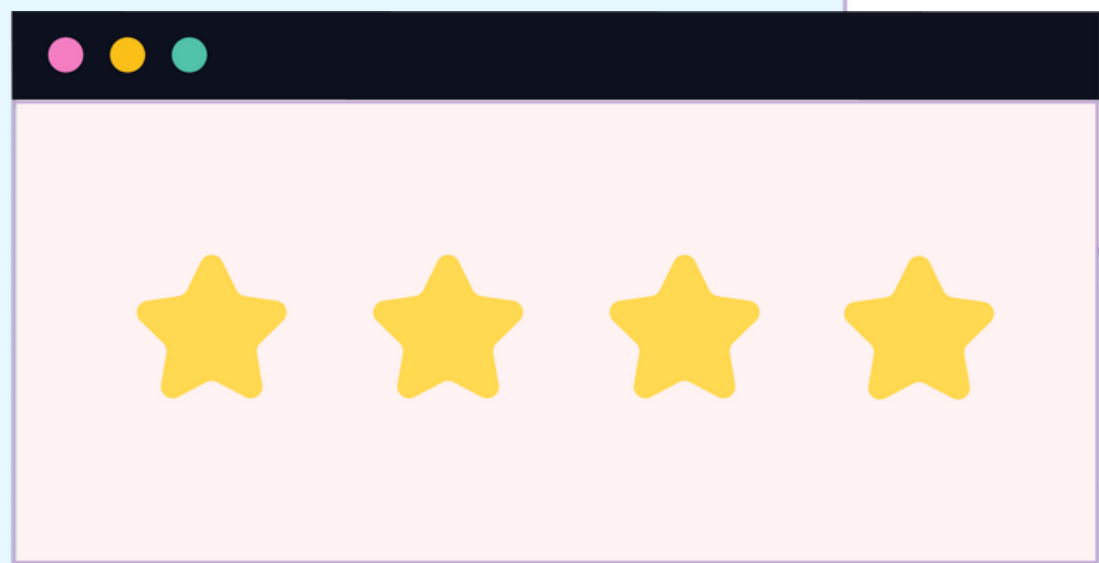
29

867 installs



CLOUD FORTIFIED





# Course Catalog

Confluence

Home

Recent ▾

Spaces ▾

Teams ▾

Apps ▾

Templates

Create

Search

?

All the courses you need!

Courses about everything!!

All courses

Attending

Assigned

Favorites

Edit courses

33 Courses

All levels ▾

Categories ▾

Labels ▾

Search

Contributors ▾

Popularity ▾

EXAM

INTRODUCTORY

Guests space

Digital Marketing knowledge

CA

Creativas adminstrator (Unlicensed),

21 days ago

★★★★★

5

Creativas Apps

Smart Courses for Confluence

Salma Sahnoun, 2 months ago

★★★★★

4

EXAM

NEW CONTENT

NewBeez

AI demo

Salma Sahnoun, 2 minutes ago

★★★★★

3

EXAM

NEW CONTENT

Guests space

Digital Marketing essentials

CA

Creativas adminstrator (Unlicensed),

4 months ago

12hr

★★★★★

3

NEW CONTENT

Team Building

Discover your team!

