

Agent's Guide

Agent is an employee who manages ideas and tickets, replies to customers and updates status of the requested ideas and support tickets.

- **Idea** is a feature request from your customers or users of your products and services. An idea usually contains description of a new feature or improvement that the user wants to have. Ideas are collected on [feedback forums](#).
- **Ticket** is an issue report from your customers or users of your products and services. A ticket usually contains description of some issue that the user encountered while using your product or service. Supports tickets are submitted on [support forums](#).

See the next sections for information on how to deal with ideas and tickets in JIRA Cloud and Customer Case:

- [Viewing Forums](#)
- [Managing Ideas and Tickets in Customer Case](#)
- [Managing Ideas and Tickets in JIRA](#)