



Setting your users up for success in Atlassian Cloud products



Table of contents

Ch 1 Introduction

Ch 2 Accessing your Atlassian Cloud site

Ch 3 An overview of key differences in Jira Software Cloud

Ch 4 An overview of key differences in Jira Service Management Cloud

Ch 5 An overview of key differences in Confluence Cloud

Ch 6 Supporting your users

Ch 7 Conclusion

Ch 8 Additional resources and support



01

Introduction

Introduction

At Atlassian, we often say that cloud migrations are a team sport. It takes a powerhouse group of people to execute a large-scale transformation like a migration. And, if we extend the team sport metaphor, the final phase of a migration - getting your users productive on a new platform - is the fourth quarter. That's where teams with endurance and preparation emerge victorious.

But, mustering the determination you need to execute a great adoption program can be challenging and it can be tempting to assume your users will figure it out organically. To realize the full ROI of your move to Atlassian Cloud, you need to focus time and energy on ensuring your teams embrace new ways of working across the Atlassian Cloud platform.

Many of your users have likely been using Atlassian Server or Data Center products for years, which means making the switch to Cloud can require adjusting. This guide is designed to help admins, like you, understand the key differences your users will experience in Cloud. While this guide is not exhaustive of every difference in the user interface, it highlights the most significant differences that a user will encounter when logging in the first time.

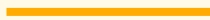
Throughout this guide, we'll link out to other helpful resources, including ones you can share directly with your users, with the hope that you can minimize disruption, deflect questions from your support queues, and get your teams productive on Atlassian Cloud products as quickly as possible.

TIP: If you're looking for major functional differences and product-specific comparisons for administrators, read this [page](#) for a summary.

NOTE: You can copy and paste from this guide to create customized training materials. If you do, we recommend substituting screenshots from your organization's instances so they are familiar to your users. The screenshots in this guide are taken from a generic Confluence 7.13, Jira Software 8.19, and Jira Service Management 4.21 instance.



02



Accessing your Atlassian Cloud site

Accessing your Atlassian Cloud site

All users will have a new Cloud site URL to access their Atlassian products. Unlike in Server where there are different base URLs for each product, in Cloud, the URL base is the same across products with an added suffix:

- Confluence: <https://yourdomain.atlassian.net/wiki/home>
- Jira Software and Jira Service Management: <https://yourdomain.atlassian.net/jira/your-work>

For admins: To help redirect people from your self-managed instance to your new Cloud site URL, apply a site-wide banner in the self-managed versions of **Jira Software** and/or **Confluence** and/or add an announcement in **Jira Service Management**.

For users: If users have bookmarked their pages, remind them to update their bookmarks with the new cloud links.

What about mobile access?

The mobile apps for Jira Software/Jira Service Management Cloud and Confluence Cloud are different. If your teams are using the Server and Data Center mobile apps for these products, they'll need to install new apps:

- **Jira Cloud** (for Jira Software, Jira Service Management, and Jira Work Management)
- **Confluence Cloud**

MAM for Atlassian mobile apps is available with an Atlassian Access or Cloud Enterprise subscription, and **MDM** is available with all Cloud plans.



03

**An overview of key differences
in Jira Software Cloud**

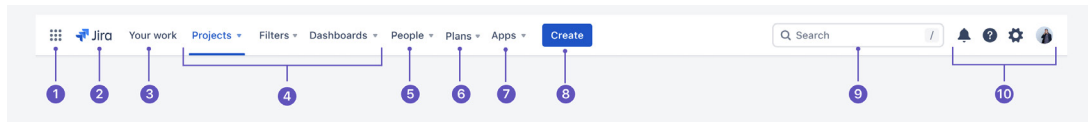
An overview of key differences in Jira Software

General user interface and navigation

In general, the Cloud interface looks more modern than its Server or Data Center counterpart. Plus, the Cloud platform was designed to be even more intuitive for users of all types - not just developers - so we've found some of these changes to [the core experiences](#) are easier for users to navigate independently.

Both Cloud and Server/Data Center have similar sidebars and horizontal global navigation. You'll see the same main navigation bar across all Jira Cloud products, including Software, Service Management, and Work Management. This gives you quick access to the projects, filters, and dashboards you use most regardless of the project type. It also lets you create issues, search, and access help notifications and global Jira settings.

Use the diagram below to familiarize yourself with the navigation bar for all Jira Cloud products:



1. **Product switcher:** Switch to other Atlassian Cloud products, like Bitbucket Cloud and Confluence Cloud, and access [Atlassian Start](#) to see recent projects across all Cloud products.
2. **Jira logo and product name:** Keep track of which Atlassian product you're in as you switch between products. Use this logo to navigate back to your homepage from any page.
3. **Your work:** Get an overview of the things you care most about in Jira products. Find issues, projects, boards, and queues you've visited, work assigned to you, and your starred items.
4. **Projects, Filters, and Dashboards:** Find and resume work on the things you use most. Your starred items appear at the top of each menu, followed by your recently visited items.

5. **People:** See the people and teams you work with, and create new teams.
6. **Plans:** See and manage your **Advanced Roadmap** plans (*Premium and Enterprise users only*).
7. **Apps:** See and manage apps installed on your Jira site.
8. **Create:** Create issues.
9. **Search:** Find issues, projects, boards, queues, filters, and people.
10. **Notifications, Help, Jira Personal settings, and your Profile and settings:** See what's happening in Jira, get help, and customize Jira's settings (*Jira admins only*) and your personal settings.

For more details, see the [Jira Cloud navigation page](#).

Where did the issues dropdown go?

You'll most likely notice that Cloud doesn't have an issues dropdown. Instead, your recent activity will appear in the new **Your work** menu item on the top left, which includes issues. Filters are now a separate menu item and issues can be reached via the search bar.

The screenshot displays the Jira Cloud interface. At the top, the navigation menu includes 'Your work', 'Projects', 'Filters', 'Dashboards', 'People', 'Apps', and 'Create'. A search bar is located on the right side of the top navigation. Below the navigation, the main content area is divided into several sections:

- IT Service Desk for Managers:** Contains an introduction, a 'Welcome to Jira' message, and a table of issue statistics.
- Issue Statistics: IT Requests (Urgency):** A table showing the distribution of issues by urgency level.
- Heat Map: IT Requests:** A visualization showing the status of 20 issues.
- Pie Chart: IT Requests:** A pie chart showing the distribution of issues by type.
- Issue Type:** A table showing the count of issues for each type.
- Correlation between days open, number of comments, and participants:** A bubble chart showing the relationship between these three metrics.

Urgency	Count	Percentage
Critical	1	5%
High	2	11%
Low	1	5%
Medium	9	47%
None	6	32%
Total	19	

Issue Type	Count
[System] Change	8
[System] Service request	6
[System] Incident	4
[System] Problem	2

Key changes to board view

The project board and backlog view is very similar in both versions for Scrum/Kanban projects. In Cloud, there's a 5,000 issue limit per board, and you can view **sprint insights** to stay on top of progress made and deliver with confidence.

CLOUD - ACTIVE SPRINT VIEW

The screenshot shows the Jira Cloud interface for an active sprint named 'Sprint 6'. The top navigation bar includes 'Your work', 'Projects', 'Filters', 'Dashboards', 'People', 'Plans', 'Insight', 'Apps', and 'Create'. The left sidebar lists navigation options like 'Teams in Space', 'Scrum: Teams in S...', 'Backlog', 'Active sprints', 'Reports', 'Issues', 'Components', 'Releases', 'Project pages', 'Add shortcut', and 'Project settings'. The main content area displays the sprint progress with columns for 'TO DO 3', 'IN PROGRESS 3', 'CODE REVIEW 3', and 'DONE 5'. Below these columns, a grid of issue cards is shown, each with a title, priority, and team support level (e.g., 'Large Team Support'). Issues include tasks like 'Homepage footer uses an inline style - should use a class', 'Draft network plan for Mars Office', and 'Email non-registered users to sign up with Teams in Space'. A 'Sprint Insights' button is visible in the top right corner.

