

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 with 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](#)