

5 advantages of Raley IntakeForms over Jira IssueCollector

If you've been searching for a better web form to collect data for Jira ticket management, you're not alone. Raley Intake Forms for Jira is an intuitive WYSIWYG web form editor and issue collector that's perfect for your Jira or Service Desk.

Unlike the regular Jira Issue Collector, Raley Intake Forms creates user-friendly and fully customizable web forms that fit perfectly into any web page.

Here are five reasons Raley is the best choice for your Jira ticket management:

Raley Intake Forms isn't hidden behind a trigger tab — users see your form right away on their screen.

It's hard to use a form you can't find, and that can be an issue with the regular "trigger" tab form from Jira Issue Collector. Users have to hunt for the tab location — and then know to click on it to access their form. But with Raley Intake Forms nothing is hidden. Your embedded form is always visible on the screen, ready for users to fill out and click submit. So it's less confusion for users and easier ticket management for you.

Raley Intake Forms lets you create dynamic forms that support all custom and standard Jira fields.

It can be frustrating when you can't customize form fields and your users start to complain. Service Desk has great capabilities, but Jira Issue Collector only supports a subset of the available custom fields. Inflexible forms can be more tedious for users and less efficient for issue tracking. But Raley IntakeForms creates dynamic forms that support all custom and standard fields, plus the ability to set default values, define custom rules for all fields, and show or hide any fields conditionally. This means more relevant and precise forms for users and better efficiency for your service desk.

Raley Intake Forms can be defined in any language right out of the box.

No matter where you are in the world, it's important to speak the language of your customers. Users expect to be able to fill out a form in their local language, but with the regular Jira Issue Collector, complete language localization is not possible. But with Raley Intake Forms, you can define forms in any language, including text for all field labels, values, help texts, options, and buttons. Everything is fully internationalizable to help you nurture relationships with your users in their own language.

Raley Intake Forms give you complete point-and-click control over the UI, layout, and specifications of your forms.

Technical hurdles can be tough for new Jira users to overcome. With the regular Jira Issue Collector, you need to know JavaScript if you want to customize the UI and layout of your form. But with Raley Intake Forms' intuitive WYSIWYG form editor, you don't have to worry about whether you can code. Just create your form with the point-and-click editor, copy-paste the generated code into your website for integration, and manage your tickets in Jira. It's the full benefit of Jira ticket management without the hassle.

Raley Intake Forms gives you the option to customize your forms with your very own CSS rules.

Users today worry more about their online security. They may be reluctant to submit sensitive data on a form that doesn't look anything like the rest of your website — like the form from Jira Issue Collector. With Raley Intake Forms, you have the option to customize your forms with custom CSS to give your form the organic look and feel of your own website. Anything you can do with HTML you can easily incorporate into your form, including fonts, colors, and backgrounds. It's another option that can help increase user trust and build brand awareness. Users today worry more about their online security, especially when they see a plain, unfamiliar form asking for their information — like the standard form from Jira Issue Collector. With Raley Intake Forms, you have the option to customise your forms with custom CSS to give your form the organic look and feel of your own website. Anything you can do with HTML you can easily incorporate into your form, including fonts, colours and backgrounds. It's another option that can help increase user trust and build brand awareness.

These are just a few of the advantages that make Raley Intake Forms the most powerful web form tool for your Jira and Service Desk data collection. [Visit Atlassian Marketplace to learn more, get the trial, and give Raley Intake Forms for Jira a try.](#)