

Managing Ideas and Tickets

Customer Case provides a convenient way of managing ideas and tickets on the forums.

- [Posting Ideas](#)
- [Submitting Tickets](#)
- [Viewing, Commenting, and Watching Ideas](#)
 - [Commenting a request](#)
 - [Copy a link to a comment](#)
 - [Watching Ideas](#)
 - [Adding Participants](#)
- [Viewing and Commenting Tickets](#)
 - [Commenting a request](#)
- [Editing Ideas / Tickets and Comments](#)
- [Creating Requests by Email](#)
- [Commenting Requests by Email](#)

Posting Ideas

1. Locate the **Create and idea** button and click it.
2. On the opened page, enter the short summary of your idea and its description.
3. Select the appropriate category.
4. To attach one or multiple files to the idea, click **Add attachment** or just drag the files. You can also remove the attached files by hovering over them and clicking **X** icon.

Your email address*

ibelaya@stiltsoft.com

Summary*

SSO

Components

Functionality x

Description

Paragraph | B | I | U | G | A | | | | | | |

We need to have our customers log into our customer portal with a single sign-on.

Metric Name	Ship Criteria	Comments
add_to_cart (event_count)	stat-sig positive	MDE 5%, anything smaller isn't worth the risk of the redesign
purchased_items_count	stat-sig positive	MDE 5%
total_revenue	neutral +/- 1% or positive	Small changes in revenue are difficult to detect. We're willing to ship with neutral revenue and other positive signals

table_1.png (44 kB) x

Create Cancel Delete this attachment

Drop files to attach, or browse

RELATED IDEAS

[Single sign on with confluence login](#)

[SSO with SAML](#)

5. Click **Create** when complete.



Customer Case for JIRA

Your ideas, issues and questions. Your feedback helps us improve.

Your email address *

ibelaya@stiltsoft.com

Summary *

SSO

Components

Functionality x

Description

Paragraph | B I U S A | | | | |

We need to have our customers log into our customer portal with a single sign-on.

|

RELATED IDEAS

[Single sign on with confluence login](#)

[SSO with SAML](#)

Create Cancel

📎 Drop files to attach, or [browse](#)



- Selection of the category may be unavailable if [components are not defined](#) for the project.
- The maximal size of attachment cannot exceed 10 MB.
- The Related Ideas block appears once Customer Case finds similar ideas within the same feedback forum. All ideas displayed in this block are sorted by the number of votes. The block updates the set of similar ideas continuously.

Submitting Tickets

You can submit tickets in two ways:

- using the interface of Customer Case
- sending an email to the specified address

Usage of the second way is possible on the support and feedback forums where a vendor enabled [mailboxes](#). In this case, you can submit requests and comments including attachments by sending an email to the specific address. Customer Case will automatically fetch the required data from the email body and create either a new request or post a comment to the corresponding request. For mapping comments to specific Jira issues, you need to **keep the request key number in the email subject** when replying to the request from Customer Case.

1. Locate the **Create a request** button and click it.
2. On the opened page, enter the short summary of your ticket and its description.
3. Select the appropriate category.
4. To attach one or multiple files to the ticket, click **Add attachment** or just drag the files. You can also remove the attached files by hovering over them and clicking **X** icon.
5. Click **Save** when complete.



Forums ▾

Dev Team Portal

Here you can submit your technical issues

Summary*

Endless spinning

Components

Configuration × Functionality ×

Description

Paragraph ▾ **B** *I* U **A**

This seems to happen on Firefox. Did not try other browsers. I have attached the screencast where the problem has been reproduced. Please, help us with that.

Screenshot_20230224-142234.jpg (23 kB)

Drop files to attach, or [browse](#)

Create

Cancel



- Selection of the category may be unavailable if [components are not defined](#) for the project.
- If you want to add additional fields to the form you need to set the [Required status](#) to the proper fields in Jira.
- The maximal size of attachment cannot exceed 10 MB.

Viewing, Commenting, and Watching Ideas

1. On the list with ideas, locate the one you want to comment.
2. Click the idea summary to open the page with its detailed description.

