Key Concepts

There are two essential terms we implemented in Announcement Feeds app. Understanding them is crucial to effective work with the application. The terms are:

- Announcement
- Feed

Name	Definition
ANNOUNCEMENT	**A single message** displayed to users.
FEED	**Set of announcements** that are similar (in some way) one to another.

ℹ️ **An announcement** is a single piece of information (notification) targeted to Jira users.

There are many different types of announcements, but after creating a certain number, you can notice that in some respects some of them are similar. For example, some are targeted for your Support Team only, while others need to reach all of your Jira users. Obviously, creating similar announcements from scratch is unnecessary overhead.

At this point... we present you a *feed*! **A feed** is a set of announcements similar to each other in terms of types, applications (Jira Software or Jira Service Management), places, response buttons, audience, or manage and feedback permissions.

By using feeds, you gain much more control over your announcements, while cutting overhead.

As you can see grouping in feeds will be very useful for people supervising projects - they have all announcements regarding their selected project in one place, instead of searching a long list of announcements available to everyone.

Examples

Please see the table below for some use cases of Feeds and Announcements

#	Use case	Feed	Announcement
1	System outages and failures	List of all outages for a single system displayed in Jira's Top Menu Bar	Single information about outage with the specific date and outage description
2	Planned maintenance	List of planned maintenance activities shown as a dialog window in JSD Customer Portal	Message for each maintenance activity (displayed until the end of the maintenance downtime)
3	Project news	All project-related announcements displayed to project members under Top Menu Bar	Each project information with the possibility to track users' responses