



# How to keep your Confluence up-to-date with content lifecycle rules

Manage quality, expiration, usage and archiving of your Confluence content



# Who is Midori?



## Experience

10+ years in the Atlassian Ecosystem

## Top Vendor

(earlier was called "Atlassian Verified")

Reliable maintenance, guaranteed support and top-notch docs

## Powering 4000+ customers

Apple, Boeing, Salesforce, Oracle, SAP, SONY, etc.

# What is Better Content Archiving?



## On the market since 2008



Top rated app for  
Confluence Server and Data Center

## Content Lifecycle Management for Confluence

Usage monitoring, automation of content review  
and archiving



# How to keep your Confluence up-to-date with content lifecycle rules

What is content lifecycle?

Configuring lifecycle rules

Running the lifecycle job

Understanding your content quality

Notification emails to stakeholders

Browsing archived content

Restoring archived content



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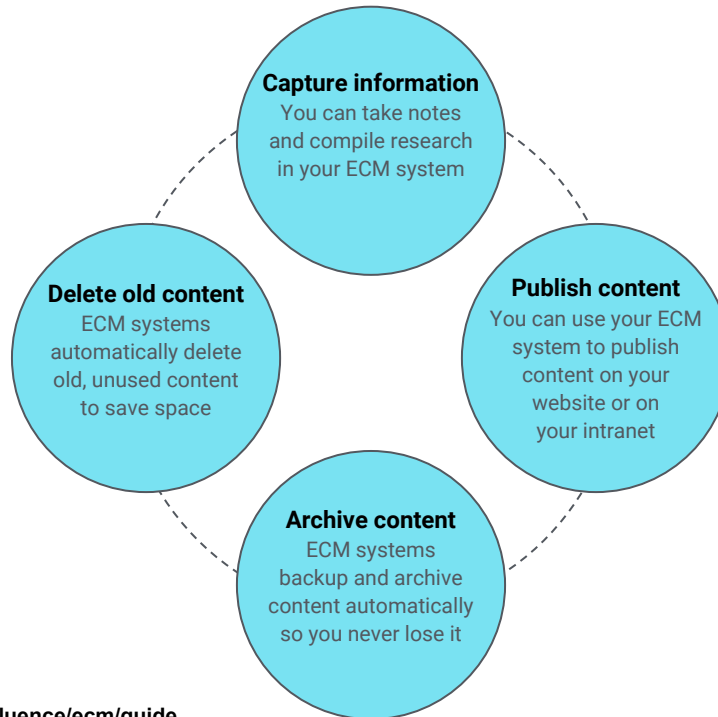
Restoring archived content



# What is content lifecycle?

Why managing the lifecycle of different content types matter

## The Life Cycle of Content



Source: <https://www.atlassian.com/software/confluence/ecm/guide>



# Key benefits of Better Content Archiving

Why managing Confluence content lifecycle makes a difference

## 1. Saves your company money by automating the quality control of Confluence content

"[...]As an Atlassian Consultant, I have seen the app help different customers minimize the effort required for managing their content." - Dennis (Atlassian Consultant)

## 2. Helps your team be more productive by clearing obsolete content from Confluence

"We had been needing a solution like the Better Content Archiving app for years, as our knowledge repository surged past 1 million pages and 1,000 spaces." - PayPal (customer)

## 3. Maximizes your investment in Confluence by boosting user adoption

"Better Content Archiving takes the pain out of ensuring that large Confluence instances stay fresh, which aids user adoption and discovery of good content." - Appfire (customer)



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# Configuring lifecycle rules

Customize your rules for page view tracking, page expiration tracking and content archiving

Further Configuration

Backup Administration

Manage Referrers

Languages

Shortcut Links

External Gadgets

Global Templates and Blueprints

Import Templates

Recommended Updates

Email

Mail Servers

User Macros

In-app Notifications

Hipchat Integration

Attachment Storage

Spam Prevention

PDF Export Language Support

Configure Code Macro

Office Connector

Lucidchart OnPrem Configuration

Configure GoEdit

WebDAV Configuration

ATLASSIAN MARKETPLACE

Find new add-ons

Manage add-ons

GLIFFY PLUGIN

Configuration

All Gliffy Diagrams

License

USERS & SECURITY

Users

Groups

## Archiving Configuration

Name\*

Global runs  Enabled

When checked, the job will periodically run on these spaces. It will also run by global manual starts.

