

# Appvibe Customer Feedback

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# Overview of Features

# Key Features

Appvibe Customer Feedback is designed to streamline the process of tracking customer feedback, feature requests, and bug reports directly integrated with your development tasks in Jira. This app enables teams to capture customer insights and seamlessly link them to your workflow, ensuring all feedback is actionable and easily available for development consideration. By providing a centralized system for feedback management, Appvibe enhances collaboration and improves task prioritization.

Effective management of customer feedback is crucial for aligning your product with user needs and expectations. With Appvibe, feedback entry is straightforward and efficient, allowing teams to quickly capture and organize feedback without interrupting their development process. This results in more accurate product development and higher customer satisfaction, as feedback is leveraged to drive informed decisions and enhancements.

- **Feedback Submission:** Capture feedback seamlessly through Jira issues and dedicated forms.
- **Organized Views:** Use tags, filters, and saved views to sort and prioritize feedback efficiently.
- **Direct Jira Integration:** Link customer feedback to Jira issues, ensuring actionable follow-ups.
- **Customizable Layout:** Add, remove, or rearrange columns to suit your team's feedback tracking needs.
- **Activity History:** Maintain a clear log of actions and updates made to each feedback record.

With Appvibe Customer Feedback, your team can ensure customer feedback is not only heard but is systematically integrated into your development processes. This app empowers teams to respond dynamically to customer needs while maintaining a clear and organized view of all feedback. By transforming feedback into actionable insights, Appvibe supports the continuous improvement of your products.

# Getting Started

# Installation

Customer Feedback is a Jira app designed to help teams gather and manage user feedback effectively within their Jira environment. Follow these steps to install and set up the app.

## **Step 1:**

Log in to Jira and ensure you have Admin privileges.

## **Step 2:**

Open the Atlassian Marketplace: In Jira, click on Apps → Explore more apps to open the Marketplace.

## **Step 3:**

Search for Appvibe Customer Feedback: Use the search bar to find the app.

## **Step 4:**

Install the App: Click Get app or Try it free. Confirm the installation and grant the required permissions.

## **Step 5:**

Verify Installation: Once installed, go to Manage Apps in the Admin section to ensure it's enabled.

## **Step 6:**

Access the App: You can find a link to Customer Feedback under the Apps section in the menu on the left side of the screen.

By following these steps, you can successfully install and access the Customer Feedback app in Jira, allowing your team to efficiently gather and analyze feedback from users.

# Configuration

# Setup and Customization

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.



# 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.

# FAQ

# FAQ

## **FAQ for Customer Feedback Tracking App**

### **What is the object and purpose of this app?**

The purpose of the app is for Feedback Entry. It is designed to track customer feedback, feature requests, and bug reports linked to development tasks.

### **What types of feedback can the app track?**

The app supports tracking Customer Feedback types, Priority, Customer Name, Date Submitted, Status, and Linked Issue. You can also add custom fields for other related fields you wish to track.

### **How do I install the app?**

You can install the app from the Atlassian Marketplace. Navigate to the Apps section in Jira. Search for the app name Customer Feedback. Click Install and follow the prompts.

### **How do I get support for the app?**

Support is available via our support page at <https://appvibe.com/support>.

# Support

# Appvibe Support

**Overview:**

We are here to help you. The Appvibe Customer Feedback app makes it easy to manage and access Customer Feedback within Jira. This app allows a business to track customer feedback, feature requests, and bug reports linked to development tasks.

**Support Contact:**

If you need further assistance or want to suggest additional features, you can reach us on our Support Page at <https://www.appvibe.com/support>.