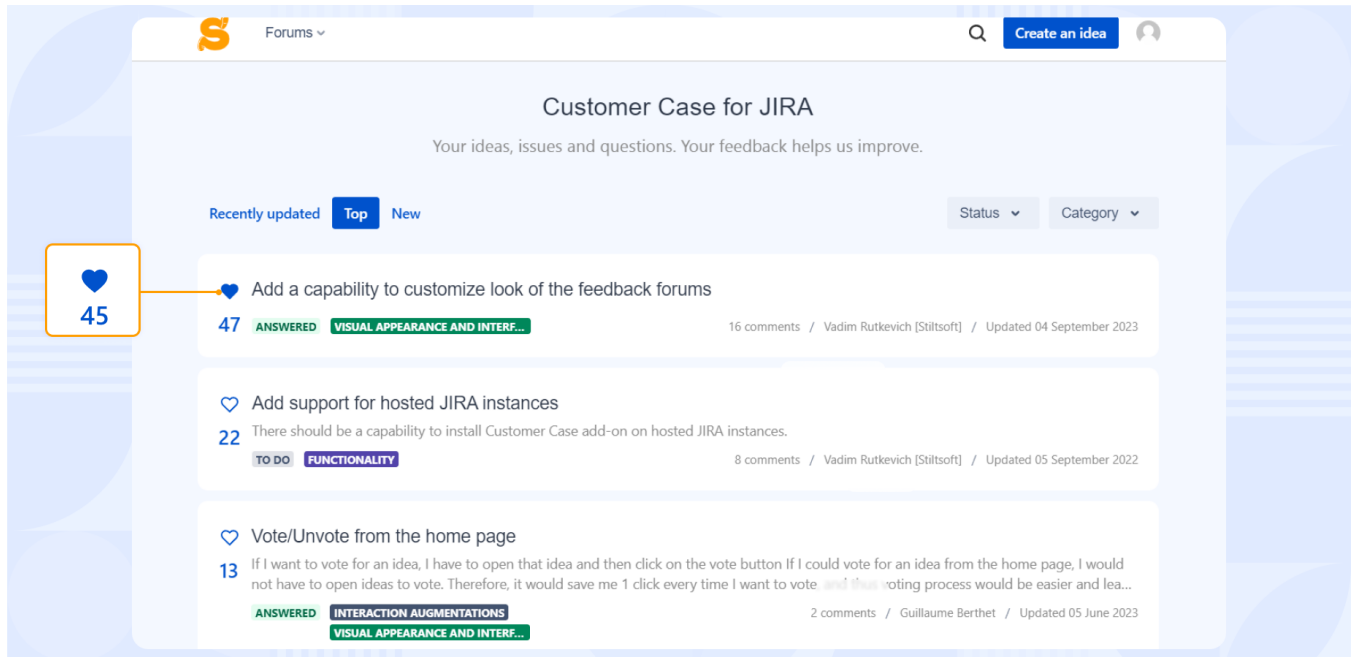


Customer Case Home



Customer Case is a flexible and full-fledged solution for Jira Cloud. It allows you to transform your Jira into the feedback and helpdesk system and manage all kinds of request from your customers.



Here are some use cases of our solution:

- Issue reports from external users.
 - Let customers inform you of any issues they are experiencing with your products or services. Your team will get instant Jira email notifications.
- Collaboration within departments.
 - Setup a corporate forum for discussing business issues and sharing initiatives between departments.
- Communication with contractors, suppliers, third-party companies.
 - Accelerate the service provision to any third parties through the dedicated portals.
- Comprehensive insight for product managers, marketing analysts, and product owners.
 - Every product needs [users' feedback for improvement](#). Let your customers prioritize features in your roadmap and share their ideas with you.

Key Features:

- [Single Customer Portal Uniting All Forum Types](#)
- [Forum Management in Jira](#)
- [Creation of Forums from Jira Projects](#)
- [Private Forums](#)
- [Individual Configuration of Login Options for Each Forum](#)
- [Quick Request Submission](#)
- [Vote on Ideas and Watch Them](#)
- [The Assigned and Unanswered Filters](#)
- [Sorting Tickets and Ideas](#)
- [The Status and Category Filters](#)
- [Prioritize Ideas by the Number of Votes](#)
- [Rapid Transition to Jira](#)
- [Support for Custom Domains \(for Complete Branding\)](#)
- [Email Communication with Customers](#)
- [User Activity](#)
- [Add Participants to Requests](#)
- [Answer Tickets Right in Jira](#)

- [Internal Communication](#)
- [Observe Ticket's Details and Quickly Switch to the Portal](#)

Single Customer Portal Uniting All Forum Types

[View Customer Portal](#)

Forums

SUPPORT FORUMS

Support Requests

If you have a problem with one of our apps or you have a question to us, feel free to submit here.