SERVER/DATA CENTER - ACTIVE SPRINT VIEW

The screenshot shows the Jira Server/Data Center interface for a Kanban board. The top navigation bar is similar to the Cloud version. The left sidebar lists navigation options like 'Business Systems dev...', 'Portfolio Manage...', 'Kanban board', 'Reports', 'Issues', 'Components', 'Releases', 'Project pages', 'Add shortcut', and 'Project settings'. The main content area displays the Kanban board with columns for 'BACKLOG', 'APPROVED ROADMAP', 'IN PROGRESS', and 'DONE'. The 'BACKLOG' column contains issues like 'Multi-destination search', 'HR migration to Lever cloud service for recruiting team', and 'SAP upgrade to sap analytics cloud'. The 'APPROVED ROADMAP' column shows 'New payment system' and 'Migrate from Soho CRM (AZ datacenter) to Salesforce cloud'. The 'IN PROGRESS' column includes 'Webstore customer mobile app release for iOS10', 'Workato Automation Orchestration solution for PAS', 'Marketing system refresh and DB migration', and 'Billing service system upgrade'. The 'DONE' column is currently empty, displaying a message: 'We're only showing recently modified issues. Looking for an older issue?'. A 'Release' button is visible in the top right corner.

CLOUD - KANBAN VIEW

Business Systems dev... Software project

Portfolio Management

Kanban board

QUICK FILTERS: Only My Issues Recently Updated

BACKLOG

- Multi-destination search TBS-6
- HR migration to Lever cloud service for recruiting team TBS-7
- SAP upgrade to sap analytics cloud TBS-12

APPROVED ROADMAP

- New payment system TBS-2
- Migrate from Spho CRM (AZ datacenter) to Salesforce cloud TBS-13

IN PROGRESS

- Webstore customer mobile app release for IOS10 TBS-1
- Workato Automation Orchestration solution for PAS TBS-11
- Marketing system refresh and DB migration TBS-8
- Billing service system upgrade TBS-9

DONE

We're only showing recently modified issues.
Looking for an older issue?

SERVER/DATA CENTER - KANBAN VIEW

Portfolio Management

Kanban board

QUICK FILTERS: Only My Issues Recently Updated

CANDIDATES

- PM-4 Intelligent travel suggestions
- PM-8 Multi-destination search
- PM-7 Integrate partner travel sites

APPROVED ROADMAP

- PM-2 New payment system

IN PROGRESS

- PM-1 Team Travel Mobile Apps
- PM-3 Performance level-up
- PM-5 Fast-track booking experience
- PM-8 Affiliate marketing program

DONE

We're only showing recently modified issues.
Looking for an older issue?

CLOUD - BACKLOG VIEW

Teams in Space Software project

Scrum: Teams in S... Board

Backlog

QUICK FILTERS: Only My Issues Recently Updated

Sprint 6 14 Issues
11 Nov 20 1:05 PM - 09 Dec 20 1:05 PM

- Requesting available flights is now taking > 5 seconds (3.0) Support 2 Plus TIS-6
- Add pointer to main css file to instruct users to create child themes (3.0) Large Team Support TIS-64
- Email non registered users to sign up with Teams in Space (3.0) Large Team Support TIS-45 (2)
- Draft network plan for Mars Office (3.1) Local Mars Office TIS-49 (5)
- Homepage footer uses an inline style - should use a class (3.0) Large Team Support TIS-64
- Engage Saturn's Rings Resort as a preferred provider (3.1) Space Travel Partners TIS-17
- Add a String anonymizer to TextLists (2.0) Large Team Support TIS-60
- Web-store purchasing performance issue fix... (3.0) Local Mars Office TIS-132

SERVER/DATA CENTER - BACKLOG VIEW

IOS App

Backlog

QUICK FILTERS: Only My Issues Recently Updated

Wallaby 4 Issues - 1 Active
06 Nov 21 6:06 PM - 20 Nov 21 6:06 PM

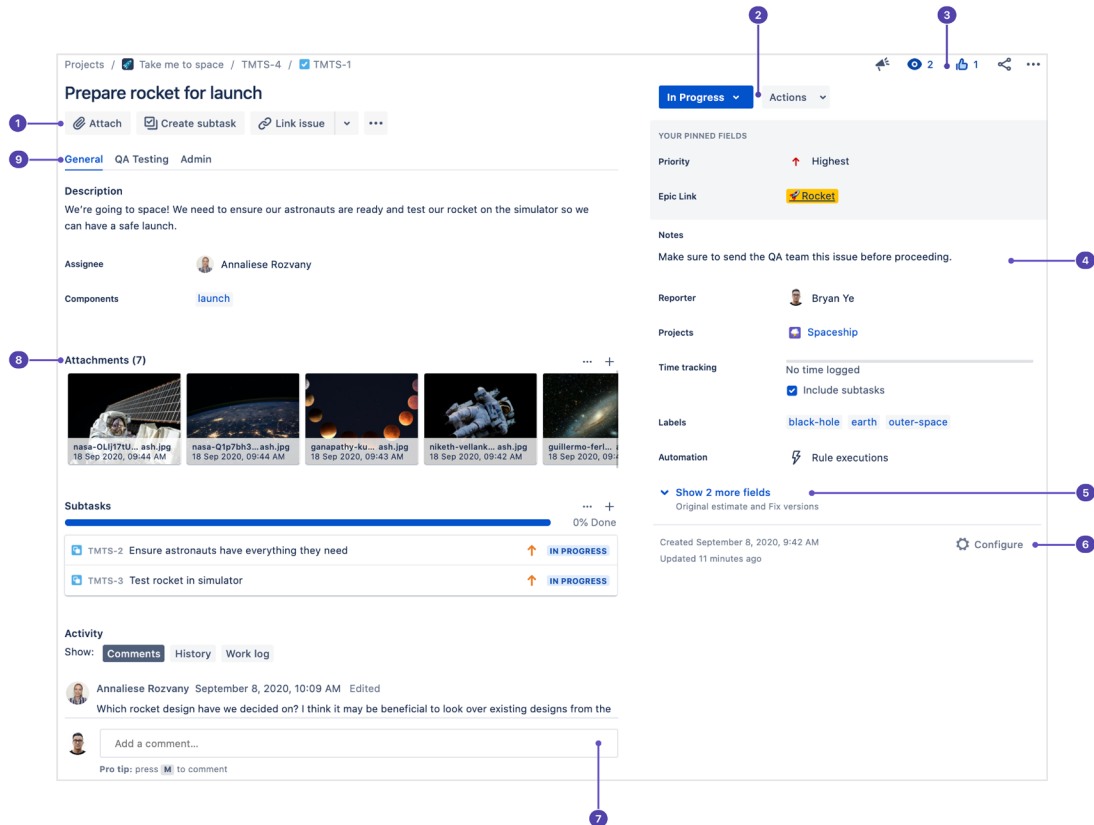
- IOS-2 As a user I can log into the system via Facebook (IOS beta) App Basics - IOS (5)
- IOS-3 Setup dev and build environment (IOS beta) App Basics - IOS (5)
- IOS-4 Establish basic app dev framework (IOS beta) App Basics - IOS (10)
- IOS-5 As a user I can log into the system via Google (IOS beta) App Basics - IOS (5)




Koala 3 Issues - 0 Active

- IOS-6 As a user I can create a custom user account and login (IOS beta) App Basics - IOS (8)
- IOS-7 As a user I can manage my profile (IOS beta) App Basics - IOS (5)
- IOS-8 Blocker - App Basics (unknowns) (IOS beta) App Basics - IOS (12)

Key changes to issue view

Jira Software Cloud has a **new issue view** that groups key actions and information in a more logical way, making it easier for you to scan and update your issues. It usually appears as a 2-column layout on boards and as a single column in the backlog but is responsive to the size of your window.




- 1. Quick-add buttons:** Add attachments and subtasks; link to issues, any URL, and content from [Atlassian Marketplace](#) apps.
- 2. Transition issues:** Get from *to-do* to *done*, and any status or workflow step in between. Additional issue actions (if your admin has configured them) are displayed next to the status. [Learn more about transitioning an issue.](#)
- 3. Watch, Vote, and More actions:** Watch the issue , vote , give feedback, and perform other actions like move and clone via the **More actions**  menu.

4. **Flexible layout:** Fields can be placed where they work best for you. Admins can configure almost every field to be on either the left or right side of the issue view. On the right hand side, you can pin your most important and frequently used fields to the top, including the ones under the **Show more** link.
5. **More fields:** Select **Show more fields** to view all issue fields.
6. **Configure issue layout:** Move, hide, and change fields in the issue view. [Learn more about configuring the issue view's field layout.](#)
7. **Docked comment bar:** Always there, so you can quickly add a comment no matter how far you've scrolled.
8. **Attachments:** Switch between the strip and list view for attachments, or download them all at once to work with them on your device.
9. **Field tabs:** If your issue layout has field tabs configured, tab through them right from the front of the issue view.