When unchecked, the job will only run on these spaces by single-space manual starts. [?](#)

### Page view tracking

IF A PAGE IS  Not viewed for  days

THEN  Count the page as not-viewed

AND

Notify author

Notify last modifier

Notify space administrators

Notify space creator

Notify supervisors:

### Page expiration tracking

IF A PAGE IS  Not updated for  days

OR

Labeled with  or  [?](#)

THEN  Count the page as expired

AND

Notify author

Notify last modifier

Notify space administrators

Notify space creator

Notify supervisors:

### Page archiving

IF A PAGE IS  Not viewed for  days

AND

Not updated for  days

OR

Labeled with  or  or  or  [?](#)

THEN  Archive the page

AND

Notify author

Notify last modifier

Notify space administrators

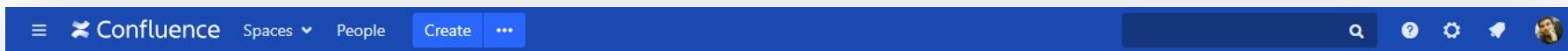
Notify space creator





# Configuring lifecycle rules for page view tracking

Define the rules for tracking and reporting not viewed pages



## Confluence administration

### CONFIGURATION

- General Configuration
- Further Configuration
- Backup Administration
- Manage Referrers
- Languages
- Shortcut Links
- External Gadgets
- Global Templates and Blueprints
- Import Templates
- Recommended Updates Email
- Mail Servers
- User Macros
- In-app Notifications

## Configure Archiving

### Archiving Configuration

Name\*

Global runs  Enabled

When checked, the job will periodically run on these spaces. It will also run by *global* manual starts.  
When unchecked, the job will only run on these spaces by *single-space* manual starts. ⓘ

### Page view tracking

IF A PAGE IS  Not viewed for  days

THEN  Count the page as not-viewed

#### AND

- Notify author
- Notify last modifier
- Notify space administrators
- Notify space creator

Notify supervisors:



# Configuring lifecycle rules for page expiration tracking

Define the rules for tracking expired pages and content archiving  
**tracking**

Hipchat Integration

Attachment Storage

Spam Prevention

PDF Export Language Support

Configure Code Macro

Office Connector

Lucidchart OnPrem Configuration

Configure GoEdit

WebDAV Configuration

ATLASSIAN MARKETPLACE

Find new add-ons

Manage add-ons

GLIFFY PLUGIN

Configuration

All Gliffy Diagrams

License

USERS & SECURITY

Users

Groups

Security Configuration

## Page expiration tracking

- IF A PAGE IS**  Not updated for  days
- OR
- Labeled with  or  <sup>?</sup>
- THEN**  Count the page as expired
- AND
- Notify author
- Notify last modifier
- Notify space administrators
- Notify space creator
- Notify supervisors:

## Page archiving

- IF A PAGE IS**  Not viewed for  days
- AND**  Not updated for  days
- OR
- Labeled with  or  or  or  <sup>?</sup>
- THEN**  Archive the page
- AND
- Notify author
- Notify last modifier
- Notify space administrators
- Notify space creator
- Notify supervisors:



# Configuring lifecycle rules for content archiving

Finalize and save the archiving configuration

Groups

Security Configuration

Global Permissions

Space Permissions

User Directories

Whitelist

ARCHIVING

Content Quality

Start Archiving

**Global Configurations**

Notification Emails

Archiving Events

Blacklisted Spaces

Getting Started

LOOK AND FEEL

Themes

Color Scheme

Layouts

Stylesheet

Notify space creator

Notify supervisors:

Archiving strategy

Select whether to copy or move pages to the archive space, or just trash those in the fresh space. ⓘ

Actor (archiver user)

This user account creates the archive space, moves, copies and trashes pages (both at manual and scheduled runs). For automatic selection, the confluence-administrators group must exist with at least one valid member. Tip: create a user account called wikiarchiver, add that to the confluence-administrators group, then select that user here. ⓘ

Archive space's status  **Archived**

Check this to remove the archive space from search results, from navigation and to put that to the Archived Spaces list in the Space Directory. If unsure, leave it checked. ⓘ

Archiving reason  **Required**

Whether users are required to add a comment containing the hashtag #archive to each page labelled with archive or archive-single. The comment should explain *why* the page needs to be archived. When missing, the pages are skipped. ⓘ



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# Running the lifecycle job

Execute the lifecycle job manually

The screenshot shows the Confluence interface for the 'Customer Service' space. The top navigation bar includes 'Confluence', 'Spaces', 'People', and 'Create'. The left sidebar shows 'Customer Service' with a star icon, and sections for 'Pages', 'Blog', and 'SPACE SHORTCUTS'. The main content area is titled 'Space Tools' and has tabs for 'Overview', 'Permissions', 'Content Tools', 'Look and Feel', 'Integrations', and 'Archiving'. Under 'Archiving', there are sub-tabs for 'Content Quality', 'Start Archiving', 'Archiving Configuration', and 'Archiving Events'. The 'Start Archiving' sub-tab is active, displaying the 'Start the archiving task' page. This page includes a 'Got feedback?' link, an information box explaining the lifecycle job process, a list of tasks to check before archiving, and a 'Start now' button with a warning icon and text: 'To avoid editing conflicts, make sure nobody is working in Customer Service before clicking Start.'

