

# Managing Ideas and Tickets

Customer Case provides a convenient way of managing ideas and tickets on the forums.

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## Posting Ideas

1. Locate the **Post a new idea** button and click it.
2. On the opened page, enter the short summary of your idea and its description.
3. Select the appropriate category.

Customer Case for JIRA  
Your ideas, issues and questions. Your feedback helps us improve.

### Create an idea

A capability to vary different sets of custom fields for different forums

Functionality

Paragraph | B | I | U | S | A | | | | |

Drop files to attach, or browse

RELATED IDEAS

- Having a set of custom fields for different forums within the same customer portal
- Support for required custom fields
- Add a capability to embed custom fields into the request submission form
- Add support for hosted JIRA instances
- Add a capability to customize look of the feedback forums

4. To attach one or multiple files to the idea, click **Add attachment** or just drag the files. You can also remove the attached files by hovering over them and clicking **X** icon.
5. Click **Save** when complete.



- Selection of the category may be unavailable if [components are not defined](#) for the project.
- The maximal size of attachment cannot exceed 10 MB.
- The Related Ideas block appears once Customer Case finds similar ideas within the same feedback forum. All ideas displayed in this block are sorted by the number of votes. The block updates the set of similar ideas continuously.

## Submitting Tickets

You can submit tickets in two ways:

- using the interface of Customer Case
- sending an email to the specified address

Usage of the second way is possible on the support and feedback forums where a vendor enabled [mailboxes](#). In this case, you can submit requests and comments including attachments by sending an email to the specific address. Customer Case will automatically fetch the required data from the email body and create either a new request or post a comment to the corresponding request. For mapping comments to specific Jira issues, you need to **keep the request key number in the email subject** when replying to the request from Customer Case.

1. Locate the **Submit a new request** button and click it.
2. On the opened page, enter the short summary of your ticket and its description.

3. Select the appropriate category.

Failed data extraction on large data amounts

Functionality, Performance Optimization

Paragraph | B | I | U | G | A | | | | |

I am having a persisting issue with data extraction on large data amount (over 10 Gb). I have tried on another server having better specs, but this does not solve the issue.  
Logs and screenshots are attached.

dataMay-8-2015 (4).sql (16 kB) | Drop files to attach, or browse  
dataMay-8-2015 (3).sql (16 kB)  
log\_error-xray1.txt (8 kB) | X  
console.log (10 kB)  
error.png (26 kB)

Create Cancel

4. To attach one or multiple files to the ticket, click **Add attachment** or just drag the files. You can also remove the attached files by hovering over them and clicking **X** icon.
5. Click **Save** when complete.

**i**

- Selection of the category may be unavailable if [components are not defined](#) for the project.
- If you want to add additional fields to the form you need to set the [Required status](#) to the proper fields in Jira.
- The maximal size of attachment cannot exceed 10 MB.

## Viewing, Commenting, Voting, and Watching Ideas

1. On the list with ideas, locate the one you want to comment or vote for.
2. Click the idea summary to open the page with its detailed description.
3. Click the **Vote** button.
4. Click the **Watch** button for receiving notifications about progress on the idea.
5. Click **View original context** for official answers for their quick location in long comment threads.

6. To attach one or multiple files to your comment, click **Add attachment** and select files or drag files to the page. You can also insert images into comments by pasting them from the clipboard.

The screenshot displays the Customer Case Forum interface. At the top, there is a navigation bar with a search field and a user profile icon. Below this is the forum header for "Customer Case Forum" with a "Post a new idea" button. The main content area shows a post titled "Add a capability to moderate ideas in the dedicated section for skipping spam items" by Peter Jacobs (EMPLOYEE) on 28 November 2014. The post has 4 votes and a description about moderation. To the right of the post are "Vote" and "Watch" buttons, and a metadata section showing the status as "IN PROGRESS" and the category as "Service Optimization". Below the post is the "Official answer" section, which contains a reply from Peter Jacobs (EMPLOYEE) dated "Today 10:50 AM" stating that the functionality will be available soon. Underneath is the "2 comments" section, featuring a comment from Vadim Rutkevich dated "Today 9:47 AM" asking for a release date, and a reply from Peter Jacobs (EMPLOYEE) dated "Today 10:50 AM" confirming the functionality. At the bottom, there is a "Your comment" section with a rich text editor containing the text "That's good news! Tx!" and a "Post comment" button. An "Add attachment" link is also visible.

7. In the visual editor, enter your comment and click the **Post Comment** button.
8. To copy the permanent link to the comment, click  icon appearing when you point to the comment.

Accounts of company representatives commenting ideas or replying to your comments are highlighted with the EMPLOYEE marker.

The **Official answer** section shows the comment pinned to the top of the comment list by a company representative. The official answer may contain the official resolution on the idea or description of the temporary workaround.