New ways to manage projects

While Server and Data Center projects are managed at the company level, in Cloud, you have the option to have team-managed projects or company-managed projects. The core functionality of these project types is the same, but it can be helpful to know which type of project your team is working in if you're looking for certain configurations.

Team-managed projects offer a powerful yet simpler configuration that's independent of other projects on the cloud instance. Anyone on the team can create a team-managed project and serve as the project admin. Project admins administer and have total control over the configuration of their team-managed projects. This includes configuring workflows, custom fields, issue types, permissions, and more without having to contact the Jira product or site admin. With company-managed projects, the Jira product admin is responsible for making these types of configuration changes.

TIP: Team-managed projects are enabled by default in Cloud but Jira admins can disable them or control who's allowed to create team-managed projects via Jira Settings  > System > Global Permissions.

	Team-managed project	Company-managed project
Default	Default project type	Can be enabled by Admin
Overview	Simplified configuration that's independent of other projects. Settings and changes in team-managed projects can be made by the project admin and are contained; they won't impact other projects on the same instance.	Expert configuration with greater complexity and flexibility, but also the ability to standardize workflows across projects. When a Jira admin changes a scheme or screen, every company-managed project using that configuration changes accordingly.
Configuration	<ol style="list-style-type: none"> 1. <i>Set up and maintained by anyone on the team (project admins)</i> 2. Settings don't impact other projects 3. Easy setup for issue types and custom fields 4. Multiple workflows for all issue types 5. Access level permissions 	<ol style="list-style-type: none"> 1. <i>Set up and maintained by your Jira admins</i> 2. Standardized configuration shared across projects 3. Complete control over issue types and custom fields 4. Customizable workflows, statuses and issue transitions 5. Detailed permission schemes
Features	Essential features A modern Jira Software experience for teams who don't need advanced features. <ol style="list-style-type: none"> 1. Basic Roadmaps 2. Only show your project's issues on your board 3. Standard filters 4. Single active sprint 5. Essential agile reporting 	Advanced features All the power and features that Jira Software is known for. <ol style="list-style-type: none"> 1. Advanced Roadmaps (<i>Premium and Enterprise only</i>) 2. Pull in issues from other projects on your board 3. Custom quick filters 4. Parallel sprints 5. Comprehensive agile reporting
When to use	<ul style="list-style-type: none"> • Your team wants easier project configuration to get started quickly. • You're an autonomous team who wants a self-contained space to manage your team's work. 	<ul style="list-style-type: none"> • You want to standardize configuration, including issue types and custom field creation, across multiple projects or share workflows in your organization. • You require advanced features that aren't available in team-managed projects.

Popular new features in Jira Software Cloud

One of the most common reasons customers cite when deciding to move to Cloud is to have access to the latest and greatest features in Atlassian products. We're continuously releasing new value and innovation for you and your teams, and you can see a curated list of some of our most popular new Jira Software Cloud features in the section below.

1. Automation

Jira Software Cloud's native automation engine has powerful features which are exclusive to Cloud and not available for Server or Data Center, even with a purchase of the [self-managed app](#), namely:

- [Create variable action](#)
- [Lookup issues action](#)
- [Sum, min, max, average, and conditional smart values](#)
- The ability to run [rules as another user](#)
- Unique [triggers](#)

In Jira Software Cloud, advanced triggers and automation functionality are included out-of-the-box. Learn more about [automating your processes and workflows](#).

DevOps

**Branch created**

Rule executes when a branch is created.

**Build status changed**

Rule executes when the status of a build changes.

**Commit created**

Rule executes when a commit is created.

**Deployment status changed**

Rule executes when the status of a deployment changes.

**Pull request created**

Rule executes when a pull request is created.

**Pull request merged**

Rule executes when a pull request is merged.

**Build failed**

Rule executes when a build fails.

**Build successful**

Rule executes when a build succeeds.

**Deployment failed**

Rule executes when a deployment fails.

**Deployment successful**

Rule executes when a deployment succeeds.

**Pull request declined**

Rule executes when a pull request is declined.

Insight triggers

**Object**

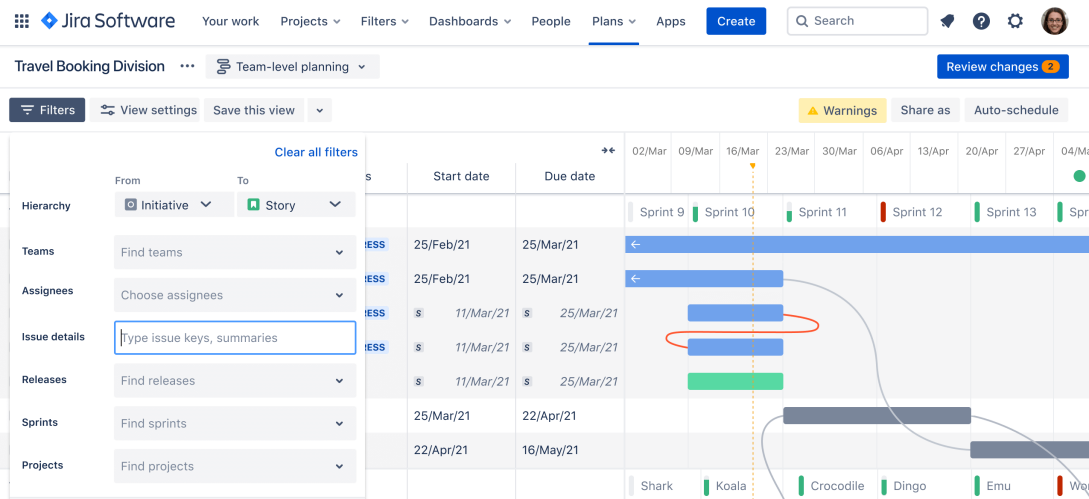
Rule is run when an object from a specific schema is created, updated or deleted.

2. Advanced Roadmaps (included with Cloud Premium and Enterprise plans)

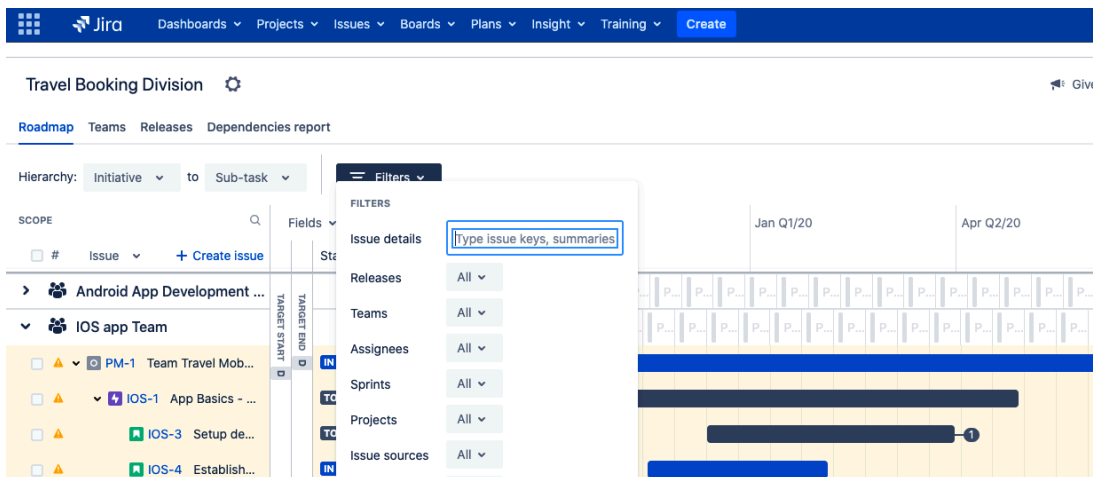
Advanced Roadmaps, which you may have been using as an app with your Server/Data Center instance, is available out-of-the-box with all Cloud Premium and Enterprise plans with a few minor interface differences between the cloud and self-managed version (as of Advanced Roadmaps v.3.29).

Note: As of February 2022, Advanced Roadmaps is only available for company-managed projects. However, Advanced Roadmaps for team-managed projects will be available soon.

CLOUD - ADVANCED ROADMAPS



SERVER/DATA CENTER - ADVANCED ROADMAPS



Note: Plans can include issues from all project types - Jira Software, Service Management, and Work Management.

The Cloud version of Advanced Roadmaps doesn't include the ability to create **Programs**, i.e. group of plans, which is available on Data Center. However, in most cases, a **Program** can be duplicated using a **Plan**. You can learn more about how to get started with Advanced Roadmaps [here](#).

What would you like to create?

Plan

Visualize your roadmaps by automatically or manually scheduling work for your teams, as you see fit.