Forums ▾

Search Create an idea

Features and ideas

Recently updated Top New

Status Category

♥ Make the forum icons in the menu bigger

0 My users reported multiple times that this icon size is not really visually appealing. Cheers, Nick

IN PROGRESS UI 1 comments / CustomerC / Updated 1 minute ago

♥ Create more than one forum per project

0 It would be nice to allow more than one forum per project. This would allow us to create support forums for our projects that implement your security and visibility, but also add a feedback forum for public items. The problem I am trying to solve is that internal employees should be...

TO DO 1 comments / Iryna Belaya / Updated 2 days ago

♥ Export Report

0 IN PROGRESS UI 0 comments / CustomerC / Updated 23 June 2023

3. Click the **Watch** button for receiving notifications about progress on the idea.

Forums ▾

Search Create an idea

Features / PI-11

♥ Make the forum icons in the menu bigger

0 My users reported multiple times that this icon size is not really visually appealing.

Cheers, Nick

IN PROGRESS UI 18 May 2023 / CustomerC

Watch idea

Add a comment...

Commenting a request

1. Locate the comment field under a request description
2. In the visual editor, enter your comment and click the **Post Comment** button.
3. To attach one or multiple files to your comment, click the **browse** link and select files or drag files to the page. You can also insert images into comments by pasting them from the clipboard.

Forums ▾

Search Create an idea

Features / PI-11

♥ Make the forum icons in the menu bigger

0 My users reported multiple times that this icon size is not really visually appealing.

Cheers, Nick

IN PROGRESS UI 18 May 2023 / CustomerC

Watch idea


Paragraph B I U G A [List] [List] [Link] [Image] [Code]


Your comment

Post comment Cancel

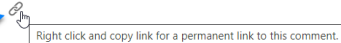
Drop files to attach, or [browse](#)

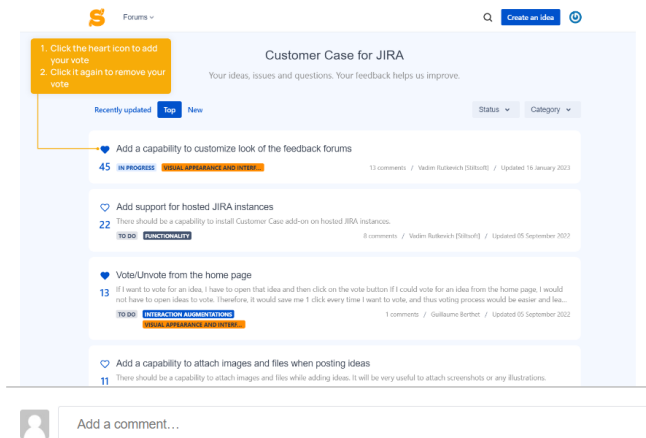
Copy a link to a comment

1. Click  icon appearing when you point to the comment.

 **EMPLOYEE** • 05 June 2023 • Edit • Pin to top • **LATEST**


Hi there,
I'm Andrew, a developer from the [Customer Case for Jira](#) app team. We're happy to inform you that we've rolled out the functionality you've asked for. Now you can vote and unvote for the ideas right from the main page on the portal.






2. After it, copy a link to a comment in a browser address bar.

<https://stiltsoft.customercase.com/forums/customer-case-for-jira/ideas/49611-vote-unvote-from-the-home-page#comment-305664>

