

Browsing Forums

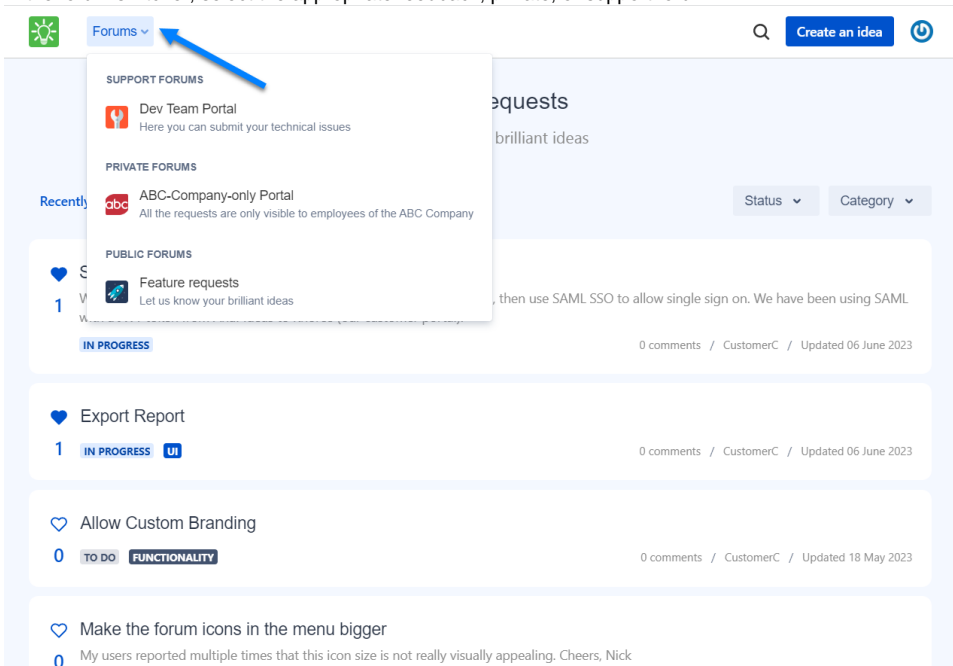
- [Switching between Forums](#)
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Customer Case creates a customer portal that is comprised of forums storing the submitted ideas and tickets.

Switching between Forums

One company may have multiple forums for users being able to discuss idea, feature requests for different products and to submit their tickets and issue reports. Customer Case groups all the forums of one company under the same customer portal and allows you to instantly switch between them through the dedicated menu.

1. In the header of the forum, locate the Forums button and click it.
2. In the forum switcher, select the appropriate feedback, private, or support forum.



Viewing the Listing of Ideas / Tickets

You can view the list of all ideas submitted on the feedback forum and the list of your own tickets on the support forum.

For each listed idea, the following information is displayed:

- Idea summary
- Idea description
- Number of votes
- Number of comments
- Author of the idea
- Time of idea submission
- Idea Status
- Category



Customer Case for JIRA

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

Recently updated

Top

New

Status ▾

Category ▾

♥ 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 lea...

ANSWERED

INTERACTION AUGMENTATIONS

VISUAL APPEARANCE AND INTERF...

2 comments / Guillaume Berthet / Updated 05 June 2023

♥ Let customer vote from the portal

1

Hello, Is it possible for the Customer to vote on a request from the JSM portal? JSM version : 4.13.5 Jira Data Center Thanks,

TO DO

FUNCTIONALITY

0 comments / hana20attia / Updated 08 March 2023

♥ Custom Fields when Clicking Into Idea

1

Is it possible to add custom fields to the right side of the screen under status when you click into a idea? !image-526389006.png!

TO DO

3 comments / jj_ss_hh / Updated 18 January 2023

♥ Add a capability to customize look of the feedback forums

45

IN PROGRESS

VISUAL APPEARANCE AND INTERF...

