Security, Support & Compatibility

More Resources · https://izymes.com/docs/security-support-compatibility-6/

Compatability

Advanced Status Labels is purpose-built for Confluence Cloud and maintained in line with Atlassian's Cloud standards:

- **Confluence Cloud Alignment**: Guaranteed compatibility with the latest **Confluence Cloud API** and **UI**, ensuring labels render and function correctly across Atlassian's evolving Cloud platform.
- **Technology Stack**: Developed and supported on the **Atlassian Forge** platform, Atlassian's next-generation app framework that delivers enhanced security, scalability, and performance.

Performance Impact

- **Cloud Optimized**: Advanced Status Labels has no currently known performance issues or investigations. It is designed to operate seamlessly within Atlassian Cloud infrastructure without introducing measurable overhead.
- **Continuous Monitoring**: We actively monitor performance and user feedback to ensure the app remains lightweight, responsive, and reliable as Atlassian Cloud evolves.

User Training

We provide a variety of training and learning resources to help your team get the most out of Advanced Content Status & Labels:

- **Book a Training Session**: Schedule a live walkthrough or Q&A session with our product expert Ulrich Kuhnhardt.
- **Documentation**: Step-by-step Getting Started Guide → to help you configure and adopt Workzone quickly.
- **Knowledge Resources**: Explore our use cases and blogs for best practices and tips.

Support & Maintenance

- **Support SLAs**: We provide support under defined Service Level Agreements to ensure timely responses and resolutions.
- **Support Requests**: Bug reports, feature requests, and general support inquiries can be submitted directly through the **Izymes Support Portal**.
- **Seamless Updates**: Advanced Status Labels features and bug fixes are automatically deployed through Atlassian Connect Express and Atlassian Forge infrastructure. Customers always run the latest version without needing to manually update.
- **Permission Scopes**: When new functionality requires additional app-permission scopes, site administrators will be prompted to proactively approve the updated scopes.

Security Compliance

1. **Trust Center**: Our full security, privacy, and compliance posture is available in the Izymes Trust Center
2. **Secure by Design**: Advanced Status Labels runs entirely on **Atlassian Forge**, Atlassian's next-generation cloud app platform that provides enterprise-grade security, including data residency, fine-grained permissions, and sandboxed execution.
3. **Atlassian Security Programs**:
    - Participant in the **Atlassian Cloud Security Program**, adhering to Atlassian's best practices for secure development and app operations.

- Enrolled in the **Atlassian Marketplace Bug Bounty Program**, ensuring continuous penetration testing by independent security researchers.