

# Customer Care

Welcome to Customer Care plugin for Jira. You can find here all details about plugin functionality, how plugging behaves and how it should be configured.

What's new ? take a look on [Twitter](#)

If you want to see all features in action go to the [Atlassian Marketplace](#) and click "Try it free" button for 30-day free trial.

Customer Care for Jira can be use to:

- Gather customer feedback
- Collect and manage reported bugs
- Create a site where clients can add purchase orders

Some of the features:

- Customer portal "outside" Jira
- Whole conversation between customer in one place under customer account
- Unlimited number of customer accounts
- Easily integration with company website
- No need to add Jira access for customers
- Handling different types of customer requests in one Jira project
- Customisable request forms based on Jira issue field scheme
- SLA tracking for support team response
- Separate tab on the Jira issue screen for customer - support team conversation
- Ability to add attachments by customer
- Link standard jira issue to divite complex bug into smaller parts

## Releases and upcoming features

### Permissions

By default only jira-administrators group have access to "Customer Care" section in Jira. In order to add access to other users please review [Global Permissions](#) settings

## Feedback

We have put a lot of effort to create the plugin which will satisfy customers needs although if you spot a bug or have a suggestion how to make our plugin better, please don't hesitate to send us this information [here](#).

Content:

## After installation

### Configure external portal

### Create Project

### Customer Care View

- All Open Issues
- Customers
- Projects
  - Project Configuration
    - Field Settings
    - Issue Statuses
    - Project default reporter
    - Project SLA Configuration
    - Request Description
    - Requests View

### General Configuration

- Default Reporter
- External Link
- General Settings
- Global Permissions
- Look and Feel
- Mail Templates
- SLA Configuration

### Privacy policy

## **Register Issue**

- Register by Customer
- Register In Jira

## **Releases and upcoming features**

### **Use cases**

- Conversation with a customer

## **Working With Issue**