CA

Creativas adminstrator (Unlicensed),

7 months ago

New Migration Space

Scorm course

CA

Creativas adminstrator (Unlicensed),

2 years ago

INTRODUCTORY

eLearning Studio

Learning Studio

Khawla Issaoui, 7 months ago

EXAM

INTRODUCTORY

NEW CONTENT

eLearning Studio

Project management basics

Salma Sahnoun, 7 months ago



- Level up their skills
- Stay up-to-date
- Customer support champions



All managed within

 Confluence



# Jane:



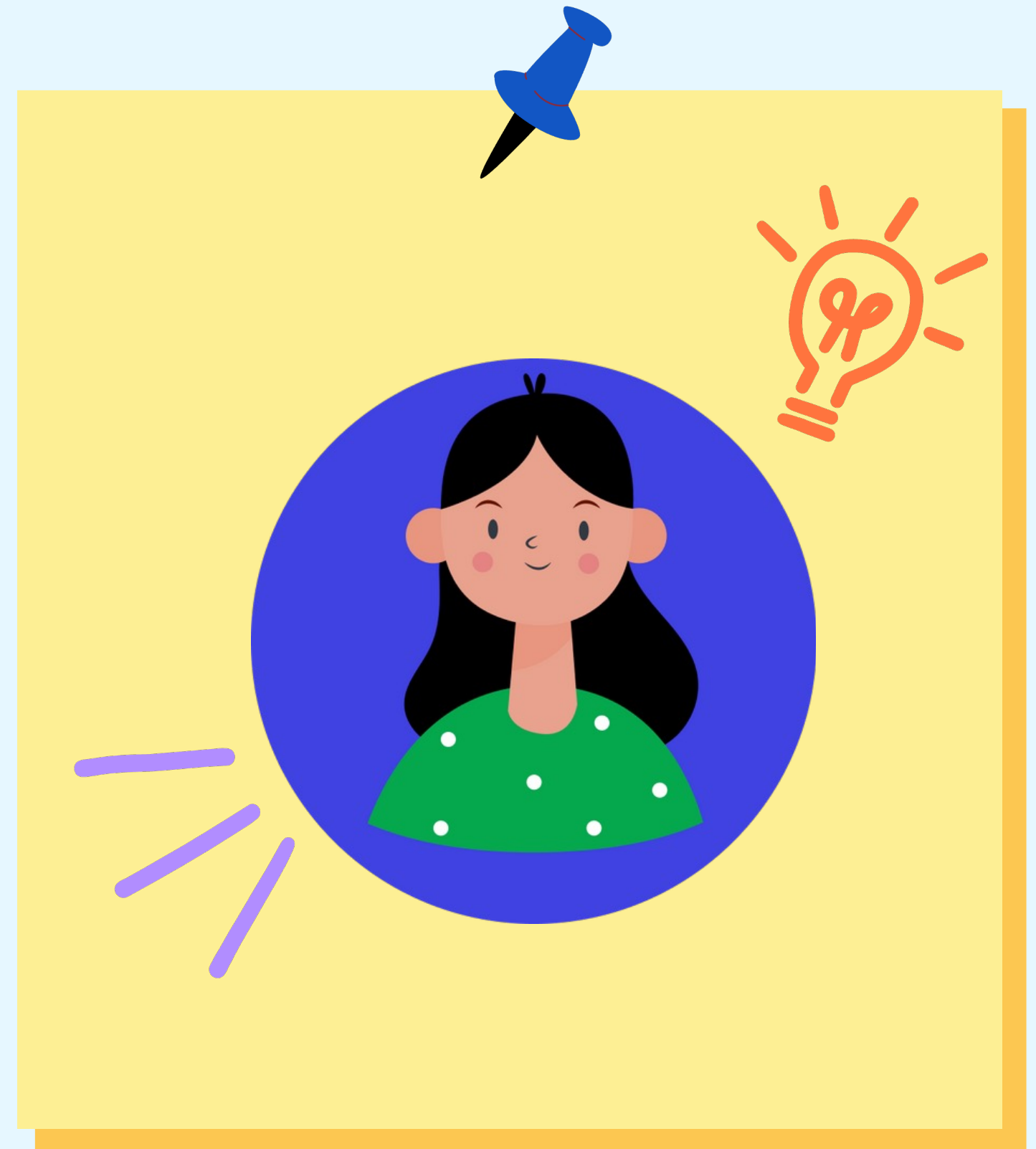
Support Agent

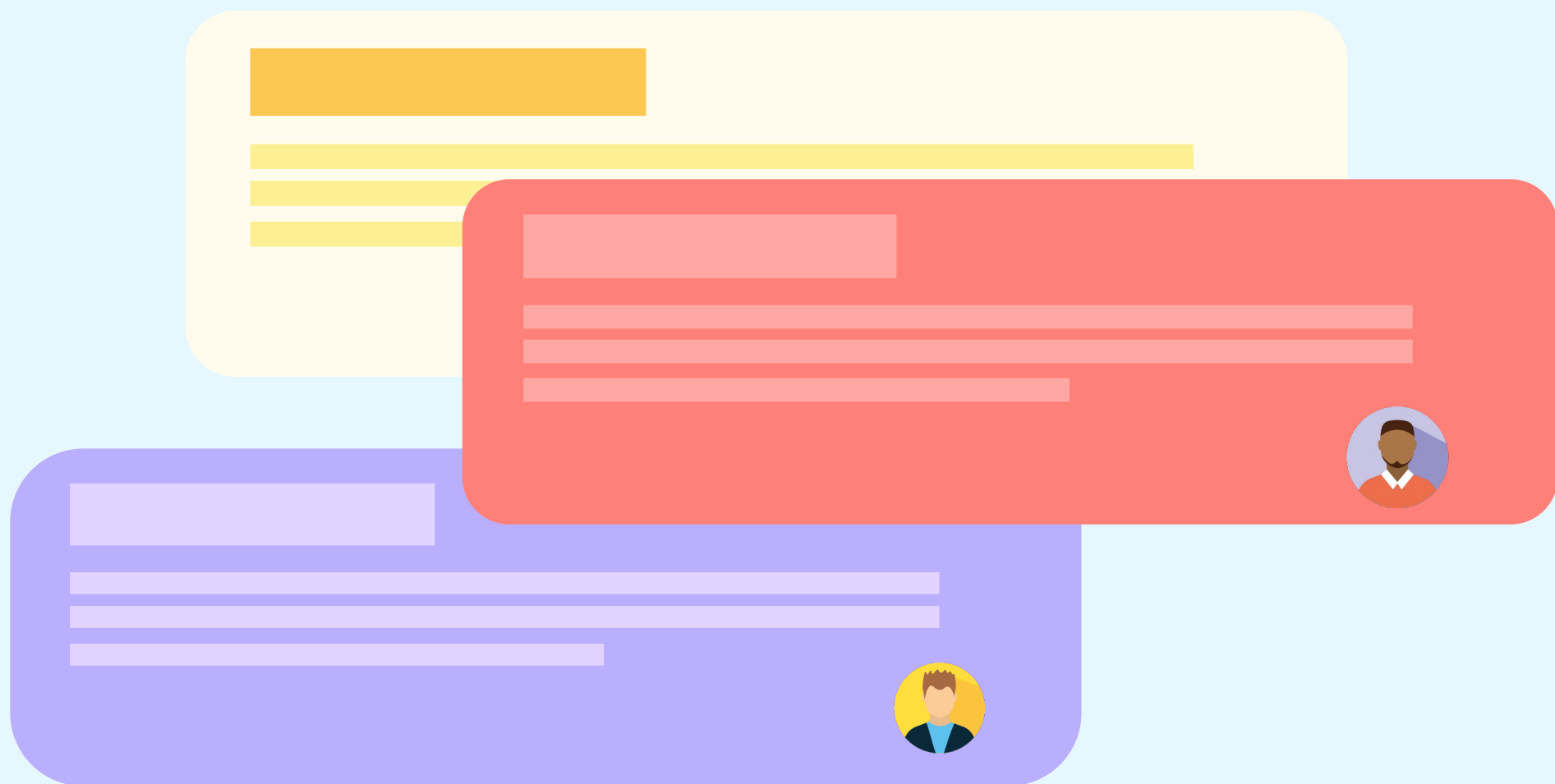


Confluence & JSM user



Top performer of her team







## Company glossary

New term

Terms for all teams!

All A B C D E F G H I J K L M N O P R S T U V W

134 Terms in Confluence

Search



Labels



Related vocabulary



Contributors



Search space



English



### Adjacent innovation

AI disruption

Organizations can also deliver business value quickly by focusing on adjacent product innovation. Simply put, adjacent innovation includes taking existing products into new markets and digital channels, or creating new digital products for existing markets.

New technologies, such as wearables, make existing products more tailored and user-based: new channels can help insurers sell

test test tæst

### Admission Criteria

ACIL

American Council of Independent Laboratories. A national trade association representing independent, commercial scientific, and engineering firms. The **English Wikipedia** is the English-language edition of the free online encyclopedia Wikipedia. Founded on 15 January 2001, it is the first edition of Wikipedia and, as of April 2019, has the most articles of any of the editions.

### Adverse Drug Reaction

ACP

American College of Clinical Pharmacology

### Adverse Event Outcome

OAM

See NCCAM.

