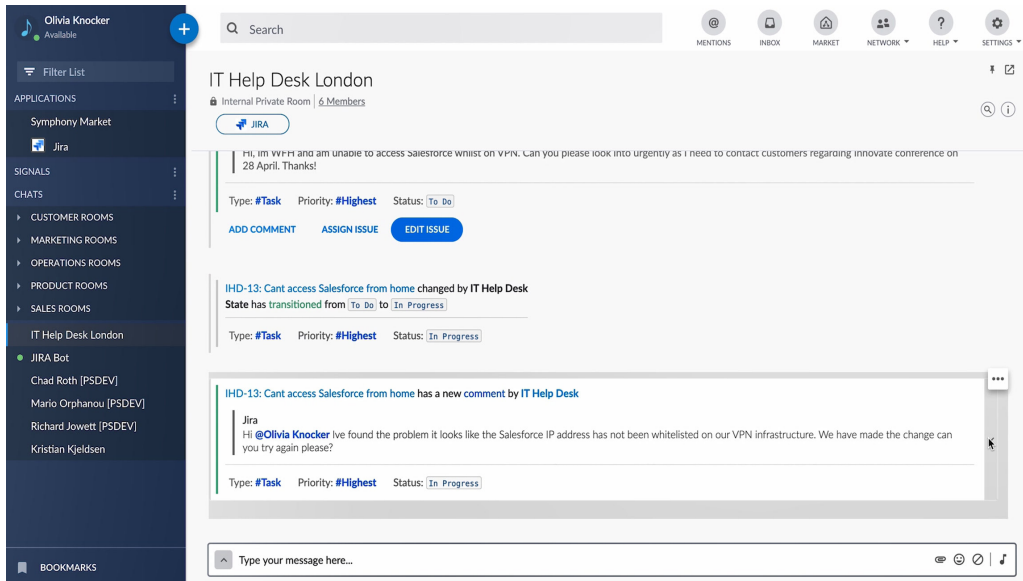


Symphony Integrations

Jira® and Confluence®



Improve Productivity and Collaboration

Product development, bug tracking, and project management have complicated challenges for developers, program managers and project managers. Tools like Jira® and Confluence® can help you track changes, issues, scheduling, and more. But with so many projects and people involved, you end up spending most of your time logging in and out of tools just to make sure you know what's happening.

Symphony's secure team collaboration platform can be a one-stop application to track and manage the many different tools program/project managers and developers use. By default, Symphony's real-time chat, screen-sharing and audio-video conferencing helps teams communicate more easily and efficiently. By integrating tools like Jira® and Confluence® with Symphony, companies can also empower users to interact with many tools at once, addressing multiple people and projects from a single interface.

Project/Program Managers, developers and others in IT/Operations can see changes, track issues, and communicate with colleagues in one place, in real time, without having to constantly switch back and forth between screens. They can work through projects more quickly and efficiently, and never miss an important update.

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Benefits

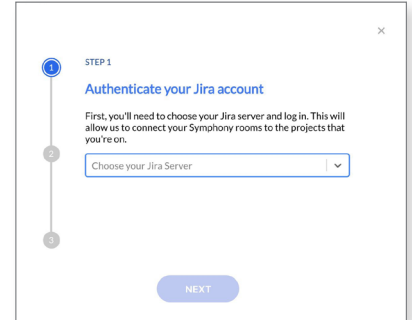
- Improve productivity by seamlessly integrating Jira® and Confluence® with Symphony, so you don't have to constantly switch between tools and break the natural flow of work.
- Enhance existing investments in project management and collaboration tools by augmenting them with Symphony real-time collaboration capabilities.
- Avoid costly mistakes by ensuring that everyone is always updated, in real time, about everything they need to know about their projects.

Jira®

Symphony makes it easy to stay on top of issues and communicate with team members in IT, Operations, and other functions across dozens of projects in Jira®, all from a single interface.

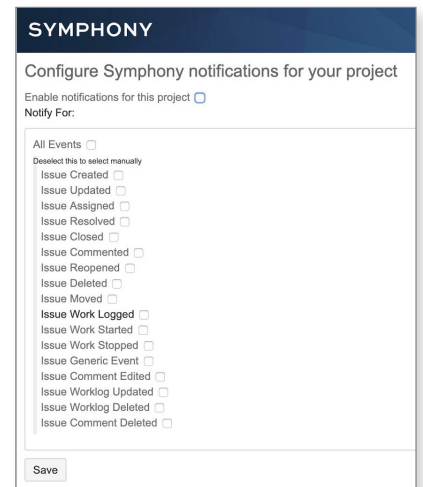
1 Set Up Customized Jira® Subscriptions in Seconds

The Jira® integration features a rich graphical interface to easily set up and customize Jira® interactions. Download the app from the Symphony Market and log into your Jira® account. Then, select the Jira® projects and chat rooms you wish to subscribe to from pre-populated pull-down menus. You can even connect with projects across multiple Jira® servers.



