Atlassian Jargon
Important terms and definitions

Application Types

| Initiative and Task Tracking	Collaboration and Documentation
Jira Work Management (Cloud) – for business teams	**Confluence** – for everyone
Jira Core (Server and Data Center) – for business teams	
Jira Software – for software teams	
Jira Service Management (JSM) – for support teams	

General Terms

Application link – a connection between Atlassian products or between an Atlassian product and an external application
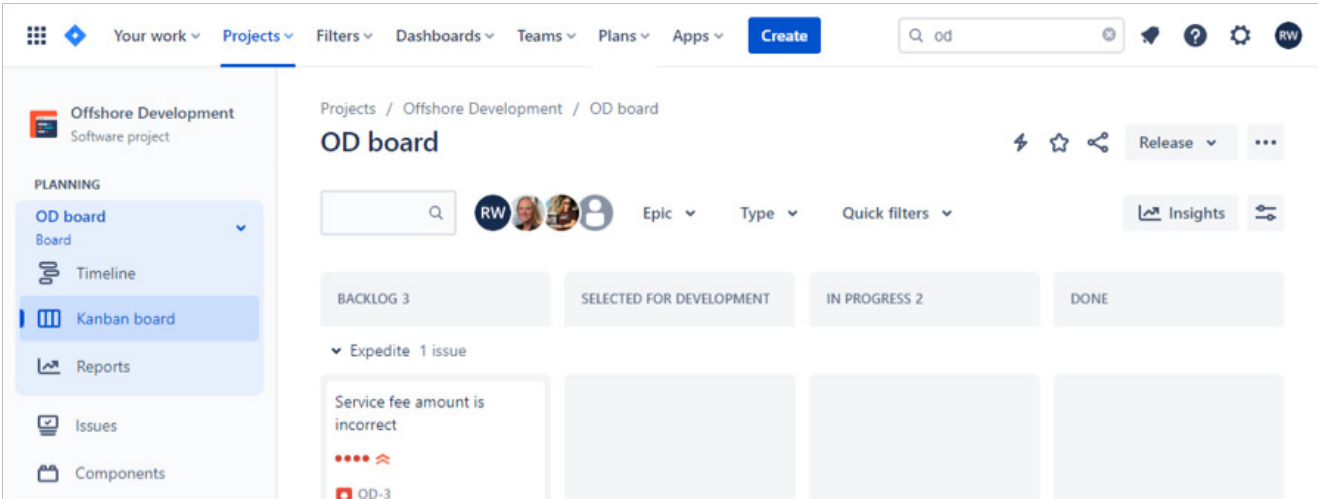
Jira Terms

Issue – an individual item in Jira

Each time you create an item, you create a new issue with a unique key to identify it. An issue is any individual record in the Jira database.
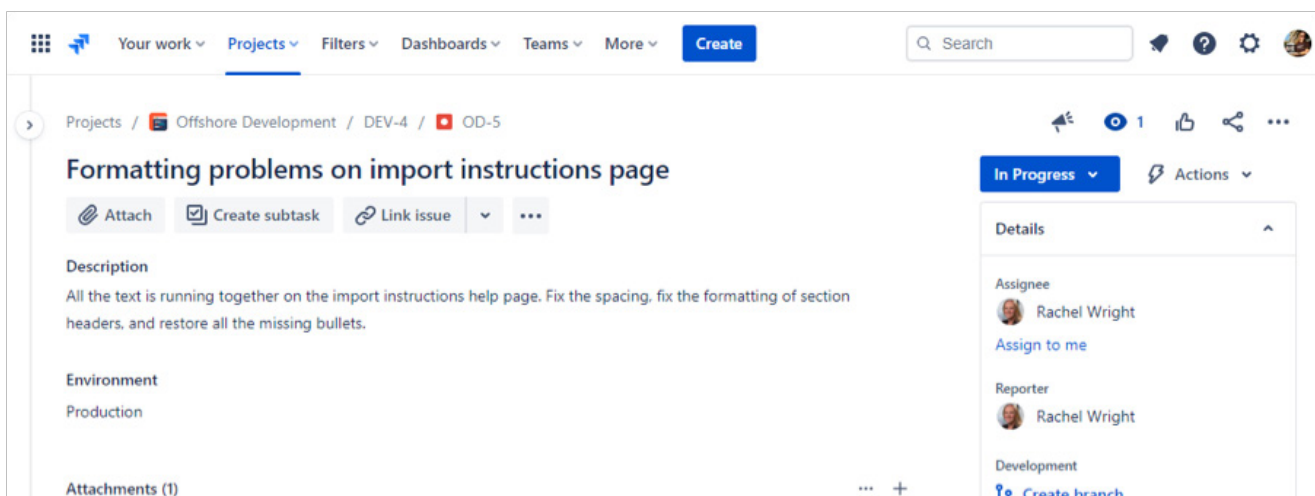
Project – a collection of Jira issues