### Algorithm

ACRPI

Changed its name to ICR—Institute of Clinical Research (UK)

### Adverse Event

ACPU

Association of Clinical Pharmacology units

event

### Adverse Reaction

ACRA

Associate Commissioner for Regulatory Affairs (FDA)

### Adverse Event

ACPU

Association of Clinical Pharmacology units

### Adverse Event Outcome

OAM

See NCCAM.

event

### Alpha Error

ACT

Applied Clinical Trials magazine

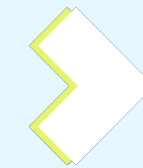
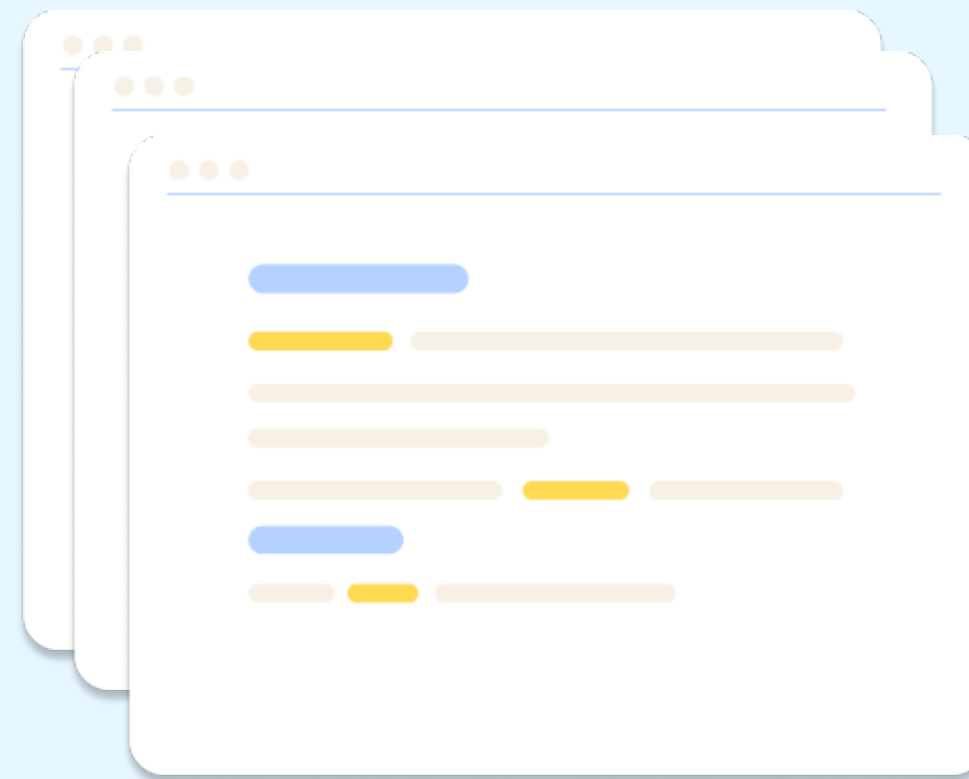


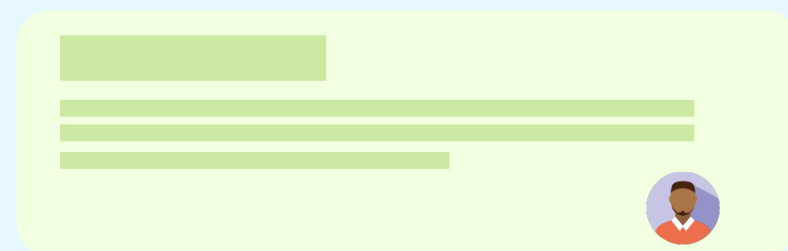
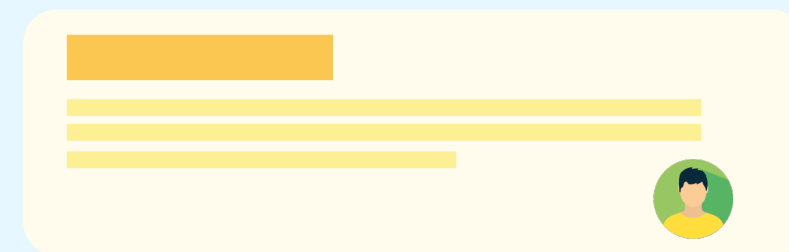
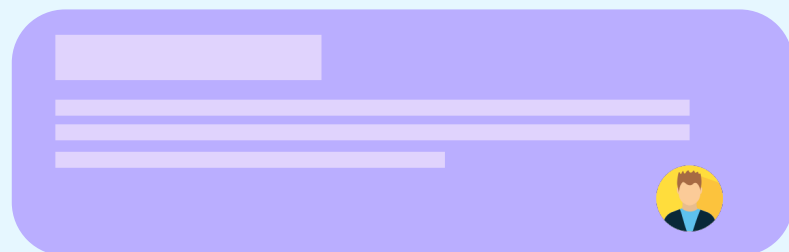
## Terms for my use

