## **Customer Case**



The app's documentation

This is the home page for documentation of the Customer Case addon. Here you can find the following information:

- Getting Started
- ٠ 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

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

## 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