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 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