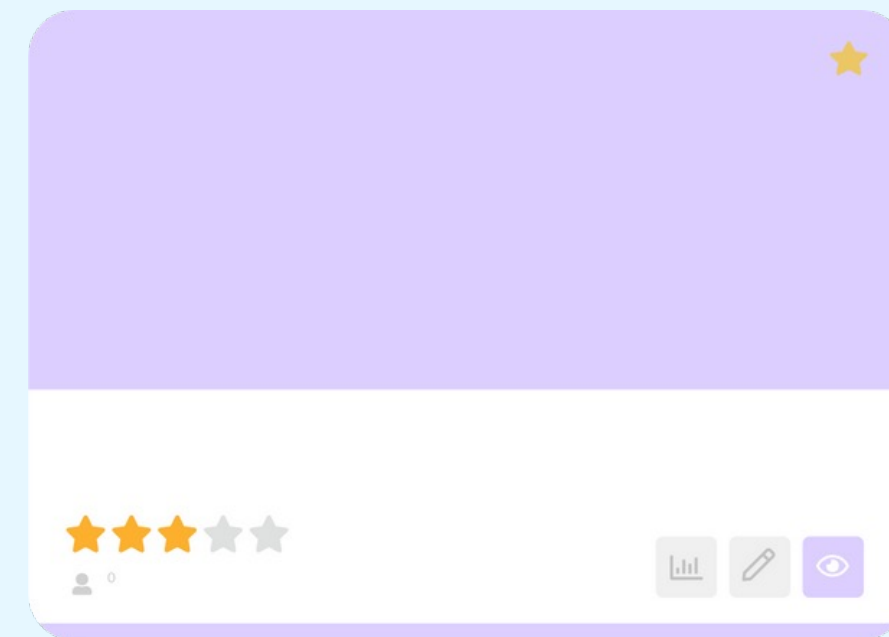
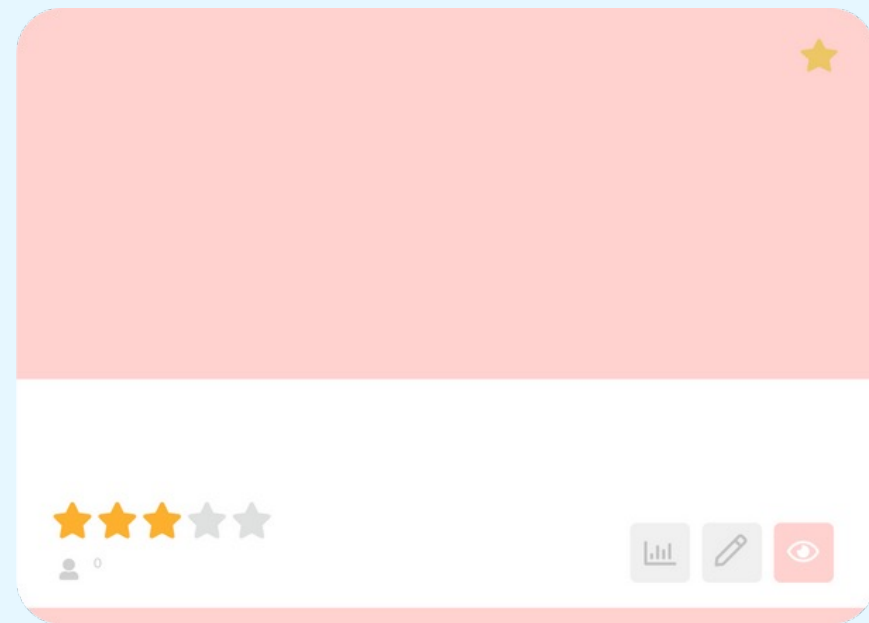
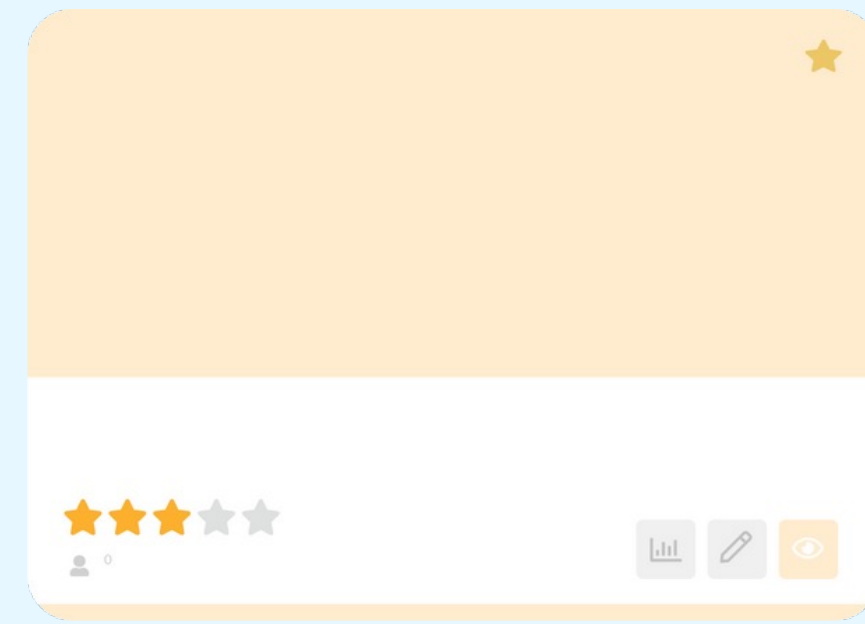
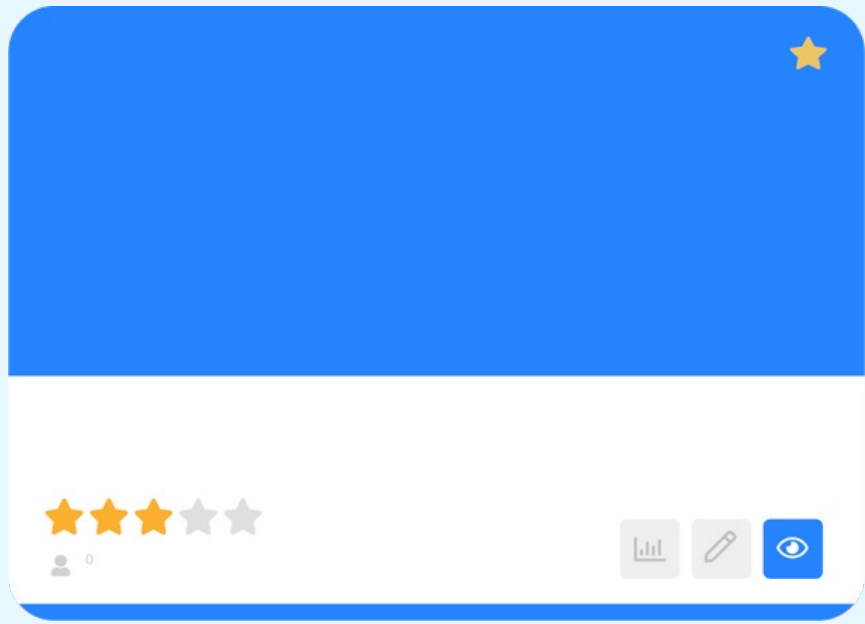
Did you know you can add all kinds of cool things to this page, like a table of contents, date, or roadmap?

Type / to open a list, and @ to mention someone (we'll let them know).

# Public Documentation







THAT'S  
A WRAP!

