Agent Guide

A **support agent** is a user counted towards your Jira license. They have access to all issues and ideas submitted by customers. They manage requests, reply to customers, and update the status of the requested issues.

- **Idea** is a feature request from your customers or users of your products and services. An idea usually contains description of a new feature or improvement that the user wants to have. Ideas are collected on feedback forums.
- **Ticket** is an issue report from your customers or users of your products and services. A ticket usually contains description of some issue that the user encountered while using your product or service. Supports tickets are submitted on support forums.

See the next sections for information on how to deal with ideas and tickets in JIRA Cloud and Customer Case:

- Viewing Forums
- Managing Ideas and Tickets in Customer Case
- Managing Ideas and Tickets in Jira
- Customer Information in Jira