Customer Case



Customer Case for Jira Cloud quickly and easily transforms your Jira project into the full-fledged customer feedback and helpdesk platform for aggregating customers' ideas and managing incoming **issue reports**.

The key **benefits** of the app:

- One app - two platforms (ideation portal and helpdesk)
- No need to create separate Jira accounts for each forum visitor no admin extra work
- No need to pay for employees who work with Jira on the portal side cost cutting for Jira licenses
- The ability to create a forum from any Jira project type
- The ability to create different types of forums:
  - public forum
  - private forum with access restrictions
  - helpdesk forum
- Seamless integration wih Jira

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:

- Getting Started
- Admin Guide
  - Feedback and Support Forums
  - Private Feedback Forum
  - Mailboxes
  - Configuring Email Notifications
  - Custom Domain Name
- Agent Guide
  - Viewing Forums
  - Managing Ideas and Tickets in Customer Case
  - Managing Ideas and Tickets in Jira
  - Customer Information in Jira
- Portal User Guide
  - Login Options
  - Browsing Forums
  - Managing Ideas and Tickets
  - Voting Ideas
  - Searching for Ideas and Tickets
  - Tracking Activity
  - Email Notifications

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