13 comments / Vadim Rutkevich [Stiltsoft] / Updated 16 January 2023

For each listed ticket, the following information is displayed:

- Ticket summary
- Ticket description
- Number of comments
- Author of the ticket
- Time of ticket submission
- Ticket Status
- Category



Dev Team Portal

Here you can submit your technical issues

Recently updated

New

Assigned to me

Unanswered

Status ▾

Category ▾

LucidChart is displayed incorrectly

Hello, I'm having an issue with courses. I have several pages where I use the PowerPoint macro in confluence to include a PowerPoint with the ability to flip through the slides. However, when the page is viewed in a course, the size is reduced and you can only view the first slide. Why is this macro...

IN PROGRESS **UX**

0 comments / Dolores Rhyme / Updated 18 May 2023

Cannot configure the app

IN PROGRESS **CONFIGURATION**

0 comments / Iryna Belaya / Updated 18 May 2023

Link doesn't work

When I go to forum and check this issue from there link starts working after. Can you please check it?

DONE **LOG IN**

0 comments / Dolores Rhyme / Updated 18 May 2023

Sorting and Filtering Ideas / Tickets

You can sort ideas in the following way:

- **Recently updated** - ideas are sorted by the recent updates (idea status change or new comments).
- **Top** - ideas are sorted by the number of votes.
- **New** - ideas are sorted by the creation date.



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Recently updated

Top

New

Status ▾

Category ▾

♥ Add a capability to customize look of the feedback forums

45

IN PROGRESS

VISUAL APPEARANCE AND INTERF...

13 comments / Vadim Rutkevich [Stiltsoft] / Updated 16 January 2023

♥ Add support for hosted JIRA instances

22

There should be a capability to install Customer Case add-on on hosted JIRA instances.

TO DO

FUNCTIONALITY

8 comments / Vadim Rutkevich [Stiltsoft] / Updated 05 September 2022

♥ 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 lea...

ANSWERED

INTERACTION AUGMENTATIONS

VISUAL APPEARANCE AND INTERF...

2 comments / Guillaume Berthet / Updated 05 June 2023

You can sort **tickets** in the following way:

- **Recently updated** - tickets are sorted by the recent updates (ticket status change or new comments).
- **New** - tickets are sorted by the creation date.

Select the appropriate parameter to sort out the list of ideas or tickets.

You can filter ideas and tickets by the following criteria:


- **Status** - ideas or tickets are filtered by the current status. You can filter requests by one or by multiple statuses at once.
- **Category** - ideas or tickets are filtered by the category. You can filter requests by one or by multiple categories at once. If a request is associated with multiple categories, it will appear in the filtration results once you select any of the categories which this request relates to.


Additionally, Agents can filter tickets by the following criteria:

- **Assigned to me** - shows the tickets that are assigned to the currently logged Jira agent. It is available only on the listing with support tickets in Customer Case.
- **Unanswered** - the tickets that do not have a reply from an Agent

Above the list with ideas or tickets, select the criteria for filtration. You can combine the **Status** and **Category** filters for more precise results.

✓ You can filter tickets or ideas by category if you click a label right on the card.

 Forums ▾

Q Create an idea 

Customer Case for JIRA

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Recently updated ▾ **Top** New ▾

Status ▾ Category ▾

 Add a capability to customize look of the feedback forums

45 **IN PROGRESS** **VISUAL APPEARANCE AND INTERF...** 13 comments / Vadim Rutkevich [Stiltsoft] / Updated

 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 lea...
ANSWERED **INTERACTION AUGMENTATIONS** **VISUAL APPEARANCE AND INTERF...** 2 comments / Guillaume Berthet / Updated 05 June 2023

 Add and customize welcome text for a forum

3 Currently there is no text shown in a forum. I would like to have the option to add a short summary about the project. This text can be shown when the forum is empty and on top of the forum when there are items.
TO DO **VISUAL APPEARANCE AND INTERF...** 0 comments / Robert Kromkamp [Administrator] / Updated 16 December 2015

☐ **FUNCTIONALITY**
☐ **INTERACTION AUGMENTATIONS**
☒ **VISUAL APPEARANCE AND INTERF...**
☐ No Category