Customer Service

## Space Tools

Overview Permissions Content Tools Look and Feel Integrations Archiving

Content Quality Start Archiving Archiving Configuration Archiving Events

### Start the archiving task

Got feedback?

**i** When executed, the lifecycle job first archives pages, then checks page views, finally checks page expirations. In each step, it evaluates the related triggers (ex: updated in the last N days?) and executes the related actions (ex: sending out notifications).

If you don't want to wait for the next scheduled execution, you can start the job on **Customer Service** right now. **i**

Check the current page trees before archiving:

- Fresh pages (in **Customer Service**)
- Archive pages (in **Customer Service (Archive)**)

**Start now** **w** To avoid editing conflicts, **make sure nobody is working in Customer Service** before clicking **Start**.

Space tools

# Running the lifecycle job

Execute the lifecycle job automatically (by a schedule)

## Confluence administration

### CONFIGURATION

General Configuration

Further Configuration

Backup Administration

Manage Referrers

Languages

Shortcut Links

External Gadgets

Global Templates and Blueprints

Import Templates

Recommended Updates Email

Mail Servers

User Macros

In-app Notifications

## Scheduled Jobs

Job	Status	Last Execution	Next Execution	Avg. Duration	Actions
Archiving Plugin: Analyze Content Quality	Scheduled	Oct 16, 2018 14:50	Oct 17, 2018 04:00	44	History · Run · Edit · Disable
Archiving Plugin: Find and Archive Expired Content	Scheduled	Oct 16, 2018 14:50	Oct 22, 2018 02:00	33	History · Run · Edit · Disable
Archiving Plugin: Persist the Content Update Journal	Scheduled	Oct 16, 2018 14:50	Oct 16, 2018 14:51	10	History · Run · Edit · Disable
Archiving Plugin: Persist the Content View Journal	Scheduled	Oct 16, 2018 14:50	Oct 16, 2018 14:51	11	History · Run · Edit · Disable
Back Up Confluence	Scheduled	Jul 06, 2018 08:58	Oct 17, 2018 02:00	491624	History · Run · Edit · Disable
Back Up Enterprise Theme Configuration	Scheduled		Oct 17, 2018 01:00	0	Run · Edit · Disable
Check Cluster Safety	Scheduled	Oct 16, 2018 14:50	Oct 16, 2018 14:51	13	History · Run · Edit · Disable
Clean Journal Entries	Scheduled	Jul 06, 2018 08:59	Oct 17, 2018 02:00	409	History · Run · Edit · Disable
Clean Old Audit Records	Scheduled	Jul 06, 2018 08:58	Oct 17, 2018 00:00	275	History · Run · Edit · Disable
Clean Temporary Directory	Scheduled	Jul 06, 2018 08:59	Oct 17, 2018 04:00	231	History · Run · Edit



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# Understanding your content quality

Global report about the current state of your Confluence content

Confluence administration

## Content Quality

Quality Statistics for 34 spaces updated 7 minutes ago

Recalculate Re-build content event index Got feedback?