Program (group of plans)

Track the progress of business initiatives in an aggregated view of work across multiple plans.

[Create](#) [Cancel](#)

3. Basic roadmaps

For all plans in Cloud, you can use the project-specific roadmap. The roadmap is where you can create, manage and visualize your team's epics. Roadmaps are useful for planning large pieces of work several months in advance and planning large groups of stories across different sprints. While Advanced Roadmaps provides ability for cross-project roadmaps, basic roadmaps are for single projects.

The screenshot shows the Jira Roadmap interface for the 'Beyond Gravity' project. The left sidebar contains navigation options: Beyond Gravity (Software project), Lunar Rover (Board), Roadmap (selected), Backlog, Active sprint, Reports, Releases, Issues and filters, Pages, Components, Add item, and Project settings. The main content area is titled 'Roadmap' and shows a grid view of work items. The grid has columns for 'MAY', 'JUN', and 'JUL'. A vertical orange line is positioned at the start of May. The roadmap displays several epics with colored bars representing their duration: MAC-12 Marketing Candidate (green, May), MAC-19 Referral discounts (purple, May), MAC-24 Afterburner revision III (yellow, May), MAC-40 Blocker - App Basics (orange, May to mid-June), MAC-70 Website side panel (blue, May to mid-June), and MAC-87 500 Error reservation (red, mid-June to July). A legend on the right indicates task statuses: TO DO (grey), IN PROGRESS (blue), and DONE (green).

4. Project templates

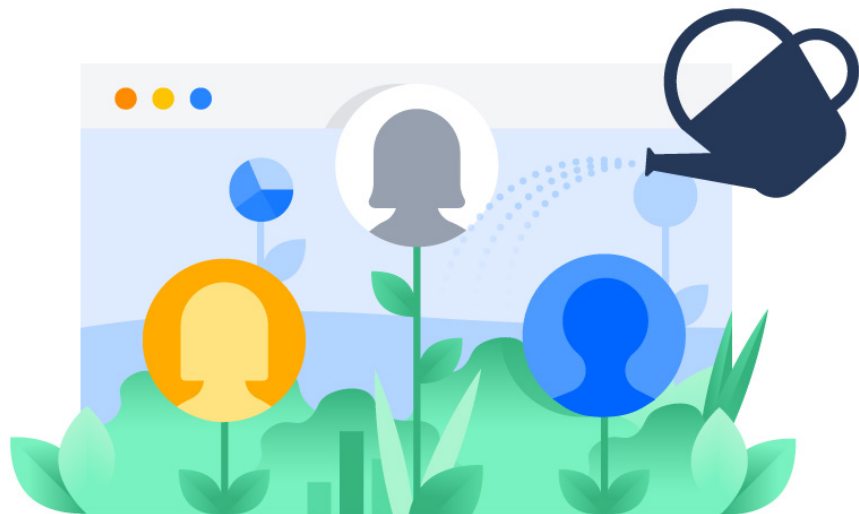
Cloud offers a wider variety of ready-to-use project templates for many use cases and various teams. Jira Software Cloud ships with **23 new Work Management templates** included out of the box.

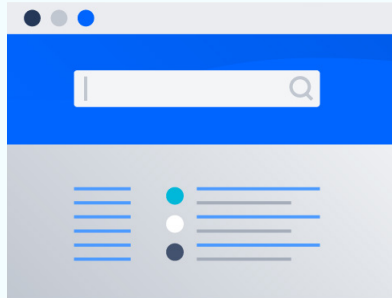
5. DevOps Insights

If your admin has integrated your **CI/CD pipeline with Jira**, you can take advantage of DevOps Insight, which includes **cycle time** and **deployment frequency** reports and **insights** that can be used to analyze risk and measure how often you are shipping value to your customers.

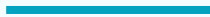
6. Better integrations

With Jira Software Cloud, **integrating with other Atlassian products** like Confluence, and third party tools like **MS Teams** and **Slack** and your **development tools** is easier than ever.





04



**An overview of key differences in
Jira Service Management**

An overview of key differences in Jira Service Management

New project types

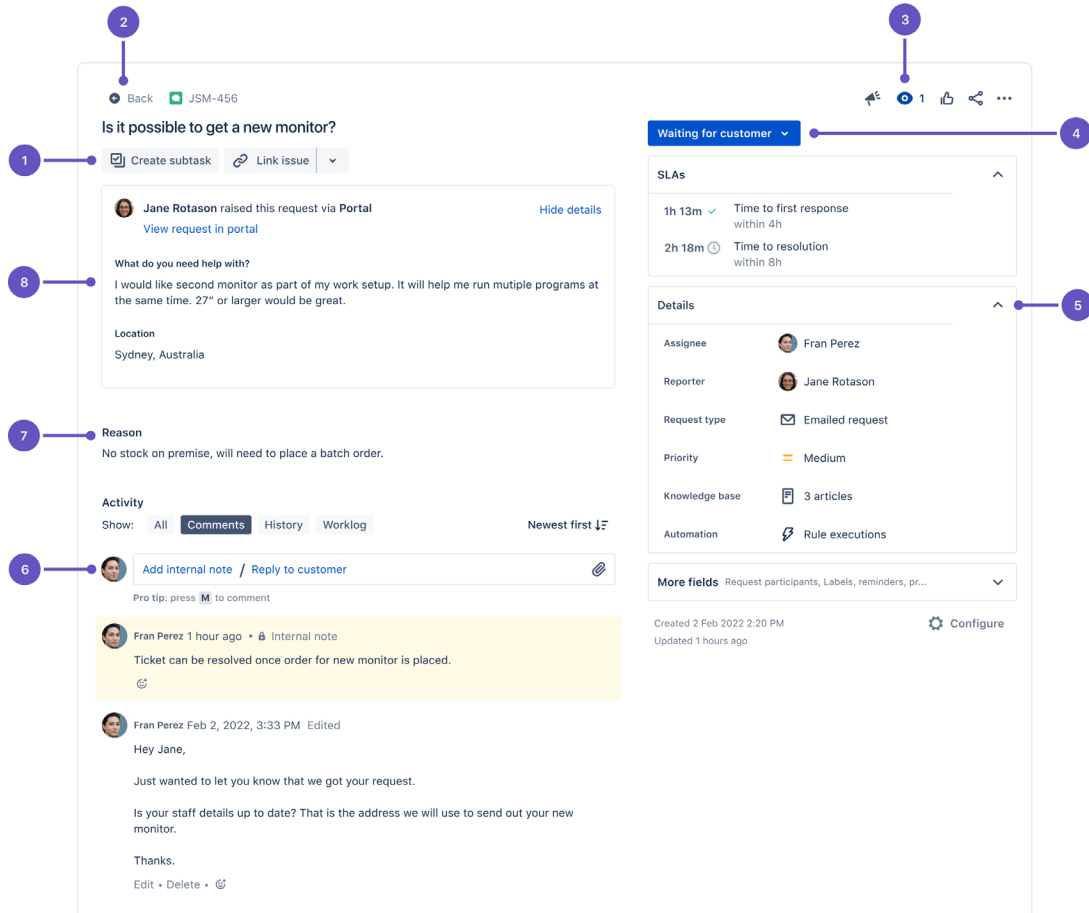
In addition to the usual **IT service management** and Customer service management templates, Jira Service Management Cloud also has project **templates for HR, Legal, and Facility teams** that are not available in Jira Service Management Server/Data Center.



The screenshot displays the 'Project templates' section in Jira Service Management. On the left is a navigation sidebar with categories: Software development, Service management (highlighted), Work management, Marketing, Human resources, Finance, Design, Personal, Operations, Legal, Sales, PRODUCTS (Jira Software, Jira Service Management, Jira Work Management), and MORE (Import your work). The main content area is titled 'Service management' and includes a sub-header: 'Deliver great service experiences fast. Empower every team, from IT to HR to legal, to set up a service desk quickly and continuously adapt at scale with our service management templates.' Below this are six template cards, each with an icon, a title, a brief description, and a right-pointing arrow:


- IT service management**: Handle service requests, resolve incidents, approve changes and fix problems using ITSM best practices.
- General service management**: Manage all your service requests in one location and help your employees get the answers they need.
- Customer service management**: Deliver great service experiences fast with a template designed to help your external customers.
- HR service management**: Manage onboarding and offboarding, answer questions, and facilitate change requests for your staff.
- Facilities service management**: Easily manage requests for maintenance, moving, and event planning.
- Legal service management**: Effortlessly create, track and manage your contracts through the review cycle to resolution.