The word *project* in Jira is different from an initiative your team is working on outside of Jira. Think of a Jira project as a container for all your team's initiatives, tasks, and to-do items. There is generally one Jira project per department, system, team, or application. Example: a Jira project called "Offshore Development" tracks contracted features, bug fixes, and maintenance work.

Project Types	
Cloud	**Server and Data Center**
The Cloud project types are business, software, Jira Service Management, and Jira Product Discovery.	The Server and Data Center project types are software, service, and business.

Cloud also has company-managed and team-managed project types.

- Company-managed projects use schemes that are managed by Jira administrators.
- Team-managed projects are schemeless and are managed by regular users.

Query – a search to answer a question

Use a query to find a subset of issues when there are millions in the database.
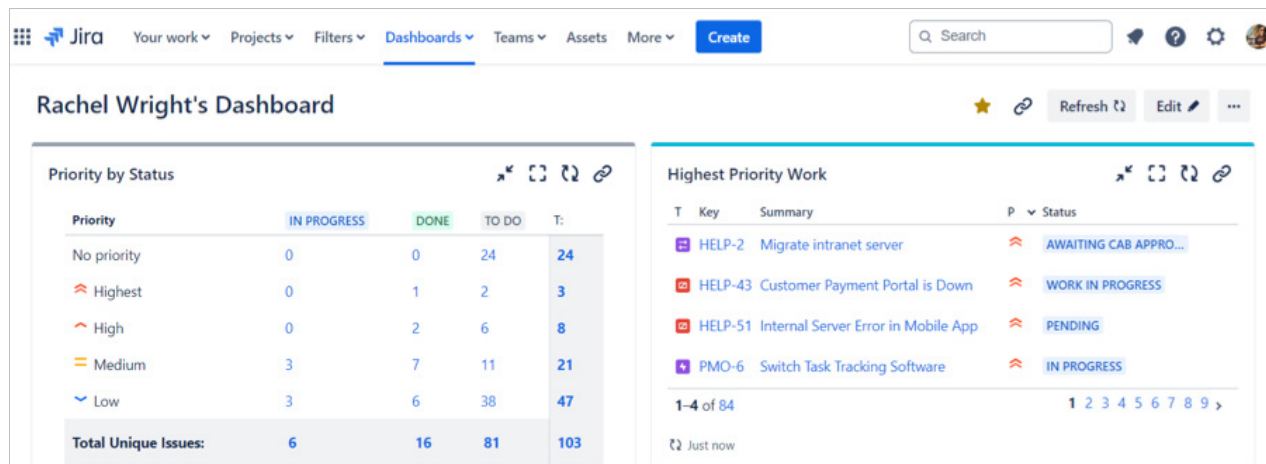
JQL – Jira Query Language

JQL powers Jira features like boards, dashboards, and reports.

Filter – a saved search

Create a filter to use a search again or share the results with colleagues.

Dashboard – a statistics-based view of issues

Dashboards are powered by one or more JQL filters.

Gadget – a dynamic dashboard content block

There are many types of gadgets, like charts, graphs, and lists. The above image shows two of many options.

