

# Customer Case



**Customer Case** for Jira Cloud is a useful app that allows you to quickly and easily transform your issue tracking system into the full-fledged feedback and helpdesk platform for aggregating **customers' ideas** and managing incoming **issue reports**.

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

- no need to create separate Jira accounts for each visitor of the forum
- set up forums to collect ideas from users
- see the votes on ideas and prioritize your backlog
- create public forums with access restrictions
- create private forums for managing support tickets from customers
- manage requests right in Jira
- get notifications about any updates on ideas or tickets

[Go to the Marketplace](#)

[Book a demo](#)

## The app's documentation

This is the home page for documentation of the **Customer Case** add-on. Here you can find the following information:

- [Admin Guide](#)
  - [Managing Forums](#)
  - [Setting Access Restrictions](#)
  - [Managing Mailboxes](#)
  - [Configuring Email Notifications](#)
  - [Setting Custom Domain Name](#)
- [Agent Guide](#)
  - [Viewing Forums](#)
  - [Managing Ideas and Tickets in Customer Case](#)
  - [Managing Ideas and Tickets in Jira](#)
- [User Guide](#)
  - [Login Options](#)
  - [Browsing Forums](#)
  - [Managing Ideas and Tickets](#)
  - [Searching for Ideas and Tickets](#)
  - [Tracking Activity](#)
  - [Email Notifications](#)
- [FAQ](#)

## Three easy steps to start:

1. Start free trial of the [Customer Case](#) app
2. Create the [Jira project](#)
3. [Create a forum](#) for the Jira project

## How to get in touch with us:

[Request a feature](#)

[Report issue](#)