Changes to the issue view

The new Jira issue view experience outlined above in the Jira Software section was rolled out across all Jira products, including Jira Service Management.



1. **Quick-add buttons:** Create subtasks (*company-managed projects*), or child issues (*team-managed projects*); link issues, add web or Confluence links, or add content from [Atlassian Marketplace](#) apps.
2. **Back to queues:** Go back to your queues with a single click.
3. **Watch and more Actions:** Watch the issue , vote , or perform other actions (for example, move, clone, or delete the issue).
4. **Issue status:** Select the status, then choose a transition or status to move the issue to. [Learn more about workflows.](#)
5. **Context fields:** These can include SLAs, request participants, and other information to help describe the issue. Under context fields, select **Show more fields** (or **More fields** in team-managed projects) to reveal empty fields that aren't always shown on the issue view.

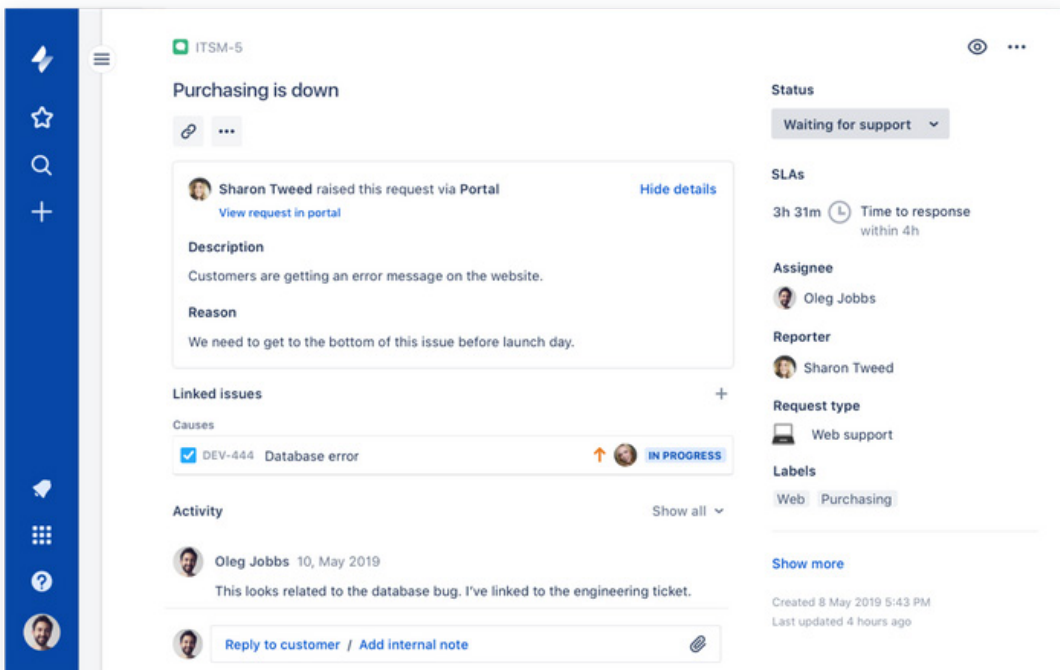
6. **Comment bar:** To add a comment, select **Add internal note** to post a comment that only your team can see (highlighted in yellow), or **Reply to customer** to include the person that raised the request. Select the **Attachments** paperclip icon  to add an attachment. The editor converts things like links, code, and markdown on-the-fly, so you can paste in your content and let the editor do the work. [Learn more about markdown.](#)
7. **Description fields:** (*company-managed projects only*): Description fields are multi-line fields that your team can fill out to add more information to the issue.
8. **Customer request information:** Information entered by customers when they raise a request is organized in one place. If the customer raised the request from the portal, select **View request in portal** to see it in the portal. Select **Hide details** to collapse this panel.

Queues and the new agent experience

With the new agent experience, service teams are now able to triage issues more effectively, scan request details at a glance, and deliver speedy responses to customers.

Note: For performance optimization, there's a limit of 50 queues per project in Cloud.

1. Replying to your customers is easy



The screenshot displays the ITSM-5 interface for a request titled "Purchasing is down". The interface includes a left-hand navigation bar with icons for home, search, and other functions. The main content area shows the request details, including the status "Waiting for support", SLAs, assignee "Oleg Jobbs", reporter "Sharon Tweed", and request type "Web support". The description states: "Customers are getting an error message on the website." The reason is: "We need to get to the bottom of this issue before launch day." The activity log shows a comment from Oleg Jobbs dated 10, May 2019, stating: "This looks related to the database bug. I've linked to the engineering ticket." The bottom of the interface features a comment bar with options to "Reply to customer" or "Add internal note".

2. Queues can be better customized to your teams' needs

The screenshot shows a detailed view of an ITSM ticket titled "Purchasing is down" (ITSM-5). The ticket is currently in the "Waiting for support" status. The description states: "Customers are getting an error message on the website." The reason for the issue is: "We need to get to the bottom of this issue before launch day." The ticket is assigned to Oleg Jobbs and reported by Sharon Tweed. The request type is "Web support" and it has labels "Web" and "Purchasing". The ticket was created on 8 May 2019 at 5:43 PM and last updated 4 hours ago. The activity log shows a note from Oleg Jobbs dated 10 May 2019: "This looks related to the database bug. I've linked to the engineering ticket." A linked issue "DEV-444 Database error" is shown as "IN PROGRESS".

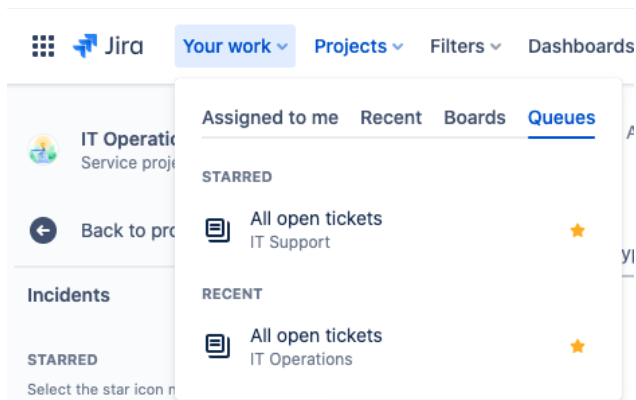
3. Triageing is faster with queue actions

The screenshot shows a queue view in Rocket desk for the "Rocket desk" service desk project. The queue is titled "All open" and contains a list of tickets. The tickets are as follows:

Summary	T	Key	Reporter	Assignee	Status	Created	First response
I need a new laptop	🔵	RKT-12	Emma Stone	Sharon Tweed	WAITING FOR SUPPORT	7 May 18	33min
Oops, may have just downloaded a virus via email today	🔵	RKT-13	Will Peroni	Will Chapman	WAITING FOR SUPPORT	8 May 18	2h 33m
We need more power!!	🟢	RKT-14	Scotty	Oleg Jobbs	WAITING FOR SUPPORT	10 May 18	8h 11m
I can't access my files!	🟡	RKT-15	Betty M	Bart Timson	WAITING FOR CUSTOMER	10 May 18	9h
Need help signing on the VPN from home from my iPad mini	🔵	RKT-13	Will Peroni	Unassigned	WAITING FOR SUPPORT	11 May 18	10h 12m
Printer on L3 is broken	🟢	RKT-15	Betty M	Unassigned	WAITING FOR CUSTOMER	12 May 18	11h 40m

An assignee dropdown menu is open for the "Need help signing on the VPN from home from my iPad mini" ticket, showing a list of team members: "Assign to me", Hanh Solo (@hsolo), Sam Samuels (@ssamuels), Lisa Pham (@lpham), Christopher Adams (@cadams), and Natalie Fennec (@nfennec).

