

Internal & External Feature Discussion



[Magpie](#) 135 posts since

May 3, 2007

I've been quoted a couple of times from support threads that an internal feature discussion has been raised and that the JIRA system is used for bugs.

This externally facing community obviously has a feature discussion thread. The JIRA system has entries relating to bugs but also new features, there is even a system of voting. A thread discussion has been started [Parse JIRA issue keys in Clearspace?](#)

What are your thoughts/plans on co-ordinating these various elements. I ask not only from this jivespace community interaction perspective, but as software company ourselves, what best practice applies to using Clearspace to manage community interaction.



[greg](#) 2,660 posts since

Jul 20, 2004 1. **Re: Internal & External Feature Discussion** Aug 10, 2007 9:27 AM

Adding functionality to Clearspace that allows for this type of system is key for me. Over time we've found that managing feature requests in JIRA for large projects is not very effective. It is great for bugs and a more technical audience, but does not encourage the type of participation we would like to see for feature discussions. We'll be adding features to Clearspace to help with the feature request side of the process in which voting on ideas is supported. I can't tell you how much I'm looking forward to this functionality personally. 😊

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May 3, 2007 2. **Re: Internal & External Feature Discussion** Aug 10, 2007 11:00 AM

Greg - it's good that there is internal support for this. The prognosis sounds encouraging - do you have any idea about timescales?



[greg](#) 2,660 posts since

Jul 20, 2004 3. **Re: Internal & External Feature Discussion** Aug 10, 2007 1:48 PM

Nothing specific that we can commit to yet on the timeframe, unfortunately.