Wallboard – a visual information radiator

A wallboard is a Jira dashboard designed to radiate information on a TV monitor. The Jira header and navigation elements are removed, leaving more room for dynamic data to display on a screen in a conference room, for example.
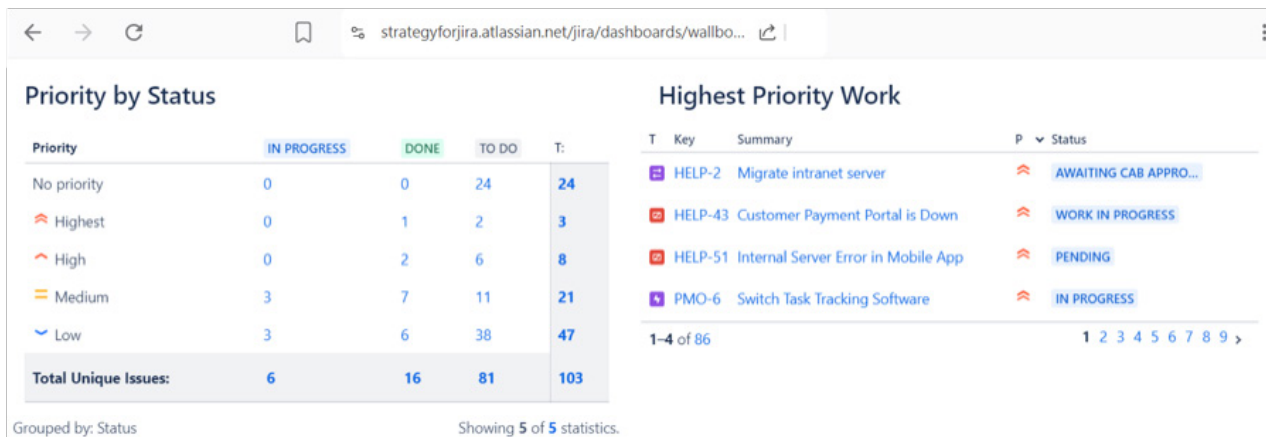
Board – a status-based view of issues