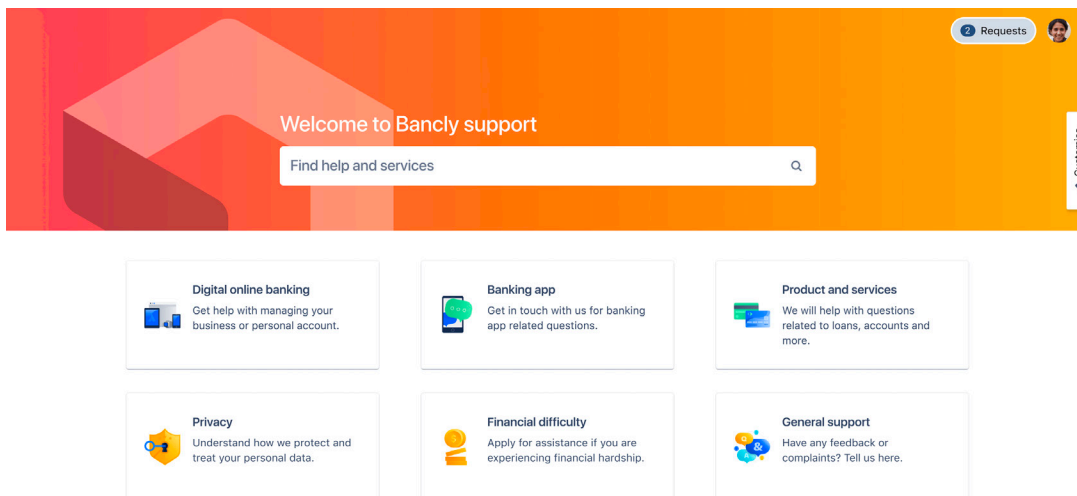
4. Agents can quickly navigate to favorites



Read more details for each of the improvements [here](#).

Differences in the Help Center and Portal

In Jira Service Management Cloud, there are more **branding and customization capabilities**, including the ability to edit the **login screen message and Help Center layout**. You can also **customize the columns in your customers' Request lists** so customers can quickly filter and find the requests they're looking for and see status updates.



Help channels

Just like in Server and Data Center, requests in cloud can be created via the Help Center, **email**, and **APIs**.

In Jira Service Management Cloud, you can **embed the portal widget** on any page of your site/app to collect requests from your customers. See [how the widget works in practice](#).

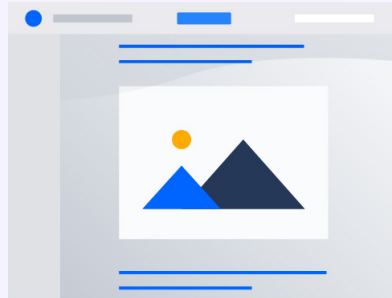
NOTE: Atlassian Cloud products come with an internal SMTP server configured to send notifications. The internal SMTP server is not configurable, but you can configure Jira Service Management Cloud to send emails on behalf of your domain. For more information on how to use a custom 'Project Email Address' with your domain, [read this support article](#).

Incident management functionality

Opsgenie features such as [alerts](#), [on-call schedules](#), incident [command center](#), [post mortems](#), and [heartbeats](#) are bundled in Jira Service Management Cloud.

Change management features

Change management in the cloud has additional features which can help teams better plan, schedule, and deploy changes to production. [Change calendars](#) and [change management automation](#) with connected CI/CD tools ensure that nothing falls through the cracks.



05

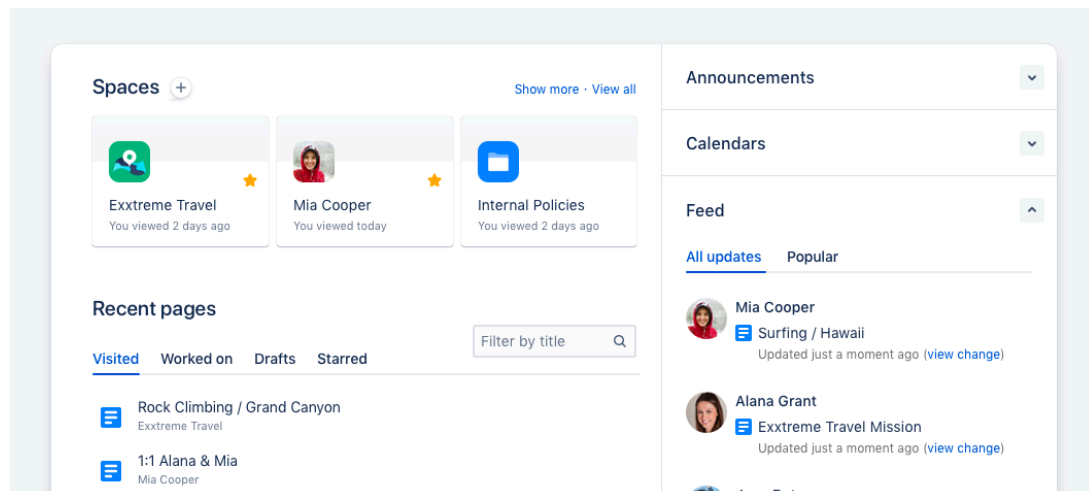
**An overview of key differences
in Confluence Cloud**

An overview of key differences in Confluence Cloud

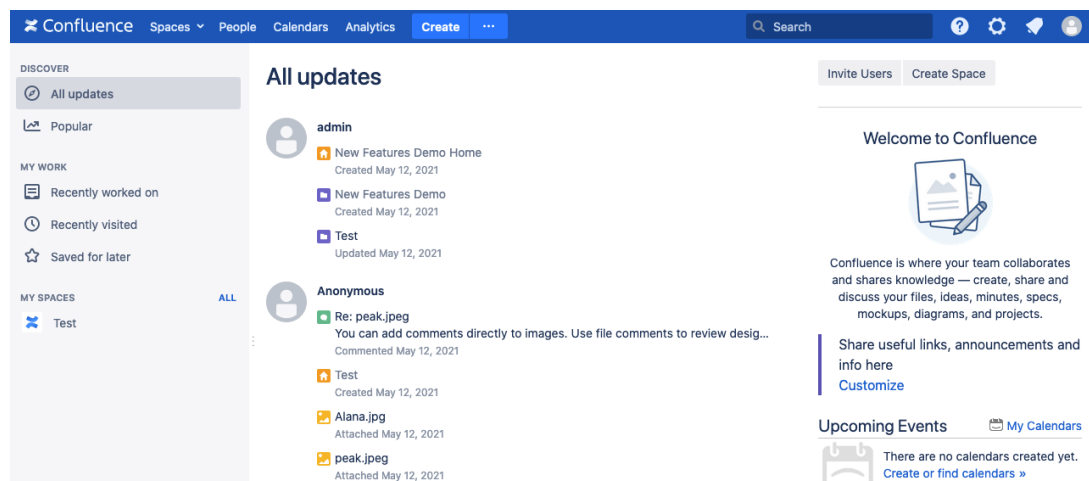
Home page

Both Cloud and Server/Data Center have a common access point to the home page: the **Confluence** logo at the top left. Most elements of the Cloud home page are also on the Server/Data Center home page and relatively straightforward to find. However, the home page itself has a very different appearance and layout as you can see below.

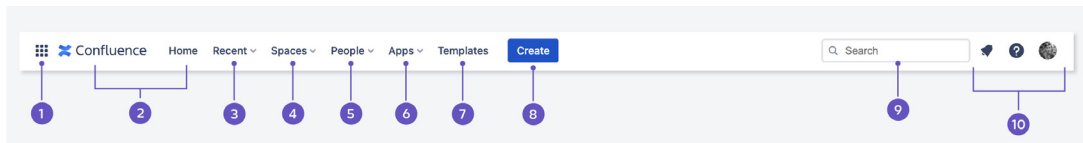
CLOUD - HOME PAGE



SERVER/DATA CENTER - HOME PAGE



Navigation



1. **Product switcher:** Switch to other Atlassian Cloud products, like Bitbucket Cloud and Confluence Cloud, and access [Atlassian Start](#) to see recent projects across all Cloud products.
2. **Confluence logo, Home:** Navigate back to your homepage from any page.
3. **Recent:** Find and resume work on the things you use most. Find or search for pages you've visited, worked on, drafted, or starred in recent days and month.
4. **Spaces:** Get an overview of the things you care most about in Confluence. Your starred spaces appear at the top, followed by your recently visited spaces.
5. **People:** See the people and teams you work with, and create new teams.
6. **Apps:** See and manage apps installed on your Confluence site. *Note: Calendars and Analytics (Premium and Enterprise only) in your previous navigation bar are now located in this menu.*
7. **Templates:** Access the [library of templates](#) available for you to use in each of the spaces you've starred or recently visited. *Note: If you don't see this option, look under the **More** tab.*
8. **Create:** Create pages.
9. **Search:** Find pages, spaces, people, or use the advanced search filters. You can search anything visible to you in Confluence and results from all Cloud products will be included.
10. **Notifications, Help, and your Profile and Settings:** See what's new, get help, access your tasks, manage your watched spaces and pages, and customize your settings (ex. [Autowatch pages](#)).

General interface

Both versions have sidebar navigation for pages in spaces. Some elements are in different parts of the page. One key difference is that **Space Tools** moved to the top of the left navigation and is now called **Space Settings** in Confluence Cloud.