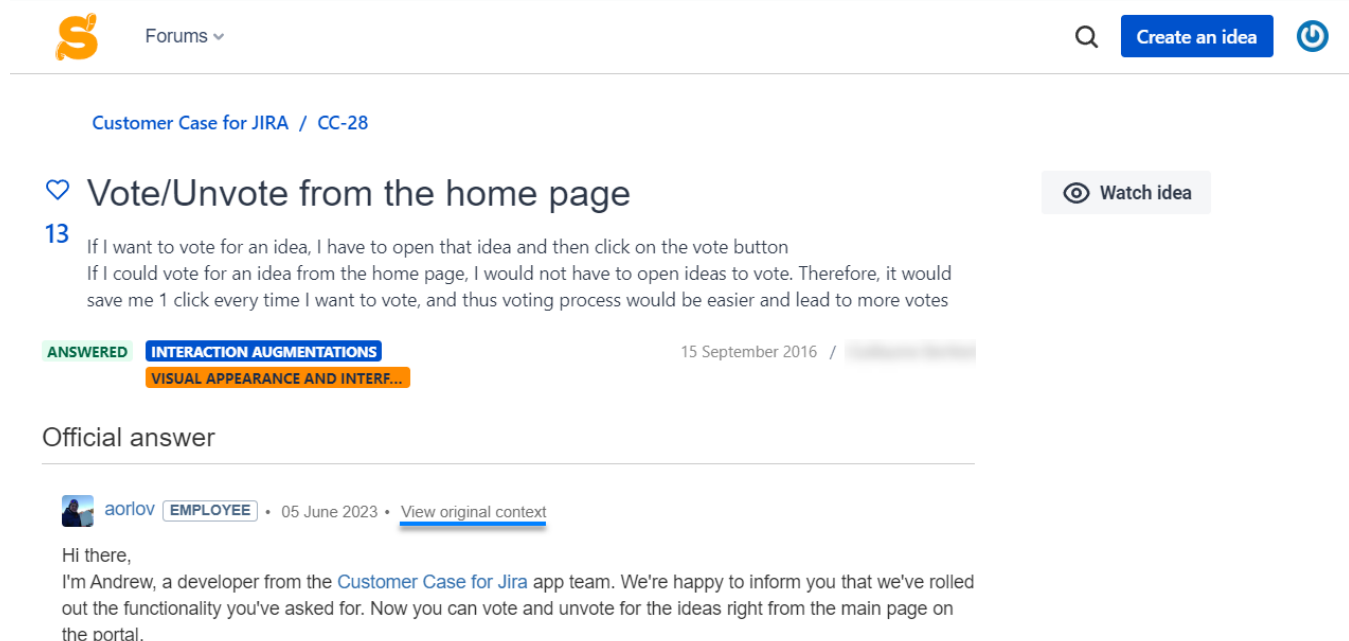
 **EMPLOYEE** • 05 June 2023 • Edit • Pin to top • **LATEST**

Hi there,
I'm Andrew, a developer from the [Customer Case for Jira](#) app team. We're happy to inform you that we've rolled out the functionality you've asked for. Now you can vote and unvote for the ideas right from the main page on the portal.



Accounts of company representatives commenting ideas or replying to your comments are highlighted with the **EMPLOYEE** marker.

The **Official answer** section shows the comment pinned to the top of the comment list by a company representative. The official answer may contain the official resolution on the idea or description of the temporary workaround.



Customer Case for JIRA / CC-28


♥ Vote/Unvote from the home page

13

If I want to vote for an idea, I have to open that idea and then click on the vote button
If I could vote for an idea from the home page, I would not have to open ideas to vote. Therefore, it would save me 1 click every time I want to vote, and thus voting process would be easier and lead to more votes

ANSWERED **INTERACTION AUGMENTATIONS** **VISUAL APPEARANCE AND INTERF...** 15 September 2016 /

Official answer



 **EMPLOYEE** • 05 June 2023 • [View original context](#)

Hi there,
I'm Andrew, a developer from the [Customer Case for Jira](#) app team. We're happy to inform you that we've rolled out the functionality you've asked for. Now you can vote and unvote for the ideas right from the main page on the portal.


If the thread of comments is too long, but you need to locate where the pinned comment was posted you can view the comment in its original context. Click [View original context](#).

Watching Ideas

The Watch function allows users of your feedback forums to receive notifications about progress on the issue such as adding new comments, attaching new files, and the status change. The user **who submitted an idea or left comments** becomes a watcher automatically. Users can also subscribe manually by clicking the Watch button.