Boards provide an easy way to see the status of many issues at the same time. There are Scrum boards, for teams that plan in chunks of work called sprints, and Kanban boards, for teams with less structured delivery schedules. While *scrum* and *kanban* are development terms, any team can benefit from viewing their work on a board.
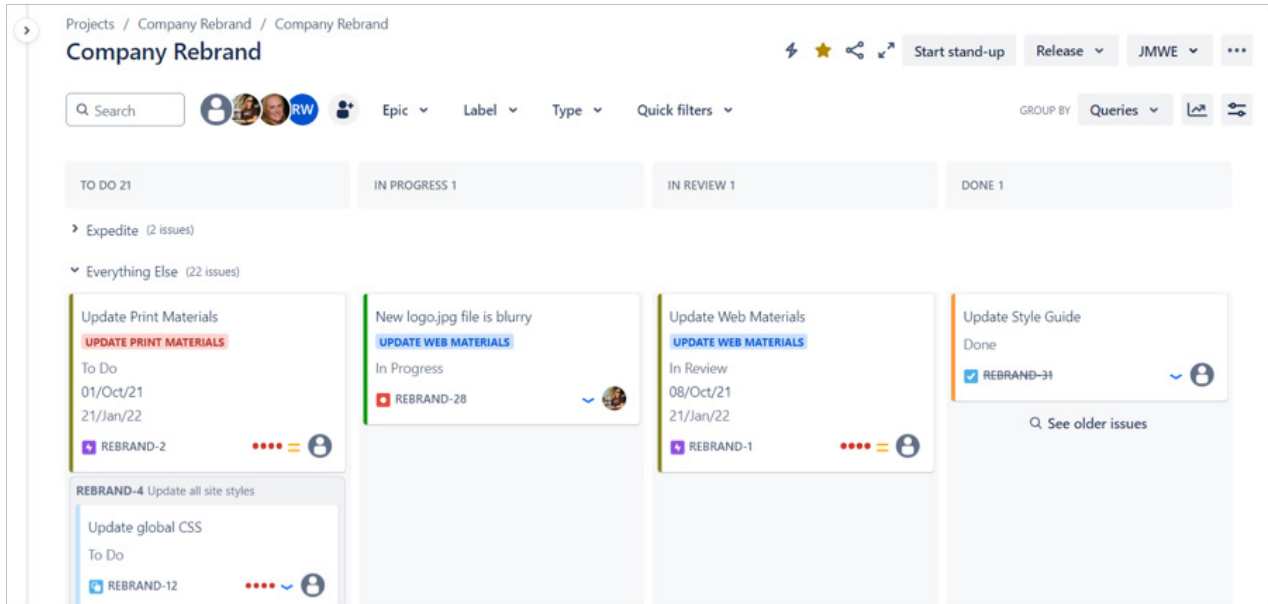
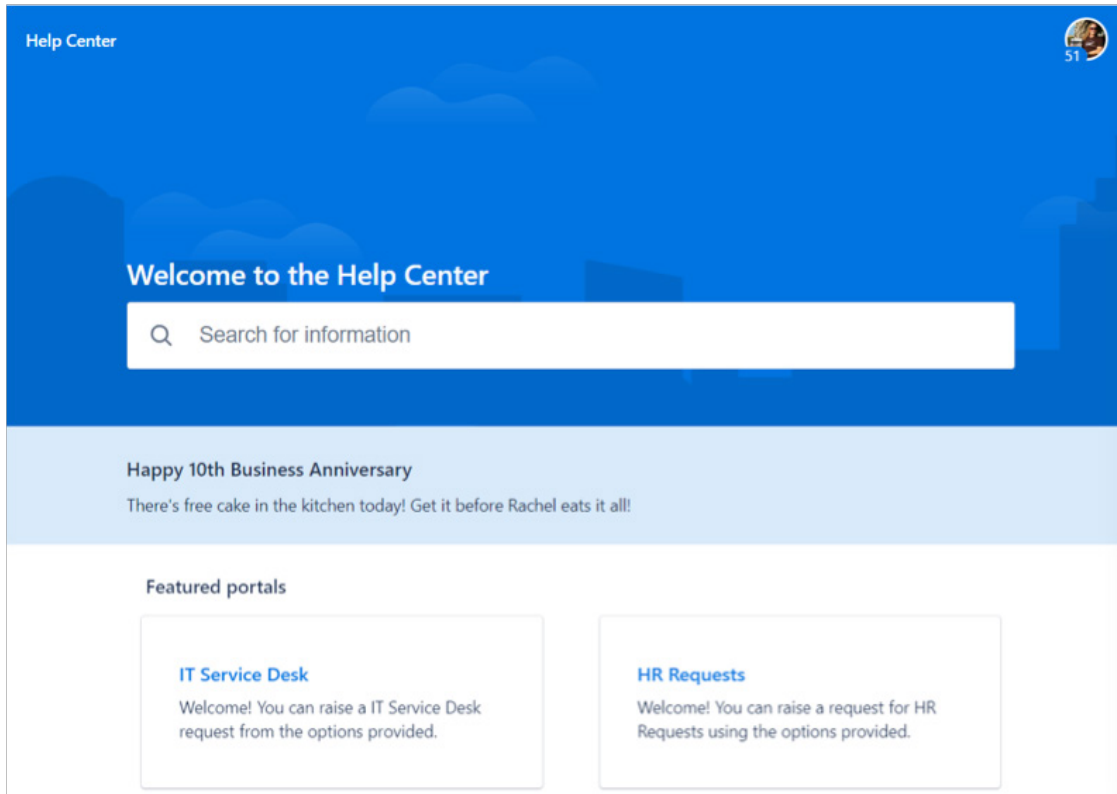**Linked issue** – an association between issues

