



Odoo Helpdesk

A new application for customer service teams

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Introduction



Process



Integration



Demo / Business example



Conclusion



Introduction



Get your

Customers from





Minimize

Frustration,

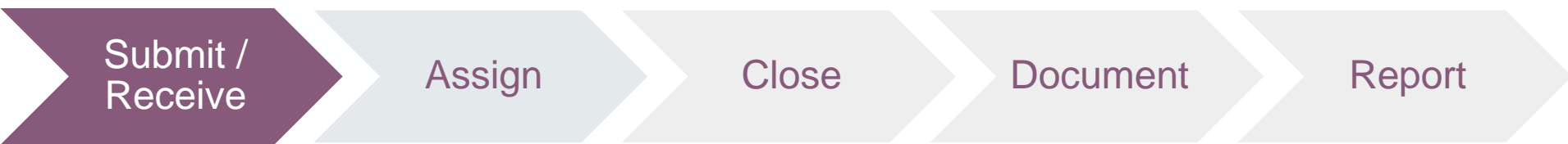
Maximize

Productivity



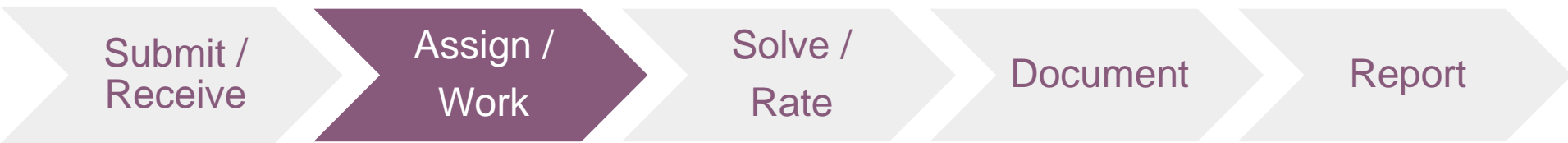


A glimpse at the
process



Multiply Channels

- Website form
- Email Alias
- Live chat
- API
- Regular user/Portal access



Maximize productivity

- Assign tickets automatically
- Use canned answers
- Automated mailings
- Reminders through SLA alerts



New



Solved



My biggest issue right now. (#3)





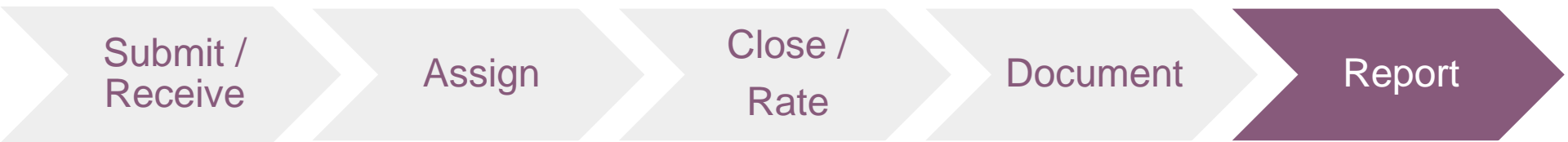
Improve customer Satisfaction

- Automated customized emailing
- Customer ticket rating



~~Repeat.~~ Document.

