

Tracking Activity

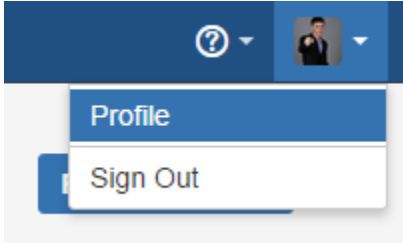
Customer Case allows you to view the number of submitted ideas and tickets in the user profile. Additionally, you can see the ideas you are watching or voted, and you can also see the comments you left for ideas and tickets.

- [Viewing Your Activity](#)
- [Viewing Activity of Other Users](#)

Viewing Your Activity

Activity is a set of user actions that include adding ideas, leaving votes and commenting ideas and feature requests of other users.

1. In the top right part of the page, locate the Profile block and click it.
2. Select **Profile**.



3. On the opened page you can view:

- ideas or tickets that you submitted
- votes that you left for ideas
- comments that you posted for some ideas
- ideas that you are watching

A screenshot of a user profile page for Vadim Rutkevich. The page shows a header with a navigation bar, a profile summary, and a list of ideas. The profile summary includes a profile picture, name, and statistics: 34 Ideas, 9 Votes, and 27 Comments. The email address is vrutkevich@mail.com. The ideas list includes titles like 'Improve Performance with Oracle Database 12C', 'Resolved the issue with Oracle Database 12C Exception', 'Add a button to export all data to CSV or Excel', 'The Save button is missing in the Add Connection form', 'Failure when parsing the incoming data from the feed source', and 'Failure when loading archived data'. Each idea entry shows the number of votes, comments, and the date it was posted, along with category tags like 'Database Update', 'Integration', 'BACKLOG', 'Functionality', 'Interface Issue', and 'Integration Problems'.

Viewing Activity of Other Users



1. While viewing the list of ideas submitted by users, you can click the name of the user who submitted the idea or feature request.


0 **Add support for WYISWYG Editor**
votes 1 comments • Vadim Rutkevich • 16 March 2015
REOPENED

4 **Add a capability to moderate ideas in the dedicated section for skipping spam items**
votes 0 comments • Peter Jacobs • 28 November 2014
IN PROGRESS Service Optimization

Previous 1 2 3 Next

2. You can browse the list of ideas, votes and comments added by other users.

☰  

 **Peter Jacobs** 17 Ideas | 4 Votes | 35 Comments Full Name Peter Jacobs
EMPLOYEE

Ideas Votes Comments

1 **Add a capability to export the list of ideas to CSV / Excel / XML**
vote 1 comments • Larry Stenfer • 01 October 2015
BACKLOG Usability

2 **Add support for MS Office**
votes 2 comments • Vadim Rutkevich • 01 April 2015
IN REVIEW

1 **Add a capability to process the required custom fields of JIRA projects**
vote 1 comments • Peter Jacobs • 16 March 2015
RESOLVED

2 **Add support for WYISWYG Editor**
votes 5 comments • Vadim Rutkevich • 16 March 2015
BACKLOG