

Configuring Email Notifications

Who receives notifications?

Customer Case sends [email notifications](#) to a [support agent](#) or to a user only when they [watch a request](#). You automatically become a watcher of a request in the following cases:

- You are the author of a request
- You reply to a comment
- You are added as a participant to a support forum.

A person who votes for an idea **does not** become a watcher of the request automatically.

Configuring Jira notifications for internal use

For all internal events (such as a submission of a new request, a new comment, and so on) you need to correctly configure the [email notification scheme](#) in Jira. It allows you to adjust certain users or groups that receive email notifications upon the key events.

Customer Case mailboxes

By default, all the notifications from Customer Case are sent from the address event@mail.customercase.com. If you want to change this default email address, read the [Managing mailboxes guidelines](#) and configure it yourself.