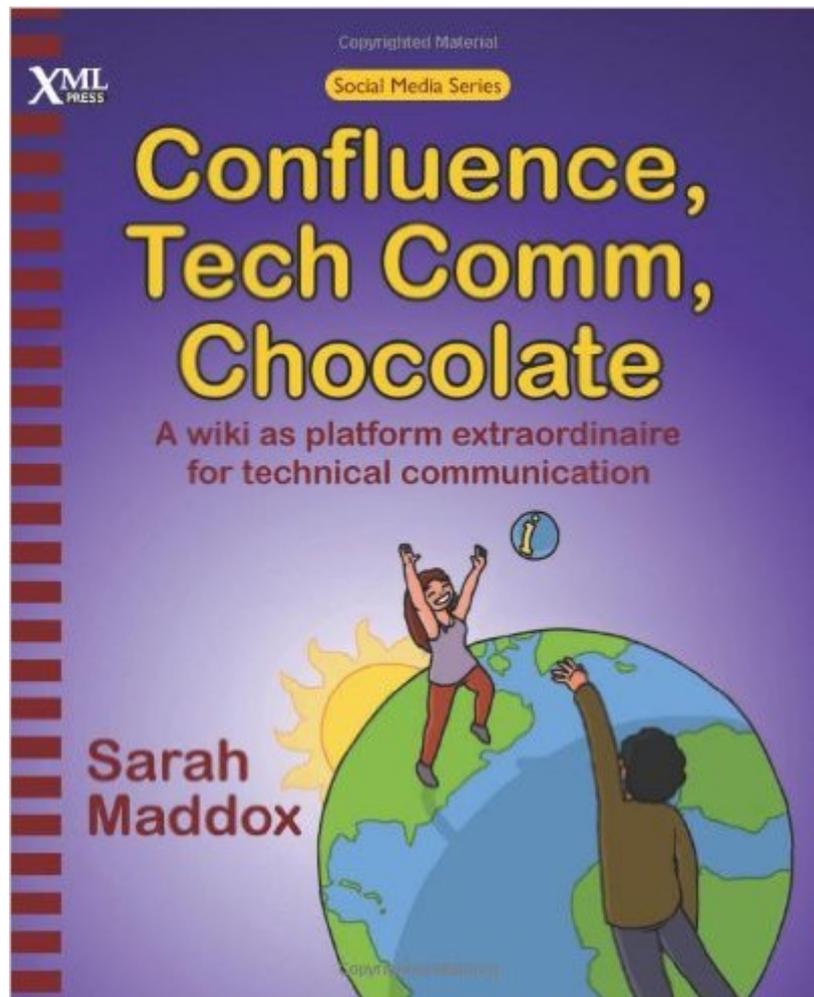# Confluence, Tech Comm, Chocolate: A Wiki As Platform Extraordinaire For Technical Communication

Synopsis

An in-depth guide to technical communication on a wiki, with a focus on the Confluence wiki. Discusses planning and selecting a wiki, installing and maintaining your wiki, and developing technical communication content on a wiki. While the focus is on Confluence, the book contains useful information for anyone using any wiki for technical communication.

Book Information

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Best Sellers Rank: #760,582 in Books (See Top 100 in Books)   #113 in Books > Computers & Technology > Web Development & Design > User Generated Content   #359 in Books > Reference > Writing, Research & Publishing Guides > Writing > Technical   #2290 in Books > Computers & Technology > Networking & Cloud Computing > Internet, Groupware, & Telecommunications

Customer Reviews

There are dozens of wikis out there, including the freebies from WikiMedia. Confluence costs between 10 and 50 bucks a month, and is supposedly "targeted" at team development and documentation (I know, duh, confluence means more than one, right?). But I'm begging to differ. I'm a lone ranger programmer, writer and consultant who uses Confluence all the time, all on my own! (Companies call these introverts individual contributors).There are MANY times I find that a "lone" wiki (with all other editing privileges locked out) is of great value. Examples: 1. When developing with paid inputs, but wanting to edit those before posting (just like a blog approval). 2. Whan documenting your own software. 3. When developing a demo wiki to show a customer (eg. as a consultant), before the "team" jumps in. ETC.If you want to learn all the major commands needed to create and edit your own wiki, just go to wikipedia and search - link to Wiki markup. (That's what Wikipedia calls the internal syntax). All the links are there for this relatively simple code. You can get a free copy from wikimedia put on your godaddy or nsi shared server.But confluence takes wikis a

huge step farther with some really helpful templates and patterns not yet active on wikimedia releases, and though they are ostensibly to enhance communication, just pretend you have a split personality-- and the communication is with your customers, friends, consultants, prospects and other stakeholders, and you'll find Confluence is ideal, trumping the free wikis on many fronts. Atlassian support also is legendary, and as a lone contributor, their "team" (say you install a wiki at a high school) becomes an extension of your work-- that doesn't happen in the wonderful but vast universe of open source.

This is a *must have* book for EVERY organization that is using or working with Confluence Wiki - regardless of whether you are a new user or many-years-old user. EVERY user will find very valuable insights in this book - and for the price, it is a steal. By *every user* - this means, engineering users, tech writers, marketing users, executive users - EVERY!Simply, it is that rich!I'd also argue that if you bought Confluence in the first place, the reason was because you wanted your organization to work better, be more collaborative, be more transparent, work in a central platform vs. old-school desktop applications, and ultimately - get more things done faster. That said, again - this is the tipster book of all time on the topic "Confluence Wiki" - way beyond strategic documentation.This book is not a pitch to buy Confluence - this book assumes you already have it. Yet like most tools, having them and using them to their full strength is not usually the same thing, especially for an organizational-use tool. Instead, all too many users flail around, poking and prodding at the features, or doing the bare minimum, often without a plan, long learning curves, and certainly not optimized efforts.And sometimes, even with a plan, when built without deep knowledge in advance, the plan is more controlling/damaging, then optimizing/grabbing the full potential of the platform, and more -- the potential of your community through viral adoption.Sarah, as expert extraordinaire on the Confluence platform (rightfully so, given Atlassian's own amazing documentation set; Google search it!), takes the reader down the path of coveted "secrets" used by Atlassian tech writers for building strategic documentation, and a whole lot more.

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