	Quality	Up-to-date pages	Expired pages		Viewed pages	Not-viewed pages		Pages in fresh space	Pages in archive space	Total pages produced
TOTAL	78%	2169 61%	1345 39%		3367 96%	147 4%		3514 98%	50 2%	3564
customers	77%	116 59%	80 41%		187 96%	9 4%		196 89%	22 11%	218
Auto-Nomous Inc.	60%	12 29%	29 71%		37 91%	4 9%		41 100%	0 0%	41
Beem Inc.	70%	14 46%	16 54%		28 94%	2 6%		30 100%	0 0%	30
FitBand Inc.	75%	16 53%	14 47%		29 97%	1 3%		30 100%	0 0%	30
Ha-Lo Pharmaceuticals Inc.	88%	59 79%	18 21%		85 98%	2 2%		87 100%	0 0%	87
Mindwars Inc. - Scroll versions	81%	5 62%	3 38%		8 100%	0 0%		8 26%	22 74%	30
marketing	78%	758 57%	569 43%		1315 100%	12 0%		1327 99%	1 1%	1328
Conference Presentation Guide	100%	251 100%	0 0%		251 100%	0 0%		251 100%	0 0%	251
Content Development	68%	86 36%	149 64%		235 100%	0 0%		235 100%	0 0%	235
Marketing resources	79%	80 59%	55 41%		135 100%	0 0%		135 100%	0 0%	135
Paid Media	51%	16 6%	170 92%		174 94%	12 6%		186 100%	0 0%	186
Product Concept	67%	44 34%	85 66%		129 100%	0 0%		129 100%	0 0%	129
Product Marketing Collaboration	77%	108 55%	85 45%		193 100%	0 0%		193 100%	0 0%	193
Research	100%	173 100%	0 0%		173 100%	0 0%		173 100%	0 0%	173
User Assistance Guidelines	50%	0 0%	25 100%		25 100%	0 0%		25 96%	1 4%	26
operations	80%	815 70%	343 30%		1039 90%	119 10%		1158 97%	27 3%	1185
Client Training	52%	114 29%	293 71%		314 78%	89 22%		133 34%	8 6%	141





# Understanding your content quality

View the status of the pages in a space

Confluence Spaces People Create ...

## Space Tools

Overview Permissions **Content Tools** Look and Feel Integrations Archiving

Templates Reorder Pages **Page Status** Orphaned Pages Undefined Pages Attachments Trash Export Import RSS Feeds

Page	Status	Last Updated	Last Viewed
Customer Service	UP-TO-DATE	a minute ago (dalia)	yesterday at 5:16 PM (levente)
ITIL	UP-TO-DATE	yesterday at 5:14 PM (levente)	3 minutes ago (dalia)
CSR Manifesto	EXPIRED	519 days ago (carol)	12 days ago (levente)
Daily CSR Performance Report	UP-TO-DATE	yesterday at 5:14 PM (levente)	yesterday at 5:14 PM (levente)
ITIL Framework	EXCLUDED	497 days ago (dalia)	yesterday at 5:15 PM (carol)
Program management	UP-TO-DATE	19 days ago (levente)	yesterday at 5:16 PM (levente)
Service Management	EXPIRED	519 days ago (robert)	3 minutes ago (dalia)
Reports	NOT VIEWED	448 days ago (levente)	433 days ago (levente)
Daily Service Desk Requests	UP-TO-DATE	491 days ago (dalia)	yesterday at 5:16 PM (carol)
Financial report - Q3 2016	TO BE ARCHIVED	48 days ago (carol)	433 days ago (levente)
Proactive Service Requests Report	NOT VIEWED	497 days ago (levente)	448 days ago (dalia)
Service Desk	NOT VIEWED	30 minutes ago (dalia)	433 days ago (levente)
1st Level Support	UP-TO-DATE	14 minutes ago (casey)	4 minutes ago (casey)
2nd & 3rd Level Support	UP-TO-DATE	4 minutes ago (dalia)	4 minutes ago (dalia)
Change Management Role	NOT VIEWED	519 days ago (levente)	497 days ago (levente)
Incident Coordinator Role	EXPIRED	498 days ago (levente)	498 days ago (levente)
Newcomer Onboarding Manual	EXCLUDED	51 days ago (robert)	2 minutes ago (dalia)
Problem Management Role	EXPIRED	19 days ago (carol)	7 days ago (levente)
SD Reports	TO BE ARCHIVED	56 days ago (levente)	a minute ago (carol)
SLAs	NOT VIEWED	439 days ago (robert)	433 days ago (levente)

Powered by Atlassian Confluence 6.7.0 · Report a bug · Atlassian News

ATLASSIAN





# Understanding your content quality

Keep data security regulations (GDPR) by hiding usernames

Dashboard / ITIL

## ITIL Framework

Created by Levente Szabo, last n

**Your role in introducing ITIL**

We are doing this because it's a

- Aligns IT services to the needs and goals of the business
- Provides a structured approach to launching and maintaining IT services
- Provides a proactive management plan for assessing operational health, predictability, and accountability for all IT services
- Provides a method to engage staff towards a common goal

### ITIL Service Lifecycle

ITIL Service Management supports this transformation through the use of the Service Lifecycle, which is split into 5 distinct lifecycle stages:

- Service Strategy
- Service Design

Annotations:

- Last updater username is visible (points to 'Levente Szabo')
- Last viewer username is hidden (points to 'undisclosed user')

Customer Service

## Space Tools

Overview Permissions **Content Tools** Look and Feel Integrations Archiving

Templates Reorder Pages **Page Status** Orphaned Pages Undefined Pages Attachments Trash Export Import RSS Feeds