An issue can be linked to any other issue, regardless of Jira project or type.
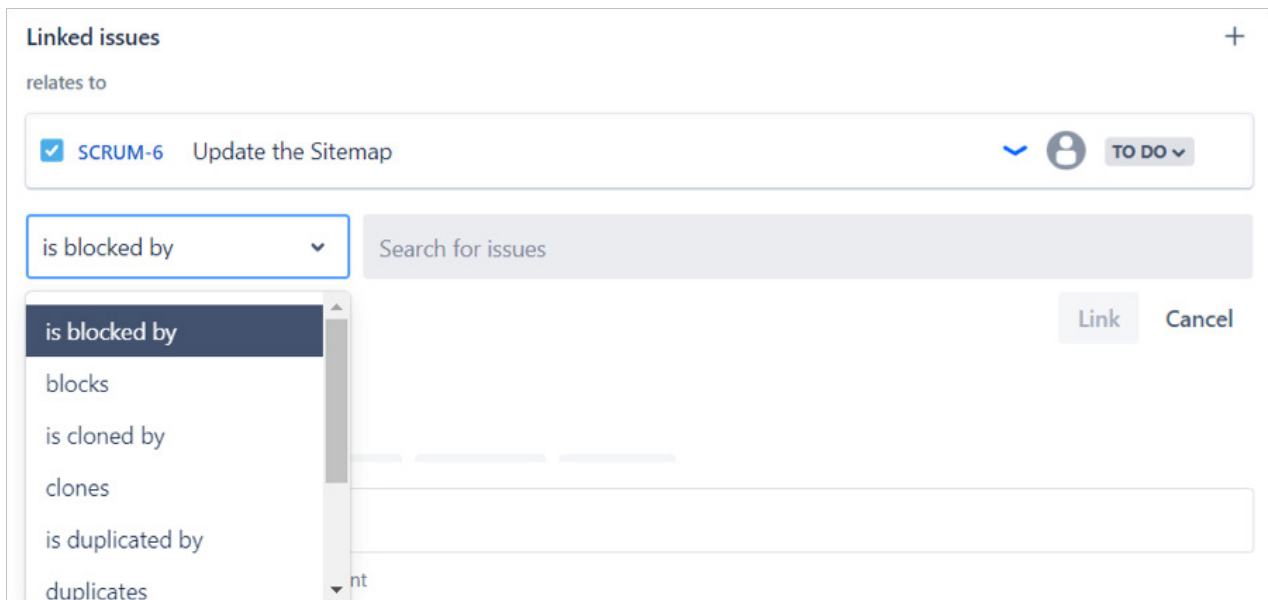
Jira Service Management Terms

Self-service portal – a simplified request interface

This is also known as the *customer portal, help center, help desk,* or *service desk*.


Request – how issues are displayed

Requests are how Jira issues are represented on the self-service portal to customers or end users. In other words, a request is a simplified view of issue data. In the example below, both views represent the exact same trouble report. There's only one unique record in the database for it, however.

Issue vs. Request	
The issue view in Jira	The request view in JSM

Confluence Terms

Page – an online document

Pages are used for evergreen or historical content like documentation or team policies. Pages are used, updated, and archived over time.
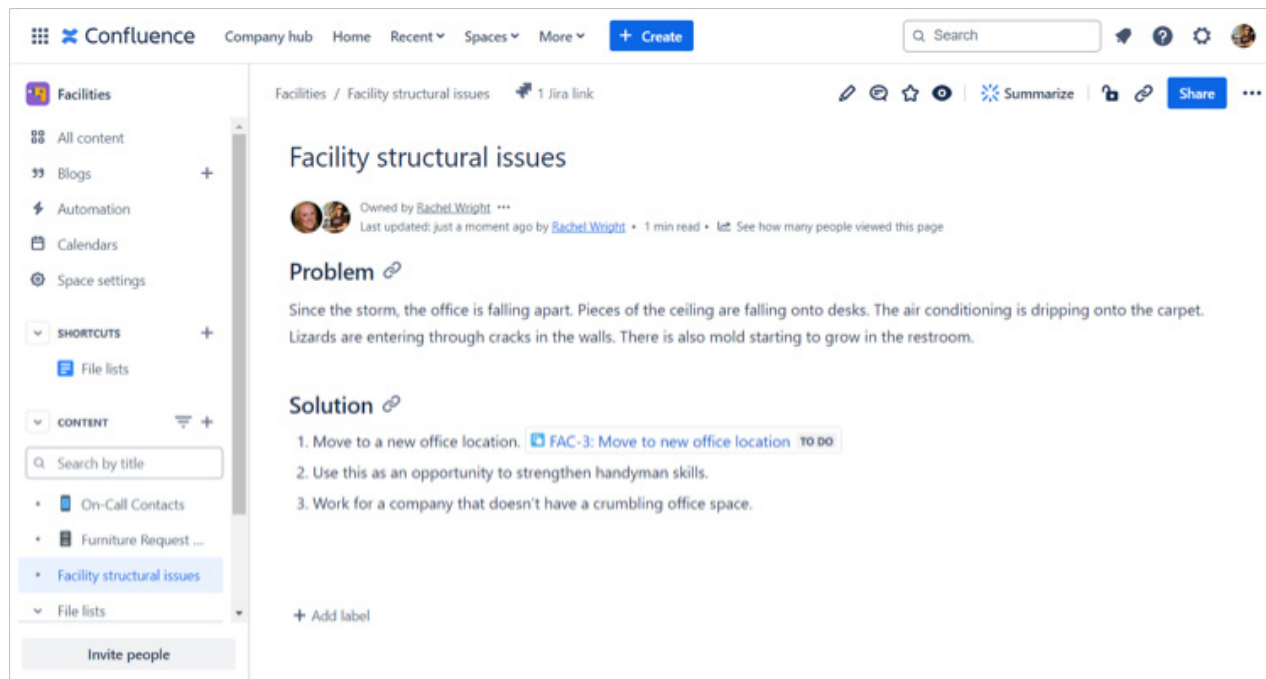
Blog post – a time-based online document