PRIVATE FORUMS

ABC company-only portal

Please, share your ideas or bugs with us!

PUBLIC FORUMS

Feedback board

Share your ideas with our team!

Recently

1

Roadmap to show customers what we're working on right now

TO DO

IDEAS

0 comments / Irina_Bel[Stiltsoft] / Updated 21 September 2023

0

Issue with payment

TO DO

ISSUES

0 comments / Irina_Bel[Stiltsoft] / Updated 12 September 2023

0

SSO Single sign on with confluence login

TO DO

IDEAS

0 comments / Irina_Bel[Stiltsoft] / Updated 12 September 2023

Status

Category

Forum Management in Jira

[Open the List of Forums](#)

Forums

Support

Support

Private

Public

View all forums

FORUM TYPES

All forum types

Support

Private

Public

All Forums

Forum	JIRA Project	Forum Type	Actions
Table Filter for Confluence	Table Filter and Charts for Confluence	FEEDBACK	
Customer Case for JIRA	Customer Case	FEEDBACK	
Smart Attachments Forum	Smart Attachments	FEEDBACK	
Awesome Graphs for Bitbucket	Awesome Graphs for Bitbucket	FEEDBACK	
InPlace Editor for Confluence	InPlace Editor for Confluence	FEEDBACK	
Talk for Confluence	Talk for Confluence	FEEDBACK	
No Email Storm for Confluence	No Email Storm for Confluence	FEEDBACK	
TeamCity Integration for JIRA	TeamCity Integration for JIRA	FEEDBACK	
TeamCity Integration for Confluence	TeamCity Integration for Confluence	FEEDBACK	
Support Requests	Support Requests	SUPPORT	
File Viewer for Bitbucket	File Viewer for Bitbucket	FEEDBACK	
Quizzes for Confluence Forum	Courses and Quizzes LMS for Confluence	FEEDBACK	
Handy Macros for Confluence	Handy Macros for Confluence	FEEDBACK	

Contact vendor

Creation of Forums from Jira Projects

[Create a New Forum](#)



- **Feedback** forum type allows you to collect feedback, ideas, and feature requests from your customers
- **Support** forum type allows your customers to submit their support requests or issues encountered with your product

Private Forums

[Configure Access Restrictions](#)



Setting up a private forum is available **only for feedback forums**. It helps to close a forum from anyone who doesn't match the email domain or emails access restrictions.

Individual Configuration of Login Options for Each Forum

[Configure Login Options](#)

Jira Your work Projects Filters Dashboards People Apps Create

Search

Forums

Customer Case Forums

Create new forum

Support

Private

Public

View all forums

Actions

Edit · Delete

Edit · Delete

Edit · Delete

Contact vendor

Edit Forum: Rocket science

General settings

Restrictions

Authentication

Authentication methods

Here you can manage the available authentication methods.

Authentication method	Enabled
JIRA Sign In	<input checked="" type="checkbox"/>
Google Sign In	<input checked="" type="checkbox"/>
Personal User Accounts	<input checked="" type="checkbox"/>

Save Cancel

Quick Request Submission

[Submit Idea](#)



You can add the Components field on the form that helps to distinguish requests by a product, project, or issue category.

Forums

Feedback board

Share your ideas with our team!

Summary

This is how to create idea

Components

Other x UI x

Description

Paragraph B I U S A List Bulleted List Link Image Code

Priority

Highest

Create Cancel

Drop files to attach, or browse

Related ideas

[Visual representation](#)

[This is my new brilliant idea](#)

[Add a capability to customiz...](#)

[Add a capability to customiz...](#)

[Having search bar into Folde...](#)

Vote on Ideas and Watch Them

[Watch or Vote on Idea](#)



You can vote/unvote on ideas from the main portal page.



