Managing Mailboxes

A forum's mailbox is used to process incoming requests and transform them into requests on your forums. Many customers prefer this well-known and convenient way to communicate. Customer Case for Jira allows creating and commenting on Jira issues by email. This page guides you through the ways how to create and customize your forum's mailbox.

Managing Mailboxes

Customer Case allows you to manage mailboxes and map them to specific forums for easy and quick communication with customers by email. Each forum can be mapped to **one unique email address** only.

> ⚠ Please avoid using the same email address for multiple mailboxes. As in this case, the same issue report will be converted into tickets on each forum.

Management of mailboxes includes the following:

- creating mailboxes
- deleting the no longer needed mailboxes
- editing configuration of existing mailboxes

Creating a New Mailbox

Instead of using an email address assigned by Customer Case for processing the incoming requests and posting them on the forum, you may want your customers to reply to some email address of yours (for example, *support@companyname.com*).

1. Navigate to Jira Administration and select **Apps**.
2. On the Jira sidebar, locate the **Customer Case** menu group and select **Mailboxes**.
3. Click **Add Mailbox**.

4. In the **Create Mailbox** form, specify the following information:

- **Forum** - select the forum the mailbox you create for.
- **From email** - specify email which will be shown in the emails delivered to customers.
- **From name** - specify the name on the behalf of whom emails will be sent

5. Click **Create**

Edit Mailbox

Forum* Craft ▾
Select a forum.

From email* testcustomercase@gmail.com
Enter your company email (for example, support@yourcompany.com).

From name* Craft
Enter your company name.

Save Cancel

Forwarding

By default, Customer Case creates a unique email for each mailbox of the forum. This email address is similar to forum+1350@yourcompany.customercase.com. Your company name is taken from your Jira Cloud account. To map the emails coming to the From email address to your Customer Case portal you need to set up forwarding in your email agent.

⚠ Email forwarding is required for redirecting the incoming emails with requests sent by the customers to a custom email address.

For the details on how it can be done for your mail provider, see the links below:

- MS Exchange and Outlook (alternative link)
- Google Mail
- Yahoo Mail
- Hosts Using cPanel
- Lotus Notes/Lotus Domino
- Dreamhost

ⓘ A verification message with a code will be sent to the default email address of the forum. To find the message with the verification code proceed to the forum that you set up forwarding to.

Viewing Mailboxes

1. Navigate to Jira Administration and select **Apps**.
2. On the Jira sidebar, locate the **Customer Case** menu group and select **Mailboxes**.

The list with available mailboxes will open. For each mailbox, the following information is displayed:

- **Forum** - the name of the forum mapped to the mailbox.
- **Inbound Email** - the automatically generated email for processing incoming requests from customers. This email is mapped to the forum.
- **From Email** - the email address shown in emails with notifications.
- **From Name** - a name of the user or company on behalf of whom the email from Customer Case is sent.
- **Actions -** editing or deleting a mailbox.

Deleting the Mailbox

1. Navigate to Jira Administration and select **Apps**.
2. On the Jira sidebar, locate the **Customer Case** menu group and select **Mailboxes**.
3. Locate the appropriate mailbox and click **Delete** in the Actions column.
4. Confirm the removal of the mailbox.

ⓘ Removal of the mailbox makes it impossible to process the incoming requests from customers.

All the emails, by default, are sent to forum participants from our email address event@customercase.com. In the mail agent, your customer will see our email address and the From Name value you set for the mailbox. When your customer decides to reply and clicks the corresponding button, the email specified in the From email field in the mailbox settings will be used as Reply To email address.

This is how the automatic letter's header from the Customer Case portal looks when you unfold the details of the letter:

Healthy forum (Healthy) <event@mail.customercase.com>
to me

from:	**Healthy forum (Healthy)** <event@mail.customercase.com>
reply-to:	testcustomercase@gmail.com
to:	testclientcustomercase@gmail.com
date:	
subject:	[Healthy forum] (HEAL-37) Help me.
mailed-by:	pm-bounces.mail.customercase.com
signed-by:	mail.customercase.com
security:	🔒 Standard encryption (TLS) Learn more

A client replies to the mailbox that you specified in the mailbox settings:

Re: [Healthy forum] (HEAL-31) HI! I have a problem.   _ ⤢ ✕

testcustomercase@gmail.com

Re: [Healthy forum] (HEAL-31) HI! I have a problem.

Healthy forum (Healthy)
<event@mail.customercase.com> wrote:

> Hi Dolores Rhyme,
>
> We have received your request and will get back to you soon. Your request number is HEAL-31.
>
> If you forgot to mention anything or have new details, please post a comment to your request or reply to the current email.