Working With Records

Adding and Viewing Records

Adding Records to the Appvibe Customer Feedback app in Jira is straightforward. You can add new records at the system, project, or Jira issue level, which allows for flexibility in capturing feedback exactly where it is needed.

When adding a record, you can input data for various fields, including Feedback Type, Priority, Customer Name, Date Submitted, Status, and Linked Issue. Additionally, you can enter information for any custom fields you have previously defined. To begin, navigate to the Customer Feedback dashboard page and click the Create button. This will prompt you to complete fields such as Feedback Type, Priority, Customer Name, Date Submitted, Status, Linked Issue, and tags, as well as any custom fields you may have added to tailor feedback to your needs.

Within the Customer Feedback dashboard, you can:

1. **Create and Manage Multiple Views**
   Use the View dropdown at the top of the dashboard to create new views, manage existing ones, or clear a specific view. Note that admin role permission is required to make modifications.
2. **Filter by a Column Value**
   Apply filters by clicking the column title icon and inputting your criteria. Filters are only applicable to columns that are filter-enabled.
3. **Sort by a Column Value**
   Records can be sorted by double-clicking any column title, enabling sorting in both forward and reverse order.
4. **View Activity History**
   All user activities that modify data are documented. Access details by clicking the three dots at the top right of the dashboard and selecting Activity History.

In summary, the Customer Feedback app within Jira provides an easy-to-use interface for recording and managing feedback records. The dashboard, along with its customizable views, filtering, sorting capabilities, and comprehensive activity logs, ensures effective feedback tracking and management.