Page	Status	Last Updated	Last Viewed
ITIL	UP-TO-DATE	18 minutes ago (levente)	22 minutes ago (undisclosed user)
Company facilities	UP-TO-DATE	21 minutes ago (levente)	20 minutes ago (undisclosed user)
CSR Manifesto	EXPIRED	749 days ago (levente)	yesterday at 5:01 PM (undisclosed user)
Daily CSR Performance Report	NOT VIEWED	230 days ago (levente)	230 days ago (undisclosed user)
Engagement metrics	UP-TO-DATE	18 minutes ago (levente)	18 minutes ago (undisclosed user)
Extending business solutions	UP-TO-DATE	19 minutes ago (levente)	19 minutes ago (undisclosed user)
Financial report - Q3 2018	UP-TO-DATE	229 days ago (levente)	about an hour ago (undisclosed user)

Annotations:

- Last updater username is visible (points to 'levente')
- Last viewer username is hidden (points to 'undisclosed user')



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# Notification emails to stakeholders



Reporting not viewed pages to stakeholders (page owners, space admins, last modifiers, etc.)

**MIDORI**   

Mail 4 of 17 

**COMPOSE** [Sigma Inc. - Corporate Intranet] 11 page(s) not viewed recently 

**Inbox**  
Starred  
Sent Mail  
Drafts  
System email  
More





 **Confluence Archiving Plugin** to me 9:59 AM (31 minutes ago) 

You received this email, because **you (levente) are the creator** of these spaces.








**11 page(s) not viewed recently**

Please check their relevancy, and consider archiving them.  
(Clicking the page links below will not update the "last view" date of the page.)


**Auto-Nomus inc.**  
**4 pages not viewed for 146+ days.**  
(View alert limit: 100 days.)


-  Agreement for Plan of Merger (Legal) [archive] (last viewed by levente 164 days ago)
-  NHTSA audit - March 2018 [archive] (last viewed by mark 146 days ago)
-  Scope of work - Autopilot Project [archive] (last viewed by robert 166 days ago)
-  Tax sharing agreement [archive] (last viewed by levente 216 days ago)

**FitBand Inc.**  
**7 pages not viewed for 102+ days.**  
(View alert limit: 110 days.)

-  FDA Audit Results [archive] (last viewed by levente 199 days ago)
-  Non-compliance list [archive] (last viewed by levente 123 day ago)
-  Incident Coordinator Role [archive] (last viewed by levente 179 days ago)
-  Missed SLA reasons [archive] (last viewed by levente 117 days ago)
-  Channel location contacts [archive] (last viewed by levente 150 days ago)
-  HIPAA certification requirements [archive] (last viewed by levente 296 days ago)
-  Reseller contract template [archive] (last viewed by levente 102 days ago)

This is an automatic message from the Archiving Plugin for Confluence (got feedback?).





# Notification emails to stakeholders

Reporting expired pages to stakeholders (page owners, space admins, last modifiers, etc.)

The screenshot shows an email client interface for MIDORI. The header includes the MIDORI logo, a search bar, and user profile icons. The email is titled "[Sigma Inc. - Corporate Intranet] 20 page(s) expired" and is a system email. The main content of the email is as follows:

You received this email, because **you (Ievante) are the supervisor** of these spaces.

### 20 page(s) expired

Please check their validity, and make any necessary updates.  
(If no real change is necessary, open the page in the editor, add a space character somewhere and save it to update the timestamp. Otherwise they may be archived without further notice.)

#### Boston Dynamics Inc.

**18 pages not updated for 169+ days.**  
(None will be automatically archived, as that is turned off.)

- Business Proposal [edit] [archive] (marked as expired by robert 210 days ago)
- Change Management Role [edit] [archive] (not updated for 290 days)
- Client Insights [edit] [archive] (not updated for 210 days)
- Daily active user metrics [edit] [archive] (marked as expired by nathan 290 days ago)
- HR processes [edit] [archive] (not updated for 240 days)
- Incident Coordinator Role [edit] [archive] (marked as expired by Ievante 245 days ago)
- Monthly active users metrics [edit] [archive] (not updated for 250 days)
- Non-disclosure agreement - template [edit] [archive] (not updated for 220 days)
- Proactive Service Requests Report [edit] [archive] (not updated for 279 days)
- Service Desk Reports [edit] [archive] (marked as expired by carol 252 days ago)

...plus 8 more pages in Boston Dynamics Inc..