 Forums ▾Q [Create an idea](#) 

[Customer Case for JIRA](#) / CC-28



Vote/Unvote from the home page


13

If I want to vote for an idea, I have to open that idea and then click on the vote button
If I could vote for an idea from the home page, I would not have to open ideas to vote. Therefore, it would save me 1 click every time I want to vote, and thus voting process would be easier and lead to more votes


ANSWERED

INTERACTION AUGMENTATIONS

VISUAL APPEARANCE AND INTERF...



15 September 2016 / 

Official answer


 [aorlov](#) EMPLOYEE • 05 June 2023 • [View original context](#)

Hi there,
I'm Andrew, a developer from the [Customer Case for Jira](#) app team. We're happy to inform you that we've rolled out the functionality you've asked for. Now you can vote and unvote for the ideas right from the main page on the portal.

Users who were added as participants of support requests can stop watching these tickets by clicking the **Unwatch** button. After this, they will no longer be able to view this support request until the author or agent adds him or her as a watcher again.

 Forums ▾Q [Create an idea](#) 

[Customer Case for JIRA](#) / CC-28



Vote/Unvote from the home page


13

If I want to vote for an idea, I have to open that idea and then click on the vote button
If I could vote for an idea from the home page, I would not have to open ideas to vote. Therefore, it would save me 1 click every time I want to vote, and thus voting process would be easier and lead to more votes


ANSWERED

INTERACTION AUGMENTATIONS

VISUAL APPEARANCE AND INTERF...

15 September 2016 / 

Official answer

 [aorlov](#) EMPLOYEE • 05 June 2023 • [View original context](#)

Hi there,
I'm Andrew, a developer from the [Customer Case for Jira](#) app team. We're happy to inform you that we've rolled out the functionality you've asked for. Now you can vote and unvote for the ideas right from the main page on the portal.

Adding Participants

Customer Case allows you to add participants for the submitted feature and support requests. On support forums, both **the author of the request and support agents** can add participants to the existing requests, on feedback forums **only support agents** can do this.

All the added participants receive a notification with the information about the person who added them as participants and the request information. If the person does not have an account in Customer Case, he or she will be prompted to sign up for the service.

Now the users can view all the ideas and support requests that they submitted and the requests which they were added as participants into.

1. In the right part of the screen, locate the **Click to add a participant** link and click it.
2. Enter the email address of a person you want to add as a participant and press Enter.
3. Click Add once complete.

The screenshot shows a forum interface. At the top, there's a header with a lightbulb icon, 'Forums', a search icon, a 'Create an idea' button, and a power icon. Below the header, the breadcrumb 'Product Discovery / PD-9' is visible. The main content area features a post titled 'How to remove Component field from form?' with a heart icon and a comment number '1'. The comment text reads: 'Hi, Is it possible to remove the 'Component' field (as shown above!) from the Customer Case form. We want to start using a picklist instead to categorise our cases which we have done but cannot seem to remove 'Component'. We set 'Component' to not be required but it still appears - this is because it is a standard field. Thanks'. Below the comment is a 'PARKING LOT' tag, a timestamp 'A moment ago', and the user 'Irina_Bel{Stiltsoft}'. A comment input field with a placeholder 'Add a comment...' is present. On the right, a 'Participants' list shows 'Irina_Bel{Stiltsoft}' and 'nightowl2023'. A link 'Click to add a participant...' is highlighted with a blue arrow pointing to a modal. The modal contains the text: 'To share this request with other people, enter their email addresses. They will receive notifications afterwards.' Below this is an input field with the placeholder 'Add an email and press Enter', a pre-filled email 'aorlov@stiltsoft.com x', and 'Add' and 'Cancel' buttons.

Viewing and Commenting Tickets

1. On the list with issue reports, locate the one you want to comment on.
2. Click the issue report summary to open the page with its detailed description.