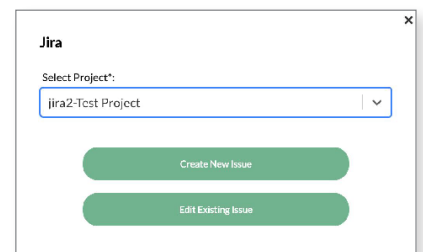
2 Customize Notifications

With so many projects and people involved, tracking every change in Jira® would quickly get overwhelming. Symphony makes it easy to cut through the noise, specifying only the projects, and the specific activities within those projects, that trigger notifications.



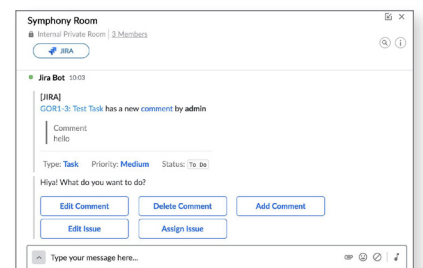
3 Make Changes in Jira® Directly from Symphony

Symphony lets you interact with multiple Jira® projects right from a Symphony chat room - without having to switch between screens or break the flow of work. Just click the Jira® button at the top of any integrated Symphony chat room. You can create a new Jira® issue or comment, or edit an existing one.



Or, click any Jira® notification you've received, and use the buttons to submit a response or change.

Once you click Submit, your changes appear in Jira® in real time - without ever having to switch screens. And, every team member subscribed to that project immediately gets notified of your activity.

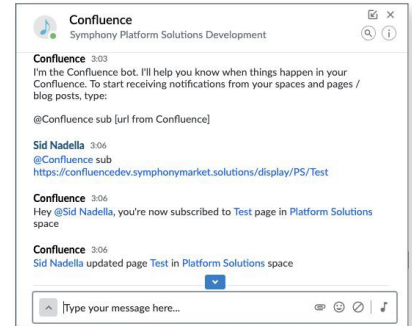


Confluence®

Symphony makes it easy to track all relevant Confluence® Spaces and Pages in real time, all the time.

1 Subscribe to Confluence® Spaces and Pages from Symphony

Subscribe to Spaces and Pages starting a direct chat with the Confluence® Bot. Open the Space or Page in Confluence® and copy the link. Then, send a Direct Chat in Symphony: “@Confluence subscribe to [URL].”

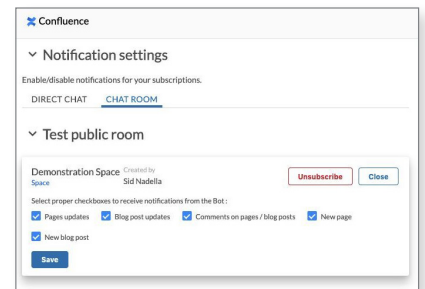


2 Manage Confluence® Notifications

When working with many Spaces and Pages, getting notified about everything would generate a huge amount of “noise.” Symphony lets you specify the activities you wish to be notified of within each Space and Page you’re subscribed to.

If you’re subscribed to [SPECIFIC NOTIFICATION], whenever someone updates that page, you’ll receive a notification. Click the button in the notification to launch that page and view the changes. With so many projects and people involved, tracking every change in Confluence® would quickly get overwhelming.

Symphony makes it easy to cut through the noise, specifying only the projects, and the specific activities within those projects, that trigger notifications.



3 Create a Customized Confluence® News Feed

A busy development, operations, or IT team in a company may have dozens, even hundreds of Confluence® Spaces and Pages for various projects. With the Confluence® integration, you can tailor your Confluence® subscriptions and notifications to always show only the information most relevant to you. Open the Confluence® app in Symphony to view all Pages you’re subscribed to, and change or delete subscriptions in seconds.

Stay updated with Mobile app

In addition to Symphony desktop and browser apps, the Jira® and Confluence® integrations work on Symphony mobile clients. You can stay updated with notifications while on-the-go. You can also update Jira® and Confluence® from the Symphony mobile app by using commands. A complete listing of commands can be accessed by typing “@<Jira> help” or “@<Confluence> help.”

Expanding suite of integrations

Jira® and Confluence® are just two of the many tools that integrate with Symphony’s real-time collaboration platform—and the list is constantly growing. Stay tuned for even more integrations in the coming months.

Get Started Now

Contact sales@symphony.com for more information to get started.