

Configuration

- Setup and Customization

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Navigate to the configuration and setup of the Appvibe Customer Feedback app by going to Jira's "Manage Apps" section. Locate the Appvibe Customer Feedback app and click on the "Configuration" button. This will redirect you to the configuration page, where you can set up roles and permissions, view system fields, create custom fields, and configure conditional formatting.

Roles and Permissions

The Appvibe Customer Feedback app provides three roles:

1. **Admin**
 - Full access to all configuration and setup functionalities.
 - Can assign roles to any Jira groups.
 - Default access for Jira Administrators.
2. **Editor**
 - Can update and view Customer Feedback data.
3. **Viewer**
 - Can view, but not update, Customer Feedback data.

Administrators can assign these roles to any Jira groups as needed.

System Fields

The app includes the following predefined fields as default system fields necessary for managing customer feedback:

- **Feedback Type**
- **Priority**
- **Customer Name**
- **Date Submitted**
- **Status**
- **Linked Issue**
- **Tags**

These fields form the baseline for capturing essential feedback data.

Custom Fields

To define additional fields, use the "Add Field" button. You can create a new field with the following options:

- **Field Key:** A unique key for the field.
- **Field Label:** A label for the key.
- **Field Type:** The data type, select from Text, Number, Date, Select, Multi-Select.
- **Required:** Flag to determine if the field is mandatory.
- **Sortable:** Flag to determine if the field can be sorted.
- **Filterable:** Flag to determine if the field can be filtered.

Conditional Formatting

Conditional formatting allows you to style data based on specific criteria. Define conditions based on field values, and apply labels and highlight colors when conditions are met.

Summary

Configuring the Appvibe Customer Feedback app enhances your ability to capture and manage customer feedback effectively in Jira. By setting roles, customizing fields, and applying conditional formatting, you ensure the feedback process aligns with your team's specific needs.