Posts are used for time-based content like news or announcements. They are organized by published date, like blog articles on a website.

Page and Post Content			
• Text • Links	• Images • Videos	• Attachments • Macros	• And more

**Macro** – extra functionality or dynamic content

For example, you can use the Jira issues macro to insert a dynamic list of Jira issues and their real-time status in a Confluence page.

Space – a collection of content

Pages, posts, and attachments belong to a space, which is a collection of Confluence content.

Global space – for shared content

A global space is a container for all team information. It's a shared area where users view, create, edit, and store content. There's generally one global space per department, team, or large initiative that involves multiple teams. For example, a Confluence global space called "Facilities" stores office information, policies, and request forms.
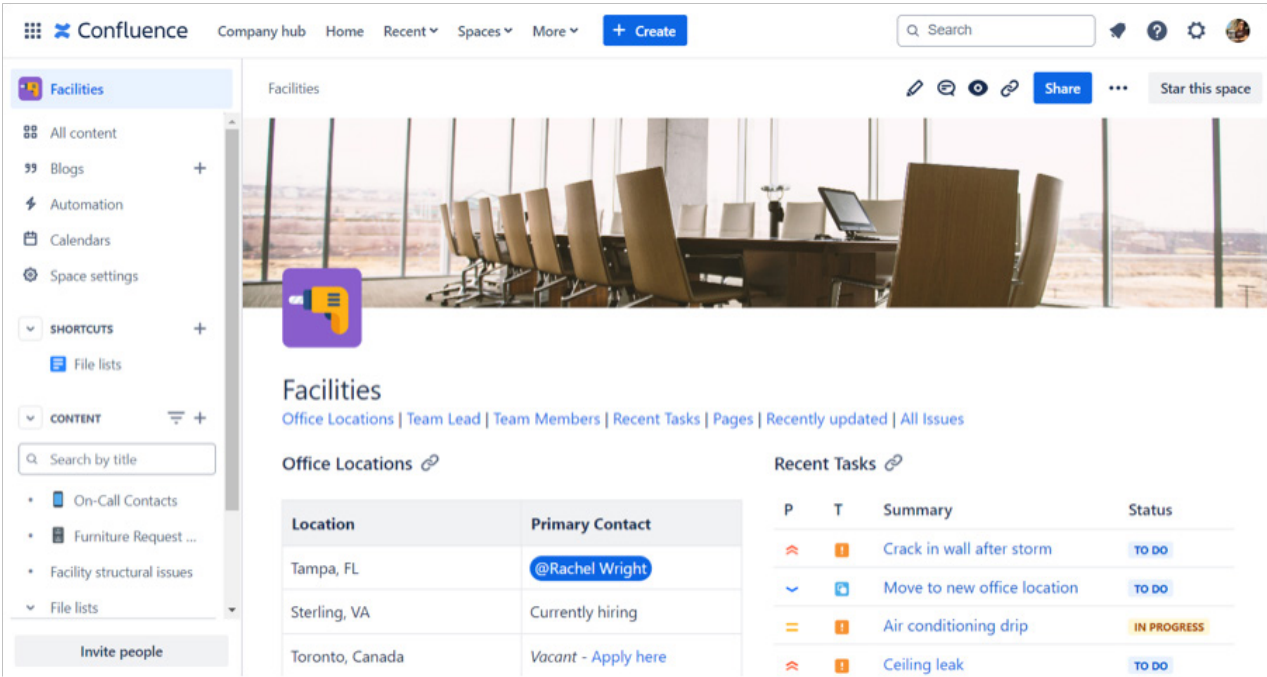
Personal space – for personal content