Editor

This is one of the biggest user experience differences between Cloud and Server/Data Center and one that drastically improves the user experience in Confluence. While Server/Data Center's editor has remained unchanged for multiple years, the new Cloud editor has introduced **significant changes** with a lot of **new templates** and new ways for **page formatting**.

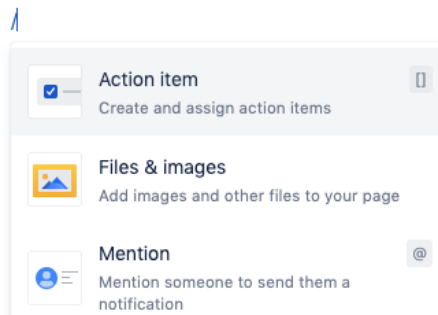
One of the first key differences between the editor in Confluence Cloud and Server/Data Center is related to macros. In Cloud, we've built in additional functionality into the editor so that macros are no longer needed for things like text alignment and strikethrough formatting. Cloud also offers **live macros**, so the editing experience in Cloud is consistent with the viewing experience. It is worth noting that to improve performance, Cloud does not support user macros and **some macros were intentionally excluded** from the new editor. Learn more about **Cloud macros vs. Server/Data Center macros**.

CLOUD - EDITOR

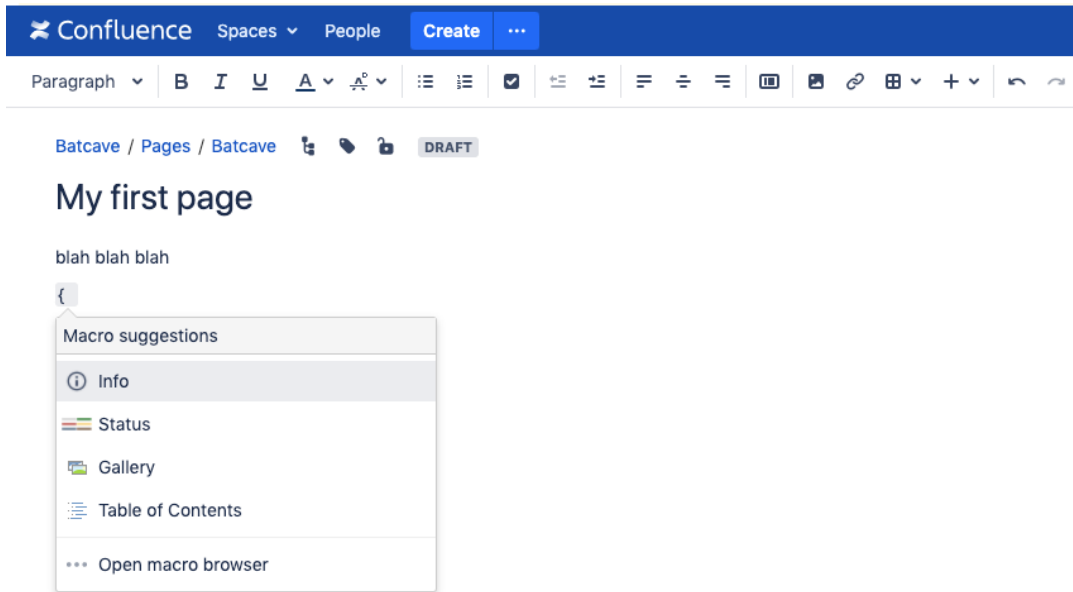


People / Jennifer Cheung / Pages / Overview / Onboarding

My first page



SERVER/DATA CENTER - EDITOR



Autocomplete keyboard shortcuts in editor

One of the biggest changes for power users are the autocomplete shortcuts used in the editor. Those accustomed to the Server/Data Center editor may be very familiar with the { wiki markup notation. In Cloud, you'll switch to using the / autocomplete slash command which is a single command to add macros and tools.

Action	Cloud autocomplete character	Server/Data Center autocomplete character
Tables	/	
Links	/	[
Images	/	!
Macros	/	{
Headings	#	h1.
Lists (unordered)	*	*
Lists (ordered)	1.	#

TIP: Share the Quick start guide for Confluence Cloud in the [Cloud adoption toolkit](#) with your users so they have easy access to the shortcuts above.

Other editor changes and updates

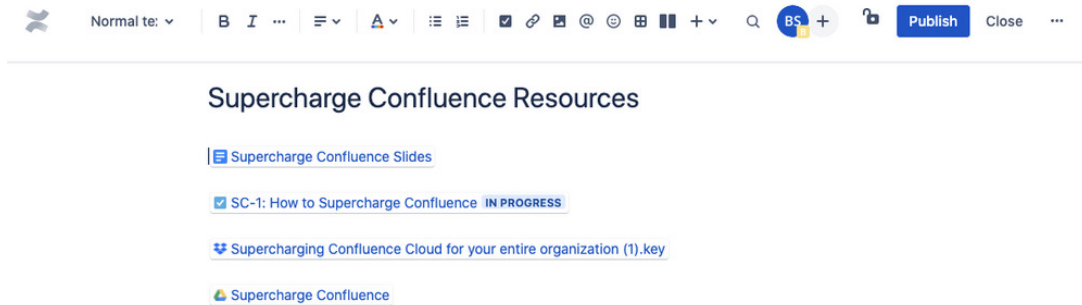
- **Inline comments:** Whether editing a page or viewing it, quickly add comments to pages by:
 - Highlighting the text you want to comment on.
 - Selecting the **Comment** button that appears above the highlighted text.
 - Entering your comment and selecting **Save** (Ctrl+S or ⌘+S).
- **Anchor links:** Anchor links are automatically created in Cloud for headings. Non-heading links still need to be specified by the [Anchor macro](#).
- **Adding Attachments:** In Cloud, users can't natively link to or render attachments from other pages. This is significant to inform users of, as they may be used to setting up image or file "libraries" that can be referred to from other pages. The workaround is to copy and paste the attachment link directly.
- **Editing tables:** [Tables in Cloud are edited and managed differently](#). In general, it should be a more intuitive experience but may need a little getting used to.

Smart Links

Smart Links reveal important context about links within a Confluence page (or Jira issue) without leaving that page. When you paste a link in the editor, it will transform into a Smart Link. We support Smart Links for Atlassian products and many other third party products. There are a few different ways to view smart links:

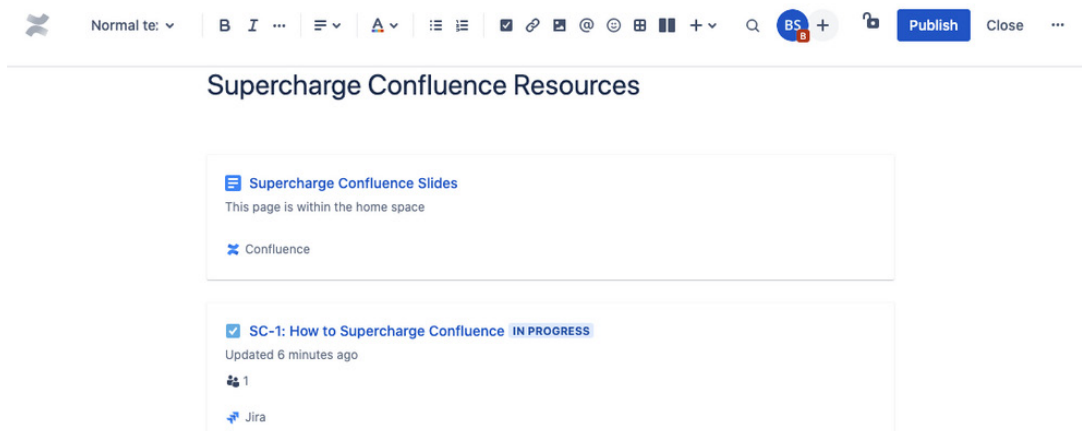
Inline view

Stylish hyperlinks. The Smart Links inline view makes your links “pop” on the page. You’ll see the logo from the source of that link, so you quickly have more information about the type of content. When inserting a link to other Atlassian products, you’ll get even more details, like the status of a Jira ticket.



