

Customer Portal Page

You can display any page of the Confluence instance on the main HelpDesk Customer Portal



Before you begin

- In the settings, you can select the space of the linked Confluence instance. Make sure you have created an [Application link](#). Note, that connections between Jira and Confluence must be defined with OAuth (impersonation).
- Confluence must be enabled to run in an iframe: [Confluence page does not display in an iframe](#).
- You must install [hd-integration-for-confluence-1.0.1.6.jar](#) add-on in your Confluence.
- Don't forget that the Confluence page should be available for anonymous users as HelpDesk Customer Portal is browsed by external customers. Confluence page is shown according to it's access permissions.

Link Confluence Page

1. Go to **Help Desk settings > Confluence Integration**

Applications

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Issues

Add-ons

User management

Latest upgrade report

System

CRM

HelpDesk

HELPDASK ADMINISTRATION

Access

User Dashboard

Notifications

Inline Search

SLA

Customer Satisfaction

Related Issue

Customer Portal

Look & Feel

Comments

Audit

Confluence integration

Search of Confluence Pages

Exclude from the search

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Max articles

6

Save

Confluence spaces for search articles

CRMEN

CFJ

HFJ

Customer Portal Page

Server: Teamlead Wiki

CRM for JIRA (EN)

CRM Home

2. Choose **Link to a Confluence space**.
3. Choose **Page**

The Confluence page on the main HelpDesk Customer Portal looks like this:



Question

Invoices, Contracts, HR, etc



Buy

Purchase products and services



Consult

Technical questions about products



Application Crash

Report about application crash



Report Bug

Report a bug in the module



Idea

Products and services improvement ideas

YES WE CAN

All you need from Atlassian products



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