The screenshot shows the 'Dev Team Portal' interface. The header includes a lightbulb icon, 'Forums', a search icon, a 'Create a request' button, and a power icon. Below the header, the title 'Dev Team Portal' is centered, followed by the subtitle 'Here you can submit your technical issues'. The main content area features a list of tickets. The first ticket is titled 'Sorting doesn't work anymore' and is marked as 'IN PROGRESS' and 'CONFIGURATION'. The second ticket is titled 'How to remove Component field from form?' and is marked as 'TO DO', 'FUNCTIONALITY', and 'UX'. The third ticket is titled 'New Account Doesn't Work' and is marked as 'TO DO' and 'CONFIGURATION'. Each ticket entry includes a brief description, a status tag, and metadata like '0 comments / Ice / Updated 18 May 2023'.

Commenting a request

1. Locate the comment field under a request description
2. In the visual editor, enter your comment and click the **Post Comment** button.
3. To attach one or multiple files to your comment, click the **browse** link and select files or drag files to the page. You can also insert images into comments by pasting them from the clipboard.



Forums ▾



Create a request



Support / CSM-4

Pricing

We are in the process of combining multiple Confluence instances into one. One of the current instances uses Talk comments, so has existing data.
How do we migrate that data from the old instance to the new one?

IN PROGRESS

06 June 2022 / Ice

Participants

Ice

[Click to add a participant...](#)

Unwatch idea

2 comments



Paragraph



B

I

U

~~S~~

A

B

B

|



Post comment

Cancel

Drop files to attach, or [browse](#)

Accounts of company representatives commenting on ideas or replying to your comments are highlighted with the **EMPLOYEE** marker.

Editing Ideas / Tickets and Comments

Users of Customer Case can edit a description of their own ideas, tickets, and comments. The way of editing the description and comments is identical for feedback and support forums.



There is no possibility to delete own comments once you leave it on a portal.

To edit a description, you need:

1. Open a request, hover over its description, and click it.



Forums ▾



Create a request



Support / CSM-4

Pricing

We are in the process of combining multiple Confluence instances into one. One of the current instances uses Talk comments, so has existing data.
How do we migrate that data from the old instance to the new one?

IN PROGRESS

06 June 2022 / Ice

Participants

Ice

[Irina_Bel{Stiltsoft}](#)

[Click to add a participant...](#)

Unwatch idea

2 comments



Add a comment...

1. Update the idea or ticket description or comment.
2. Click **Save**.


The screenshot shows a Confluence forum interface. At the top, there's a header with a 'Forums' dropdown, a search icon, and a 'Create a request' button. Below the header, the breadcrumb 'Support / CSM-4' is visible. The main content area features a rich text editor with a toolbar containing icons for bold, italic, underline, link, unlink, bulleted list, numbered list, indent, outdent, quote, code, and more. The text in the editor reads: 'We are in the process of combining multiple Confluence instances into one. One of the current instances uses Talk comments, so has existing data. How do we migrate that data from the old instance to the new one?'. Below the editor are 'Save' and 'Cancel' buttons. To the right of the editor, there's a 'Participants' section listing 'Ice' and 'Irina_Bel(Stiltsoft)', with a link 'Click to add a participant...' and an 'Unwatch idea' button. At the bottom, a status bar shows 'IN PROGRESS' and '06 June 2022 / Ice'.

To edit your comment, you need:

1. Click the Edit link on a comment you submitted.

The screenshot shows a comment editing interface. At the top, there's a comment header with a user profile icon, the name 'Ice', the text 'A moment ago', and an 'Edit' link. A 'LATEST' badge is also present. Below the header is a rich text editor with a toolbar containing icons for paragraph, bold, italic, underline, link, unlink, bulleted list, numbered list, indent, outdent, quote, code, and more. The text in the editor reads: 'A comment you want to edit'. Below the editor are 'Save' and 'Cancel' buttons.

2. Click Save once you finish editing.


 You cannot edit ideas / issue reports and comments posted by other users.

Creating Requests by Email

Customer Case allows you to submit requests by email. This requires the [configured mailbox](#) for the forum.

A company should share this email address with you, so you can send your requests to this address.

Commenting Requests by Email

 Please **preserve the request key in the email subject**, so Customer Case can properly match it to the existing request and add your comment into it.

1. In your mail agent, locate the request creation confirmation request or the email with the response from the support agent.
2. Click **Reply**.
3. Enter the text of your reply.
4. Click **Send**.