#### People Operations

**2 pages not updated for 49+ days.**  
(None will be automatically archived, as that is turned off.)

- Newcomer Onboarding Guide [edit] [archive] (not updated for 49 days)
- Problem Management Role [edit] [archive] (not updated for 59 days)



# Notification emails to stakeholders

Reporting archived pages to stakeholders (page owners, space admins, last modifiers, etc.)

MIDORI M

Mail

4 of 21

COMPOSE

[Sigma Inc. - Corporate Intranet] 13 page(s) archived

System email

Inbox

Starred

Sent Mail

Drafts

System email

More

Confluence Archiving Plugin

to me

10:45 AM (24 minutes ago)

You received this email, because you (levente) are the author of these spaces.

13 page(s) archived

The following pages have been archived  
(The links below display the archived pages, not the fresh ones.)

Client Training

5 pages have been archived.

- How to create a client onboarding training? (not viewed for 600 days)
- New Year Resolution List (labeled with archive by levente: "Put this to bed and let's create a new one!")
- Technical contact list (not updated for 400 days)
- Video tutorials for previous plugin versions (labeled with archive by casey: "This method is not applicable for new versions.")
- User Manual for course attendee registering software (not viewed for 250 days)

User Assistance Guidelines

8 pages have been archived.

- Application for B2B service extention (labeled with archive by levente: "This is obsolete now.")
- Lead nurturing - An ultimate guide (2016) (labeled with archive by levente)
- Normal Operating Procedure (labeled with archive by levente)
- User guides (labeled with archive by levente: "A fully revamped version of this will be introduced.")
- Short list for e-commerce operators in India (labeled with archive by maria: "Tender has been closed.")
- Yearly Market Research contract - with updates (labeled with archive by robert)
- Rebranding communication campaign action-items (not viewed for 298 days)
- Cons and pros of getting a mediator for office debates (labeled with archive by levente)

This is an automatic message from the Archiving Plugin for Confluence (got feedback?).



# Configuring lifecycle rules

Customize the notification emails sent out to stakeholders

Confluence Spaces People Create ...

## Confluence administration

CONFIGURATION

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- Mail Servers
- User Macros
- In-app Notifications
- Hipchat Integration
- Attachment Storage
- Spam Prevention
- PDF Export Language Support
- Configure Code Macro
- Office Connector
- WebDAV Configuration
- ATLASSIAN MARKETPLACE
- Find new add-ons

### "Non-viewed pages" Notification Email

Save Close Tip: hit CTRL+S in the editor for quick save

Email subject

`${pages.size()} page(s) not viewed recently`

Content

```
## email notification template for non-viewed pages
#parse("/templates/email/html/includes/constants.vm")
#parse("/templates/email/html/includes/custom-header.vm")
##...
<h2>${subject}</h2>
<p>
Please check their relevancy, and consider archiving them.<br/>
<small>(Clicking the page links below will not update the &quot;last view&quot; date of the page.)</small>
</p>
<div>
#foreach($space in $spacesToPages.keySet())
#set($pagesInSpace = $spacesToPages.get($space))
#set($pageCount = $pagesInSpace.nonLimitedSize)
#set($lastViewedPageAgeInDays = $pageStatsTool.getLastViewedPageAgeInDays($space, $spacesToNotViewedPages))
#set($archivingConfiguration = $pageStatsTool.getArchivingConfiguration($space))

## space name
<h3><a href="${baseUrl}/pages/listpages-dirview.action?key=${space.key}">${space.name}</a></h3>
<p>
<b>${pageCount}</b> pages not viewed for <b>${lastViewedPageAgeInDays}</b> days.<br/>
<small>(View alert limit: <b>${archivingConfiguration.pageViewAlertAge}</b> days.)</small>
</p>
<div class="page-list">
#foreach($page in $pagesInSpace)
  <div class="page-item">
    ## page link (with the "op novt=1" request parameter to by-pass view tracking)
    #set($lastView = $spacesToNotViewedPages.get($space).get($page))
    
    <a href="${baseUrl}/pages/viewpage.action?pageId=${page.id}&ap_novt=1">${webwork.htmlEncode($page.title)}</a>
    <span class="ops">
      <small><a href="${baseUrl}/archiving/quick/archive.action?pageId=${page.id}">archive</a></small>
    </span>
    <small class="smalltext">
      (last viewed by #if($lastView.viewerName)$lastView.viewerName#else$action.getText('anonymous.name')&end $generalUtil.getRelativeTime($lastView.viewDate))
    </small>
  </div>
</div>
</div>
```