Use a personal space to store your own information or content you're working on that's not ready to share with others yet.
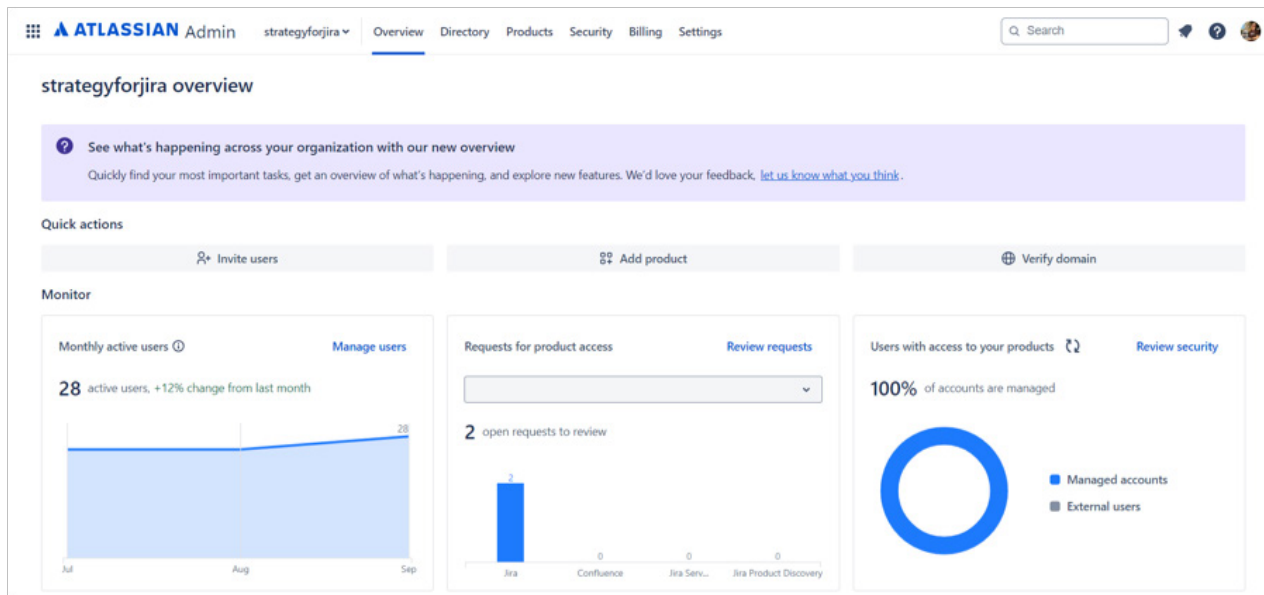
Linked content – Confluence content linked to a Jira issue

In addition to linking to other issues, Jira issues can also be linked to Confluence content and vice versa.
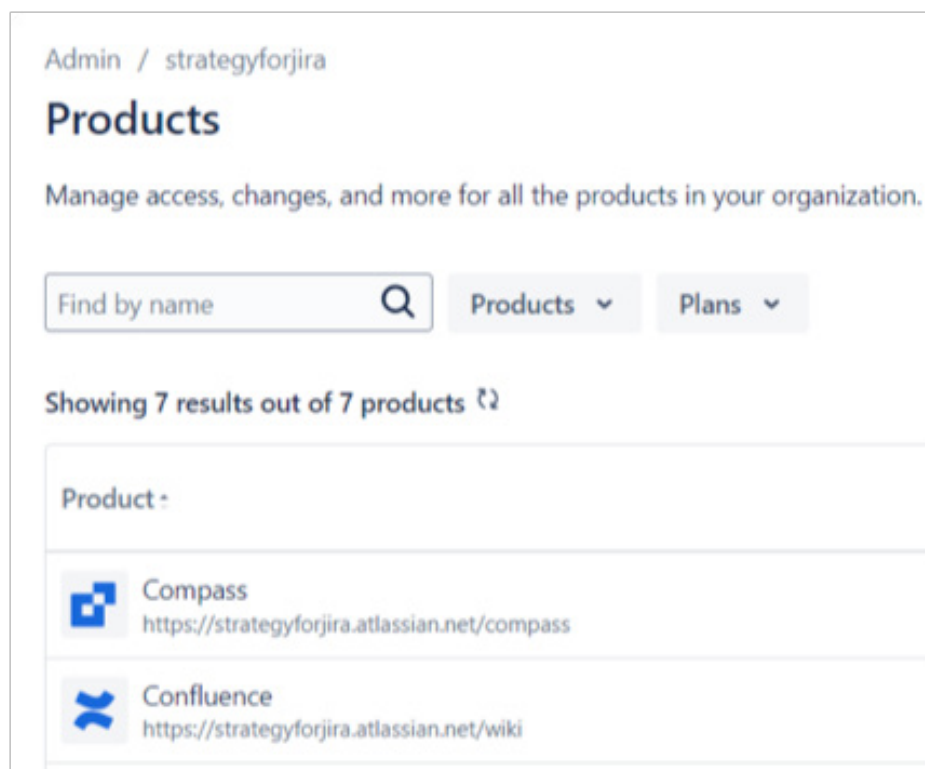
Atlassian Account Terms and Model

