

# Customer Feedback

- Overview of Features
  - Key Features

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Welcome to the Customer Feedback app, an essential tool designed to integrate seamlessly with Jira for optimal management and analysis of customer feedback. With Customer Feedback, teams can efficiently capture, organize, and act upon valuable insights and suggestions from users, enhancing the ongoing development process and improving product outcomes.

## **Feedback Submission:**

Capture feedback seamlessly through Jira issues and dedicated forms. The Customer Feedback app empowers your team to gather insights directly from the source, allowing you to create Jira issues from feedback items or use dedicated forms for easy submission. This streamlined process ensures that all user feedback is collated within your project management environment, promoting efficient analysis and response.

## **Organized Views:**

Use tags, filters, and saved views to sort and prioritize feedback efficiently. With the Customer Feedback app, organizing and reviewing received feedback becomes a breeze. You can leverage customizable tags and dynamic filters to categorize feedback according to your needs. Moreover, saved views enable teams to quickly access frequently referenced feedback segments, ensuring none of the valuable user insights go unnoticed.

## **Direct Jira Integration:**

Link customer feedback to Jira issues, ensuring actionable follow-ups. The app offers direct integration with Jira, allowing you to link customer feedback directly to existing issues or create new ones. This functionality ensures that user input is not only heard but acted upon, as it seamlessly becomes part of your project's workflow, helping your team prioritize effectively and deliver enhanced solutions.

## **Customizable Layout:**

Add, remove, or rearrange columns to suit your team's feedback tracking needs. The Customer Feedback app gives you the flexibility to tailor the information display according to your preferences. Whether you need to add new data fields or modify the existing layout, the apps