Forums ▾



Create an idea



Feedback board / PF-2



Ability to modify emails that are sent

Watch idea

1

Not sure if this is already a feature and I am missing it, but I need to be able to modify the emails that are sent to users when they pass/fail or are enrolled in a course. Is there a place to do this?

DONE

UI

UX

22 August 2023 / CustomerC



Add a comment...

The Assigned and Unanswered Filters

Check the Filters

i Only available on support forums for the Jira licensed users aka Agents.



Forums ▾



Create a request



Support Requests

If you have a problem with one of our apps or you have a question to us, feel free to submit here.

Recently updated

New

Assigned to me

Unanswered

Status ▾

Category ▾

Add the social sharing link

OPEN

0 comments / Dolores Rhyme / Updated 29 February 2024

Add more fields on a form

OPEN

UX

0 comments / CustomerC / Updated 29 February 2024

I cannot enable categories for the forum. What can I do?

I want to enable the Categories feature before users with read/write permissions can apply categories to items. By default, this feature is disabled

IN PROGRESS

UX

0 comments / Ice / Updated 28 November 2023

Sorting Tickets and Ideas

Check the Sorting



Forums ▾



Create an idea



Feedback board

Share your ideas with our team!

Recently updated

Top

New

Status ▾

Category ▾



Enhance password requirement settings

0

Create new UI under settings to define password requirement settings. # all password change need to be validated against the password requirement that has been set

TO DO

0 comments / Dolores Rhyme / Updated 5 days ago



This is my new brilliant idea

1

TO DO

UX

0 comments / Irina_Bel[Stiltsoft] / Updated 04 March 2024



Visual representation

2

This might involve: * Creating dedicated workflows for handling feedback requests * Updating existing workflows to include stages for feedback review and action * Integrating feedback data into reporting and decision-making processes

VALIDATING

1 comments / Dolores Rhyme / Updated 04 March 2024

The Status and Category Filters

Check the Filters



Forums ▾



Create a request



Support Requests

If you have a problem with one of our apps or you have a question to us, feel free to submit here.

Recently updated

New

Assigned to me

Unanswered

Status ▾

Category ▾

I cannot enable categories for the forum. What can I do?

I want to enable the Categories feature before users with read/write permissions can apply categories to items. By default

IN PROGRESS

UX

0 comments / 2023

Is it possible to change the fields in the form request on a forum?

By default, all the standard fields (such as Summary, Description, and Components). Can I add more fields?

IN PROGRESS

LOG-IN ISSUES

0 comments / Irina_Bel[Stiltsoft] / 2023

Payment issue

IN PROGRESS

PAYMENT ISSUE

0 comments / Customer / 2023

TO DO

BUILD BROKEN

☒ IN PROGRESS

OPEN

CLOSED

REOPENED

DONE

BUILDING

RESOLVED

Unresolved

Prioritize Ideas by the Number of Votes

Try to Prioritize Ideas



Forums ▾



Create an idea



Feedback board

Share your ideas with our team!

Recently updated

Top

New

Status ▾

Category ▾



Visual representation

3

This might involve: * Creating dedicated workflows for handling feedback requests * Updating existing workflows to include stages for feedback review and action * Integrating feedback data into reporting and decision-making processes

VALIDATING

1 comments / Dolores Rhyme / Updated 04 March 2024



Bulk delete of comments

2

As a user, I want to delete multiple attachments at once so that to save time instead of deleting them one by one.

DONE UX

1 comments / Dolores Rhyme / Updated 01 March 2024



Ability to modify emails that are sent

1

Not sure if this is already a feature and I am missing it, but I need to be able to modify the emails that are sent to users when they pass/fail or are enrolled in a course. Is there a place to do this?

DONE UI UX

0 comments / CustomerC / Updated 01 March 2024

Rapid Transition to Jira

[View Requests in Jira](#)

i This is only available for the Jira licensed users aka Agents.



Forums ▾



Create an idea



Feedback board / PF-106



Visual representation

3

This might involve:

- Creating dedicated workflows for handling feedback requests
- Updating existing workflows to include stages for feedback review and action
- Integrating feedback data into reporting and decision-making processes

VALIDATING ▾

29 February 2024 / Dolores Rhyme

1 comment



Add a comment...