Organization – centralized users and products

An organization is a container for your users and products like Jira, Confluence, Bitbucket, and more.

Site – a container for one or more products

Each organization has a site with a unique URL in the format *site-name*.atlassian.net.
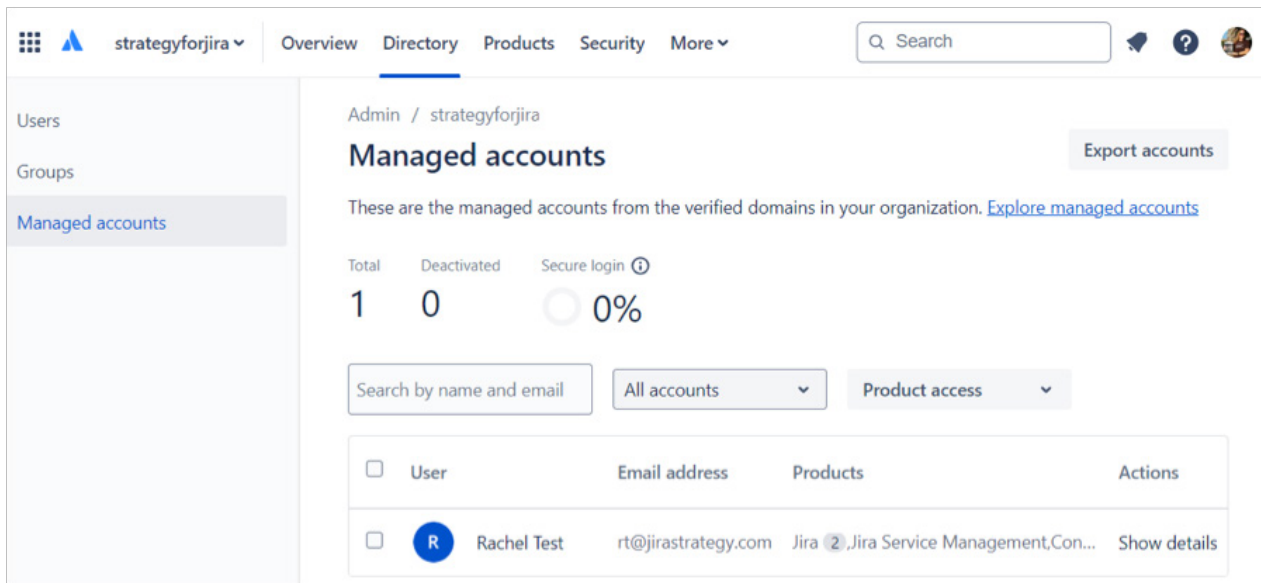
Domain – a unique address on the internet

A domain is an address such as *company.com* or *externalvendor.com*. When you verify a domain with Atlassian, you confirm ownership of the domain and claim all user accounts in that domain.

Atlassian account – a user's online Atlassian identity

An Atlassian user account, also sometimes called an Atlassian ID, represents a user's online Atlassian identity. The account includes attributes like a first and last name and a unique email address.

Managed account – a user in a claimed domain

When an Atlassian account is part of a claimed domain, it's called a managed account. Admins can edit, delete, or deactivate managed accounts or apply security policies like two-factor authentication or single sign-on.

admin.atlassian.com – a central user and product management website

Admins can manage organizations, sites, products, and users at admin.atlassian.com.