 The Watch function allows users of your feedback forums to receive notifications about progress on the issue such as adding new comments, attaching new files, and the status change. The user who submitted an idea or left comments becomes a watcher automatically. Users can also subscribe manually by clicking the Watch button.

Users who were added as participants of support requests can stop watching these tickets by clicking the **Unwatch** button. After this, they will no longer be able to view this support request until the author or agent adds him or her as a watcher again.

## Adding Participants

Customer Case allows you to add participants for the submitted feature and support requests. On support forums, both **the author of the request and support agents** can add participants to the existing requests, on feedback forums **only support agents** can do this.

All the added participants receive a notification with the information about the person who added them as participants and the request information. If the person does not have an account in Customer Case, he or she will be prompted to sign up for the service. When adding participants on forums with access restrictions, Customer Case validates whether the email of the participant satisfies the defined access restrictions of the forum or not. If not, the notification is sent to the specified email address but the corresponded warning is displayed to the person who adds participants.

Now the users can view all the ideas and support requests that they submitted and the requests which they were added as participants into.

1. In the right part of the screen, locate the **Add participants** link and click it.
2. Enter the email address of a person you want to add as a participant. Customer Case will automatically convert the specified string into the email address once you press the **Space**, **Enter**, or, **(Comma)** button.
3. Click **Add** once complete.

The screenshot shows the 'Data Feed Aggregator Forum' interface. At the top, there is a navigation bar with a search field and icons. Below it, the forum title 'Data Feed Aggregator Forum' and a 'Submit a new request' button are visible. The main content area displays an issue titled 'Issue with transferring and installing the update package for the application' by Vadim Rutkevich, dated 26 December 2016. The issue description reads: 'Hi! I am having a failed download or installation of the application when transferring the update package from the update server. Is it a known issue?'. There is one comment by Peter Jacobs, dated 26 December 2016, with the text 'Some comment from agent.'. Below the comment is a 'Your comment' section with a rich text editor and a 'Post comment' button. On the right side, there are options to 'Unwatch' and 'View in JIRA', and a 'STATUS' section with a 'BACKLOG' button. The 'CATEGORY' is 'Functionality'. Under 'ACTIONS', there is a link for 'Add participants'. A dialog box is open over this link, containing the text: 'To share this request with other people, enter their email addresses. They will receive notifications afterwards.' The dialog has a text input field with three email addresses: 'ruddick@mail.ru', 'lstenfer@yahoo.com', and 'gray.fisher@mail.net'. Below the input field are 'Add' and 'Cancel' buttons. A mouse cursor is pointing at the 'Add' button.

## Viewing and Commenting Tickets

1. On the list with issue reports, locate the one you want to comment on.
2. Click the issue report summary to open the page with its detailed description.

3. Click **Add attachment** or drag files to attach one or multiple files to the comment.

Resolved the issue with Oracle Database 12C Exception

Vadim Rutkevich • 20 minutes ago • Edit

After update to Oracle Database 12C, we started receiving the same exception in the log files. Could you please review it and tell us what we can do next.

2 comments

Vadim Rutkevich • Today 12:03 PM • Edit

Attachment added: oracle\_database12c\_issue\_exception.jpg.

oracle\_database12c\_issue\_exception.jpg 128 kB

Peter Jacobs **EMPLOYEE** • Today 12:22 PM

Vadim,  
did you try to reboot the server and restart the application after database update?

Your comment

Paragraph **B** *I* U ~~S~~ **A** **☰** **☰**

Peter,  
yes we tried to do this. We also enabled debug logging for Oracle Database 12C. Unfortunately, we cannot identify the issue that's why contacted you.

**Post comment** Add attachment

4. In the visual editor, enter your comment and click the **Post Comment** button.

Accounts of company representatives commenting on ideas or replying to your comments are highlighted with the **EMPLOYEE** marker.

### Inserting the Automatic Signature

You can add the automatic signature which will be inserted into your replies in Customer Case. You can use text, links, and images in your automatic signature.

1. Expand the text area to write a reply to a customer.
2. Enter the text snippet which you want to use as an automatic signature.
3. Click the **Canned responses** icon.
4. From the contextual menu, select **Save as auto signature**.

Customer Case will automatically insert this signature into all replies you write to customers on support and feedback forums.

