Customer Case

Your customers want to connect with your company

Forum ideas or requests are converted into Jira issues

They submit ideas or support request on your forum

Customer Case notifies customers once your support service replies to them

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
- Helpful tips

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