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# Browsing archived content

One archive space is created for every current space

Confluence Spaces People Create

Customer Service

Dashboard

## ITIL

Created by Levente Szabo on Oct 18, 2018

### Service Desk

This position has overall responsibility for the day to be needed to handle staffing and call handling and Leaders or Supervisors to provide management support the Service Desk Incident resolution rate, average case may be helpful to create a dedicated role(s) for the of answering the phones. This could be a dedicated

#### KEY ROLES & RESPONSIBILITIES

- 1st Level Support
- Incident Coordinator Role

### Problem Management

This role is responsible for both reactive root-cause organisations but in a large organisation there may technical area. Where the team has split responsibility duplication of effort is not made for similar or identical Availability Manager, Capacity Manager or IT Service or across Support Groups to prevent conflicts of interest always take precedence and the pro-active response come. The Problem Manager should also be a strong

Pages

Blog

SPACE SHORTCUTS

Here you can add shortcut links to the most important content for your team or project. Configure sidebar.

PAGE TREE

- > ITIL
- > Reports
  - > Daily Service Desk Requests
  - > Helpdesk Reports
    - > Helpdesk Reports - 2018
  - > Proactive Service Requests Rep...
- > Service Desk
- > SLAs

Confluence Spaces People Create

Customer Service (Archive)

Dashboard

## Reports

Created by Levente Szabo, last modified on Feb 09, 2018

Choose a report category to explore:

- Daily CSR Performance Report
- Daily Dispute Report
- Daily proactive SR
- Daily Service Desk Request and Activit

Pages

Blog

SPACE SHORTCUTS

Here you can add shortcut links to the most important content for your team or project. Configure sidebar.

PAGE TREE

- > ITIL
- > Reports
  - > Helpdesk Reports
    - > Helpdesk Reports - 2015
    - > Helpdesk Reports - 2016
    - > Helpdesk Reports - 2017



# Browsing archived content

Browse archiving events for audit reasons

## Confluence administration

### CONFIGURATION

- General Configuration
- Further Configuration
- Backup Administration
- Manage Referrers
- Languages
- Shortcut Links
- External Gadgets
- Global Templates and Blueprints
- Import Templates
- Recommended Updates Email
- Mail Servers
- User Macros
- In-app Notifications

## Archiving Events

### Archiving Events

Got feedback?

Filter: **All** | Expired | Archived and Skipped | Updated

<b>SDR</b> — 3 pages are expired	2 hours ago
<b>SDR</b> — 16 pages archived	2 hours ago
<b>UAD</b> — 1 page are expired	2 days ago
<b>RETROS</b> — 63 pages are expired	2 days ago
<b>PO</b> — 170 pages are expired	2 days ago
<b>PAIDMEDIA</b> — 170 pages are expired	2 days ago
<b>OFFICE</b> — All pages are up-to-date	2 days ago
<b>GUI</b> — All pages are up-to-date	2 days ago
<b>FINANCE</b> — All pages are up-to-date	2 days ago
<b>DG</b> — 108 pages are expired	2 days ago
<b>SDR</b> — 6 pages are expired	2 days ago



# How to keep your Confluence up-to-date with content lifecycle rules

What is content lifecycle?

Configuring lifecycle rules

Running the lifecycle job

Understanding your content quality

Notification emails to stakeholders

Browsing archived content

Restoring archived content



# Restoring archived content

Easily move archived content back to a fresh space when needed

The screenshot shows the Confluence interface with a 'Move Page' dialog box open. The dialog is titled 'Move Page – 'Helpdesk Reports'' and has a 'Help' link in the top right corner. On the left side of the dialog, there is a sidebar with 'Advanced' options: 'Search', 'Recently Viewed', and 'Browse'. The main area of the dialog contains the following text: 'Specify the new parent page for this page and its children by space and title.' Below this, there are two input fields: 'New space:' with the value 'Customer Service' and 'New parent page:' with the value 'Reports'. Underneath these fields is the instruction: 'Start typing a page title to see a list of suggestions.' At the bottom of the dialog, there is a summary table with two rows: 'Current location:' pointing to 'Customer Service (Archive) > Reports' and 'New location:' pointing to 'Customer Service > Reports'. This table is highlighted with a red border. At the bottom right of the dialog, there are three buttons: 'Reorder' (disabled), 'Move' (active), and 'Cancel'. The background shows the Confluence sidebar with the 'Customer Service (Archive)' space selected and a page tree listing 'Helpdesk Reports' and its sub-items.

Confluence Spaces

Customer Service (Archive)

Pages

Blog

SPACE SHORTCUTS

Here you can add shortcut links to the most important content for your team or project. Configure sidebar.