Paragraph **B** *I* U ~~S~~ **A** **☰** **☰**

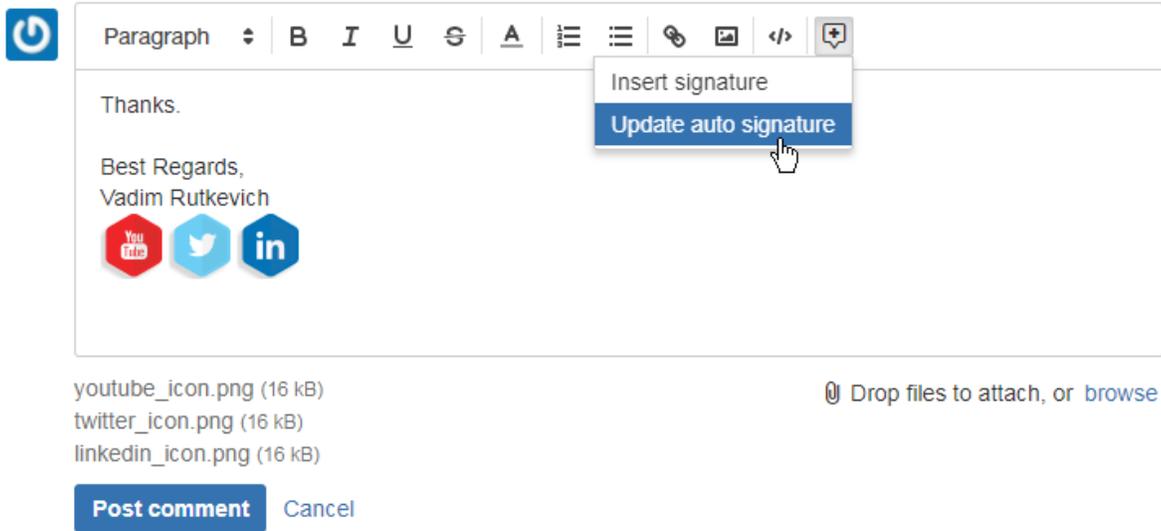
Thanks.

Best Regards,  
Vadim Rutkevich

**Post comment** Cancel Drop files to attach, or browse

If you want to modify the saved signature, enter a new text snippet. Then click the **Canned responses** icon and select **Update auto signature**.

Customer Case will update your automatic signature with the new variant.



The screenshot shows a rich text editor interface. At the top, there is a toolbar with various icons for text formatting (Paragraph, Bold, Italic, Underline, Strikethrough, Text Color, Background Color, Bulleted List, Numbered List, Link, Image, Code, and a plus sign for more options). Below the toolbar, the main text area contains the following content: "Thanks.", "Best Regards,", "Vadim Rutkevich", and three social media icons (YouTube, Twitter, and LinkedIn). A context menu is open over the text area, showing two options: "Insert signature" and "Update auto signature". A mouse cursor is pointing at the "Update auto signature" option. Below the text area, there are three file upload notifications: "youtube\_icon.png (16 kB)", "twitter\_icon.png (16 kB)", and "linkedin\_icon.png (16 kB)". To the right of these notifications is a button with a paperclip icon and the text "Drop files to attach, or browse". At the bottom left, there are two buttons: "Post comment" and "Cancel".

## Editing Ideas / Tickets and Comments

Users of Customer Case can edit a description of their own ideas, tickets, and comments. The way of editing the description and comments is identical for feedback and support forums.

 There is no possibility to delete own comments once you leave it on a portal.

1. Open your idea / ticket or locate your comment.
2. Click the **Edit** link.
3. Update description of the idea or ticket or comment.

#### 4. Click **Save**.

The screenshot shows the Customer Case Forum interface. At the top, there is a navigation bar with a search field and user profile icons. Below the navigation bar, the forum title "Customer Case Forum" and a "Post a new idea" button are visible. The main content area displays a post titled "Add a capability to create dashboards and widgets in Customer Case" by Vadim Rutkevich, dated 07 April 2016. The post text reads: "I want to have dashboards that will indicate the current activity on my forums in the form of charts. HTML widgets will allow me to embed custom forms for idea or ticket submission by customers visiting my web resources. **The detailed description is available in the attached files.**" Below the post is a "1 comment" section with a comment from Vadim Rutkevich, dated "Today 11:35 AM", which says: "Hi, Team! Is there any progress on the issue?". Both the post and comment editors show a rich text toolbar with options for Paragraph, Bold, Italic, Underline, Strikethrough, Text Color, List, Indent, Link, and Image. "Save" and "Cancel" buttons are present at the bottom of each editor.

 You cannot edit ideas / issue reports and comments posted by other users.

## Creating Requests by Email

Customer Case allows you to submit requests by email. This requires the [configured mailbox](#) for the forum.

The vendor or company should share this email address with you, so you can send your requests to this address.

## Commenting Requests by Email

 Please preserve the request key in the email subject, so Customer Case can properly match it to the existing request and add your comment into it.

1. In your mail agent, locate the request creation confirmation request or the email with the response from the support agent.
2. Click **Reply**.
3. Enter the text of your reply.
4. Click **Send**.