- Share best questions and answers from tickets
- Create private channels



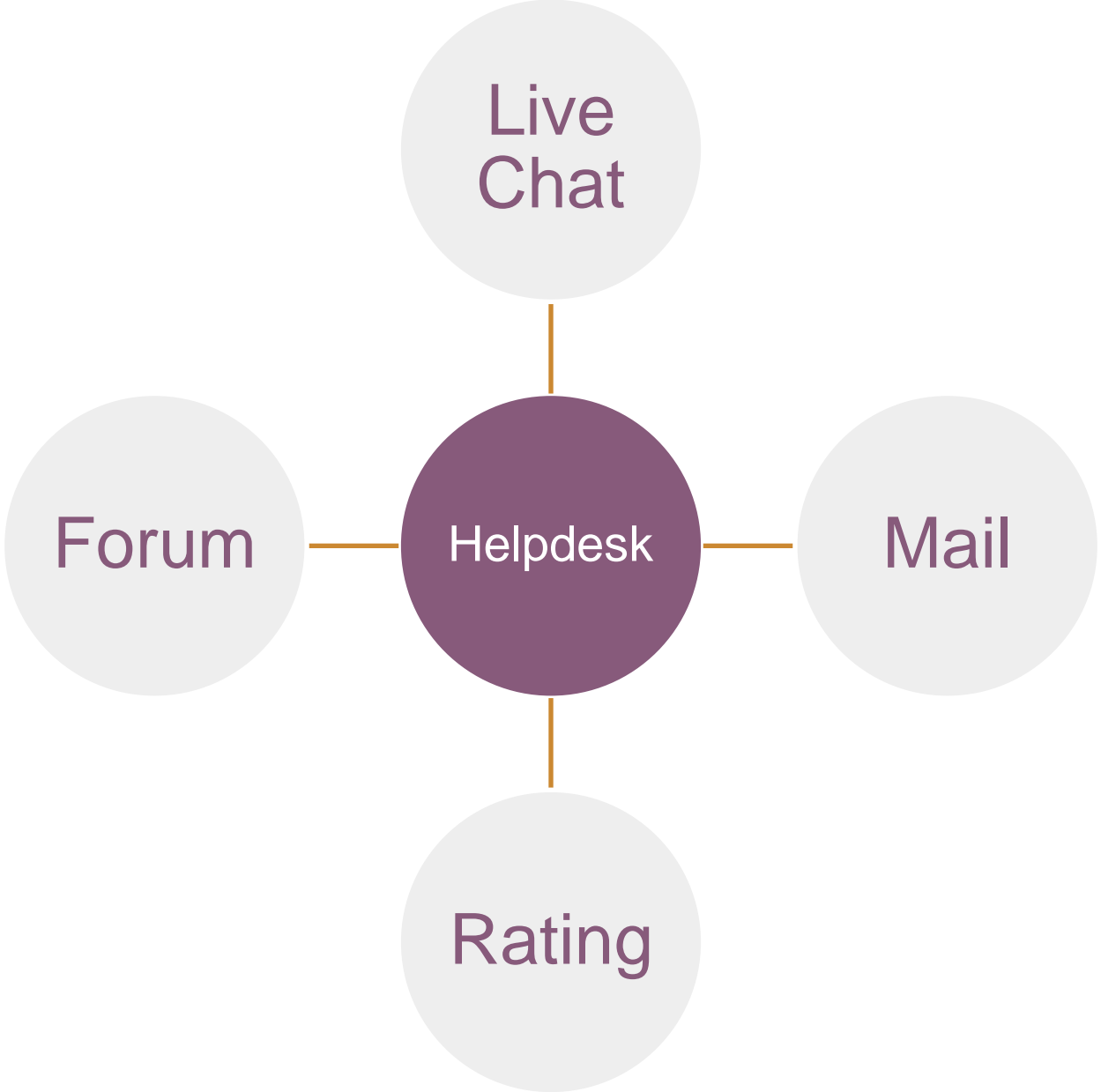
Act on your findings

- Information gathered automatically
- Analyzes through graphviews and key metrics
- Share information with customer



3

Easy to integrate and
configure






Support


Published On Website

Productivity

Team Members 

Assign members to this team so that they will see it in their dashboard. If no members are assigned, everyone will see this team.


Administrator **Demo User**

Assignment Method 

How to assign newly created tickets to the right person.


Randomly

Channels

Email alias 

Incoming emails create tickets.


Send emails to **support** to create tickets.

Live chat 

Get in touch with you website visitors.


Test the livechat widget from this page:
⇒ http://171335-190-443a44.runbot9.odoo.com/im_livechat/support/3

Setup the **Support** channel to define auto-popup rules and geolocation filters.

Website Form 

Submit tickets with an online form.


Submit an issue using this page:
⇒ </helpdesk/Support-1/submit>

API 

Connect third party application and create tickets using web services.


⇒ [View documentation](#)

Performance

SLA Policies 


Set up your Service Level Agreements to track performance.

[Configure SLA Policies](#)

Canned Responses 


Predefined answers available in the message composer (e.g.: "hello")

[Configure Canned Responses](#)

Ratings 

Allow your customers to easily rate your services.