PAGE TREE

- > ITIL
- ▼ Reports
  - **Helpdesk Reports**
    - Helpdesk Reports - 2015
    - Helpdesk Reports - 2016
    - Helpdesk Reports - 2017

Space tools

## Move Page – 'Helpdesk Reports'

Help

Advanced

Search

Recently Viewed

Browse

Specify the new parent page for this page and its children by space and title.

New space:

New parent page:

Start typing a page title to see a list of suggestions.

Current location:	Customer Service (Archive) > Reports
New location:	Customer Service > Reports

Reorder

# Integrations with theming apps

Better Content Archiving supports all popular Confluence theme apps

~~Brikit Theme Press~~

The screenshot shows a Confluence page with the following elements:

- Header:** Confluence navigation bar with 'Spaces', 'People', 'Blogs', 'Create', and utility icons.
- Page Header:** 'Brikit Theme Press' logo and navigation links: 'Departments', 'Projects', 'Staff', 'HR Hub', 'News', 'Resources'. A search bar is also present.
- Sidebar:** 'Contents' section with links to 'ITIL', 'Reports', 'Service Desk', and 'SLAs'.
- Main Content:**
  - Section: 'Customer Service'
  - Title: 'ITIL'
  - Text: 'Created by Levente Szabo, last modified less than a minute ago'
  - Section: 'Why are we intoruding ITIL to the cor'
  - Two columns of bullet points:
    - Column 1: Proven, widely used framewor; Provides a common business language for IT organizations; Creates a communication path between IT organization and the business; Enables the collection of valuable
    - Column 2: Aligns IT services to the needs and goals of the business; Provides a structured approach to launching and maintaining IT services; Provides a proactive management plan for assessing operational health, predictability, and accountability for all IT services

**Notification Box:**

- Icon: Green checkmark
- Text: 'This page is up-to-date'
- Text: 'Last updated: 15 days ago (levente on Nov 15, 2016 16:25)'
- Text: 'Last viewed: 2 minutes ago (levente on Dec 01, 2016 11:33)'



# Handling enterprise scale data

Better Content Archiving is used in Confluence instances with millions of pages

The screenshot shows a Gmail inbox interface. At the top left is the MIDORI logo. A search bar is present. The inbox header shows 'Mail' with a dropdown menu, a refresh button, and a 'More' dropdown. On the right of the header, it displays '3,201-3,250 of 7,303' with navigation arrows and a settings gear icon. The left sidebar contains navigation options: 'COMPOSE', 'Inbox', 'Starred', 'Sent Mail', 'Drafts', 'Archived', and 'More'. The main area is a list of 20 email entries. Each entry has a checkbox, a star icon, a folder icon, and a preview of the email content. The preview text for all entries is 'Archiving Plugin (Conflu...)' followed by a link to a Confluence page and a status (e.g., 'expired' or 'not viewed recently'). The date '10/27/16' is shown on the right of each entry. At the bottom left of the interface are icons for a person, a speech bubble, and a phone.

Actions	From	Subject	Date
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 781891 page(s) expired	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 781891 page(s) expired	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 781891 page(s) expired	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 781891 page(s) expired	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 217437 page(s) not viewed recently	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 217437 page(s) not viewed recently	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 217437 page(s) not viewed recently	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 217437 page(s) not viewed recently	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 217437 page(s) not viewed recently	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 217437 page(s) not viewed recently	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 217437 page(s) not viewed recently	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 781891 page(s) expired	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 781891 page(s) expired	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 781891 page(s) expired	10/27/16
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<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 781891 page(s) expired	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 781891 page(s) expired	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 217164 page(s) not viewed recently	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 217164 page(s) not viewed recently	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 217164 page(s) not viewed recently	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 217164 page(s) not viewed recently	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 217164 page(s) not viewed recently	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 217164 page(s) not viewed recently	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 217164 page(s) not viewed recently	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 781891 page(s) expired	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 781891 page(s) expired	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 781891 page(s) expired	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 781891 page(s) expired	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 781891 page(s) expired	10/27/16
<input type="checkbox"/> ☆	Archiving Plugin (Conflu...)	[confluence] 781891 page(s) expired	10/27/16





**Thank you!**



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## Try our other apps, too (free)!



### Better PDF Exporter

Easy emailing, sharing, archiving, printing for Jira data



### Better Excel Exporter

Full-blown native Excel exports, spreadsheet reports and Business Intelligence for Jira



### Commit Policy Plugin for Jira

Verify the changes committed to Git, Bitbucket, GitHub, GitLab, Subversion & Mercurial against configurable rules