Participants

[Dolores Rhyme](#)

[Irina_Bel{Stiltsoft}](#)

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



Unwatch idea



View in Jira

Support for Custom Domains (for Complete Branding)

Jira

Your work

Projects

Filters

Dashboards

People

Apps

Create

Q Search

Apps

General settings

ATLASSIAN MARKETPLACE

Find new apps

Manage apps

App requests

Promotions

OAuth credentials

CUSTOMER CASE

General Settings

Mailboxes

Customer Portal

Custom domain

Setting a custom domain will point your feedback portal to the domain name under your control, instead of using the default domain of Customer Case. You should update of CNAME record and entry of a custom domain name in JIRA. [Learn more](#).

http:// yourcompany_support@yourdomain.com

Set

Set up a custom portal address

Email Communication with Customers

Jira

Your work

Projects

Filters

Dashboards

People

Apps

Create

Q Search

Apps

Mailboxes

ATLASSIAN MARKETPLACE

Find new apps

Manage apps

App requests

Promotions

OAuth credentials

CUSTOMER CASE

General Settings

Mailboxes

Customer Portal

You can allow your customers to o inbound email of the mailbox. On

Forum

Dev team portal

Edit Mailbox

Forum* Dev team portal

Select a forum.

From email* companyemail@companydomain.com

Enter your company email (for example, support@yourcompany.com).

From name* Company name

Enter your company name.

Save Cancel

Add your company email address and the sender name for your emails

+Add Mailbox

Forum name

BC company

Actions

Edit

Delete

User Activity

[View User Profile](#)



Forums ▾



Irina_Bel{Stiltsoft}



Ideas

13



Votes

8



Comments

16

This is my new brilliant idea

TO DO

UX

0 comments / Irina_Bel{Stiltsoft} / Updated 04 March 2024

Teamcity integration

TO DO

IDEAS

0 comments / Irina_Bel{Stiltsoft} / Updated 29 February 2024

Social media sharing

As a portal visitor, I want to share an idea in LinkedIn to gather more votes.

DONE

UX

0 comments / Irina_Bel{Stiltsoft} / Updated 01 March 2024

Add Participants to Requests

Share Requests with People

i This is only available for the Jira licensed users aka Agents.



Forums ▾



Create an idea



Feedback board / PF-106



Visual representation

3

This might involve:

- Creating dedicated workflows for handling feedback requests
- Updating existing workflows to include stages for feedback review and action
- Integrating feedback data into reporting and decision-making processes

VALIDATING ▾

29 February 2024 / Dolores Rhyme

1 comment



Add a comment...



Dolores Rhyme

EMPLOYEE

• 04 March 2024 • Edit • Pin to top

Customer portal comment
Kind regards,
Iryna

Participants

Dolores Rhyme

Irina_Bel{Stiltsoft}

Click to add a participant...

To share this request with other people,
enter their email addresses.
They will receive notifications afterwards.

Add an email and press Enter

allaboutbelaya@gmail.com x

Add


Cancel


Answer Tickets Right in Jira


Answer the Ticket


i This is only available for the Jira licensed users aka Agents.


Payment issue

 Attach

 Create subtask

 Link issue





Description

Add a description...

Activity

Show: [All](#) [Comments](#) [History](#) [Work log](#) [Customer Portal](#) [Newest first](#) 

1 comment



Irina_Bel{Stiltsoft}

EMPLOYEE

• Yesterday • Edit • Pin to top •

LATEST

Please, describe your problem in more detail.

Kind regards,
Dev team




Add a comment...

Answer the portal tickets right in Jira


Internal Communication

Ask the Team

 This is only available for the Jira licensed users aka Agents.

Payment issue

 Attach

 Create subtask

 Link issue



Description

Add a description...

Activity

Show:

All

Comments

History

Work log

Customer Portal

Newest first ↕



Add a comment...

Pro tip: press **M** to comment



Dolores Rhyme 1 minute ago Edited

@Irina_Bel{Stiltsoft} Another client reports this problem. Do you have an assumption of the root cause? Chances are we overlooked something in the last update 🤔.

Edit · Delete · 




Irina_Bel{Stiltsoft} yesterday

Please, describe your problem in more detail.

Kind regards,

The discussions on this tab are hidden from the portal customers

Observe Ticket's Details and Quickly Switch to the Portal

 This is only available for the Jira licensed users aka Agents.