Card view

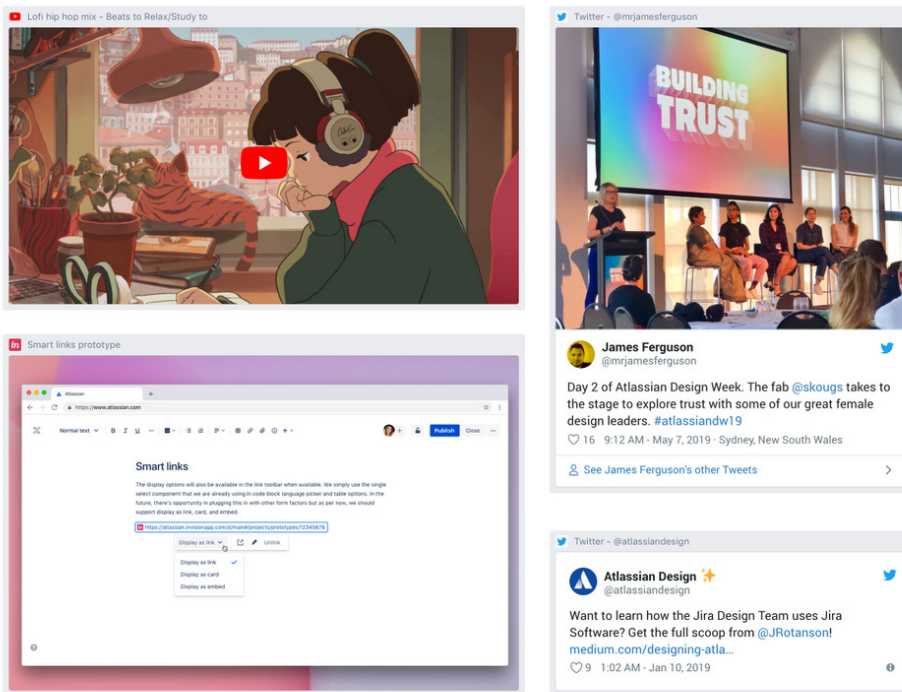
Smart Links card view provides even richer detail. You can see a small preview of the content, plus additional information about it. You’ll also start to see actions added to cards over time.



Embed view

What if you never have to break the flow of work (or leave a Confluence page) to interact with content that lives outside of Confluence? Well, Smart Link embed views help you with that!

Read and edit a Google Drive document, manipulate your Figma file and more, all within a Confluence page.

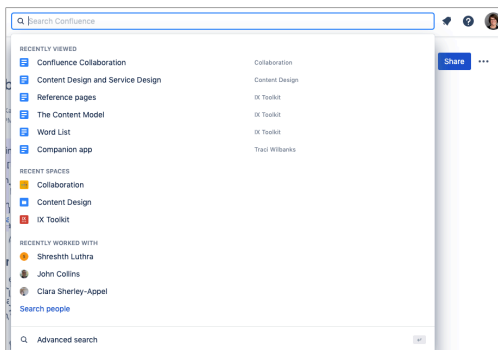


Read more on Smart Links [here](#).

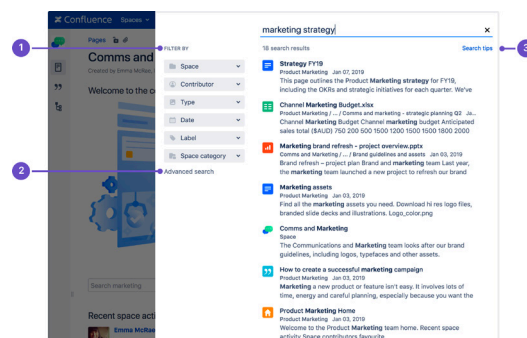
Search

Confluence Cloud [search](#) has better results with relevance and improved experience, which makes it easier for users to find what they are looking for.

CLOUD - SEARCH



SERVER/DATA CENTER - SEARCH





06

Supporting your users

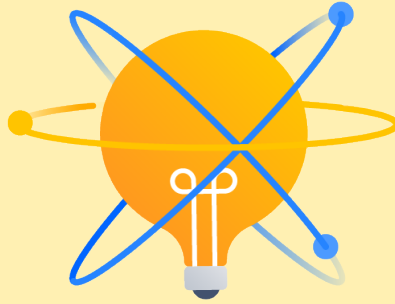
Supporting your users

In the first two weeks following the launch of Atlassian Cloud, you may notice a dip in productivity among users as they adjust. Help keep productivity high by preparing additional support you can offer during that time. For example, you might want to consider:

- **Creating a Help Center:** Post-migration, users need to know where to raise bugs, ask questions and share feedback. You can quickly [set up a team-managed Jira Service Management](#) project with a knowledge base in Confluence for your “how to” materials. Alternatively, create a ‘migration’ request type in your service desk system of choice to receive and process this type of request and archive the project/request type when the users have settled comfortably in the cloud.
- **Hosting drop-in training sessions:** Champions, product admins, and teammates who were involved in UAT, can schedule open drop in sessions (via Zoom/MS Teams) for a few hours every day in the first week after the migration has taken place. Users can join on ad hoc basis to ask questions or raise urgent issues. These sessions can help minimize the number of support tickets raised.
- **Staffing Rapid Response channels:** Creating dedicated channels in Slack, MS Teams, or any chat platform your users communicate in internally can come in handy. Organizing a roster of Support agents and Champions who can reply to questions posted in the channel on-the-go is advised.
- **Administering surveys:** Surveys are a powerful tool to capture and aggregate team sentiments, which can help bubble up improvement opportunities and/or success stories and be used to report to the leadership team. Simple surveys distributed among users at various intervals can reveal changes in sentiment and progression over time.
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TIP: Because all self-managed instances are unique - version specific and customized with the help of Atlassian Marketplace apps - we recommend that all differences and gaps discovered by testers during Cloud UAT testing are noted down in an FAQ page which can be shared with users or easily referred to post migration when similar questions come up.



07

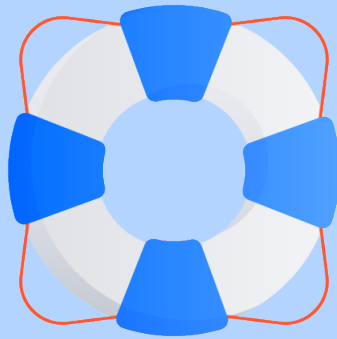


Conclusion

Conclusion

While we hope this guide has provided you with a helpful overview of the key changes you and your users can expect when transitioning to Atlassian Cloud, there's no single resource to rely on when it comes to getting users started with a new tool and ensuring lasting adoption. To be successful, it will take a combination of the right materials (including this guide, the resources linked throughout, and materials you create on your own) shared with the right audience, at the right time, and in the right way. If you need more support thinking through your change management plan, we recommend you read the Atlassian's guide to adoption and change management in the [Cloud adoption toolkit](#) or reaching out to [our support team](#).





08



Additional resources and support

Additional resources and support

We are committed to your success with Atlassian and want to help you unleash the potential of every team across your organization. Now that you've gained a deeper understanding of what your users can expect in Cloud, you may find you need additional assistance or want to consult an Atlassian expert. Check out some of our additional resources to help you during the rollout process and beyond:

Cloud adoption toolkit

Download the full [Cloud adoption toolkit](#) to gain access to the quick start guides for Confluence Cloud, Jira Software Cloud, and Jira Service Management Cloud, a full guide to adoption and change management, and communication templates to send to your users.

Atlassian University

Visit [Atlassian University](#) for access to free and paid courses that will help you and your users get the most out of your Atlassian products. A great place to start is with our free [Jira Fundamentals](#) and [Confluence Fundamentals](#) courses. We've also curated a [list of courses](#) specifically for anyone new to Atlassian Cloud.

Product guides, tutorials, and demos

Visit our website for product-specific guides and tutorials that break down how to use Atlassian product in small, digestible chunks. These resources are great reference materials for your users or for those who aren't ready to enroll in a full course. Get started with [Jira Software](#), [Confluence](#), and [Jira Service Management](#). And, check out our [weekly and monthly demos](#) to see our products in action and ask our product experts questions.

Atlassian Community

To find answers, support, and inspiration from other Atlassian users using products at scale, join relevant community groups such as the [Enterprise group](#), [Jira Cloud admins group](#), or [Confluence Cloud admin groups](#).

Customer Success Manager

As an Enterprise customer, you may have access to a dedicated Customer Success Manager to help you with user onboarding and product adoption and keep you up to speed on all the latest product updates. To learn more about this benefit, please reach out to your Atlassian representative.

Want to stay up to date with the latest in Atlassian Cloud?

Sign up for weekly email updates for all Atlassian Cloud products on the [Atlassian blog](#) by clicking the Watch icon to subscribe when logged in. This is a helpful resource to know what new features are coming soon and what's been released each week so you can share with your team.

