

Customer Case

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If you do not have JIRA Cloud, but you want to try Customer Case - follow these steps:

1. [Start trial](#) of JIRA Cloud and [subscribe](#) to [Customer Case](#) add-on.
2. Create a [JIRA project](#) and a [feedback forum](#).
3. Start using Customer Case.

How to get in touch with us:

- [Request a Feature](#)
- [Report Issue](#)
- [Request a demo](#)

Overview

[Customer Case](#) add-on is a useful add-on for [JIRA Cloud](#) that allows you to quickly and easily transform your issue tracking system into the full-fledged feedback and helpdesk platform for aggregating customers' requests and managing incoming issue reports.

Our solution provides you with the right tools to get the precious information and opinions about your products from your target audience. Find out the most demanding features and let your customers select which features they need more at the particular period of your product development. You can also use Customer Case as a HelpDesk platform for processing the tickets and communication with customers experiencing issues with your products or services.

What are the key benefits of Customer Case add-on:

- no need to create separate JIRA accounts for each visitor of the forum
- customer login to the forum with personal or social accounts (Google+ & Facebook)
- login with JIRA accounts for company agents
- set up forums to collect feature requests from users
- create private forums for managing support tickets from customers
- create private forums with access restrictions by email domains and users' emails
- use sorting and filtering options for finding the required ideas or tickets on forums and in JIRA
- let customers view all their interactions on forums
- manage and comment ideas or tickets in JIRA
- watch ideas and tickets and get notifications about any updates on them
- instantly switch between forums and issues in JIRA
- indicate progress on ideas and tickets via standard JIRA statuses