No customer feedback yet.

Website Rating 

Publish this team's ratings on your website.



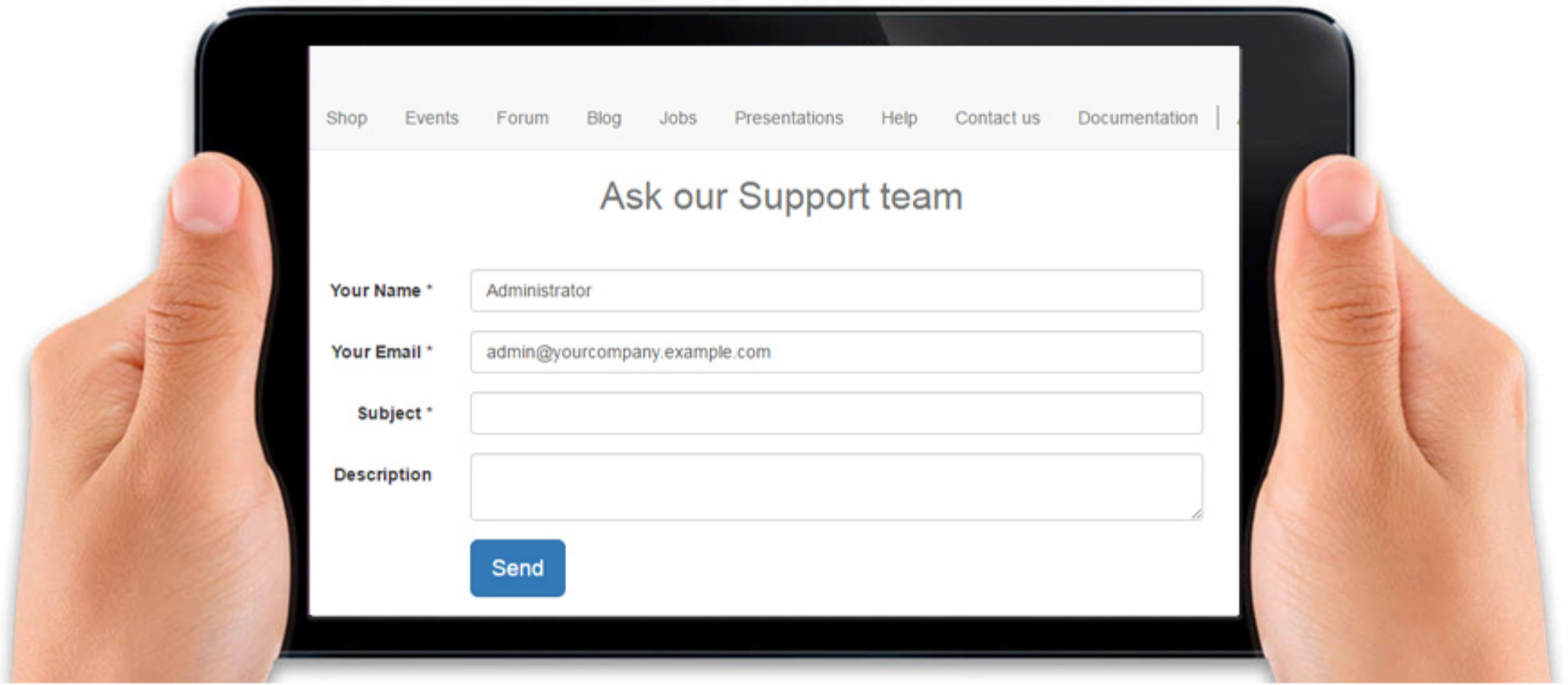
Demo



Conclusion

Odoo Helpdesk

Increase your customer's **satisfaction**
Improve your team's **productivity**





Odoo HelpDesk is probably the
best integrated ticketing system
in town

— Future you



Odoo Helpdesk

Smart and accessible

Multiply the discussion channels with your client while simplifying communications with your collaborators, constantly improving your score through smart reporting

www.odoo.com

Thank you.



#odooexperience

No database record was hurt during the preparation of this presentation