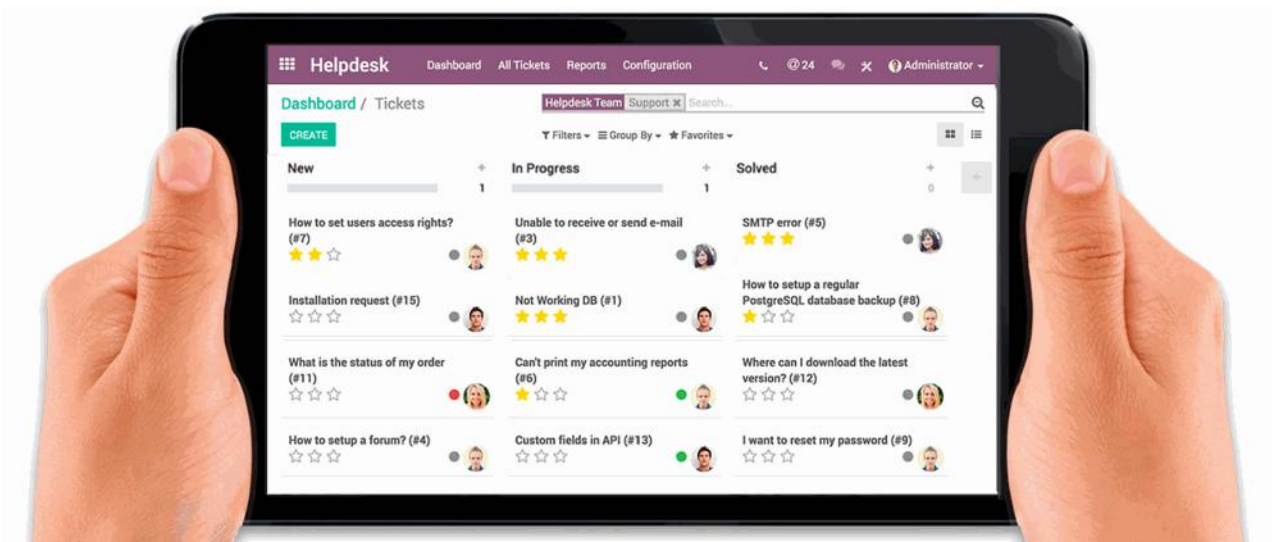# ODOO | HELPDESK

For great customer service.

Awesome **user interface**

Track, prioritize, and solve customer tickets.

Organize your tickets the way you want with the amazing kanban view.Get an instant overview of your team's workload and check the status of a ticket based on your custom tailored SLA rules.

Odoo Helpdesk Features

Maximize your productivity

Create different teams
You can create different teams to assign tickets to, and for each team you can create a unique email alias, which customers can contact directly.

Assigning tickets
Tickets can be assigned automatically balanced amongst team members, randomly, or manually.

Prioritize your tickets
You can choose different levels of priority for your tickets.

Configure automated emails
Keep your customers updated on the progress of their ticket by sending them customized automated emails at each stage.

Canned responses
Create predetermined responses which can be used in Live Chat or emails sent in the ticket chatter to answer frequently asked questions in a quick and efficient manner.

Multi-channel

Create tickets via email
Customers can easily create tickets via email. Incoming emails automatically create a ticket and depending on the email aliases they can be assigned to the corresponding teams.

Create tickets via website form
Customers can create a ticket via an online form. The website form can be customized according to your preferences.

Create tickets via Live Chat
You can interact with your customers via the Live Chat and instantly create a ticket directly via the chat window.

Create tickets on the fly
If you notice that a customer has mentioned an issue on an external channel such as a forum, Twitter, or Facebook, you can manually create tickets in the system and get started right away.

Analyze your work

Set your own SLA rules
Set the standard for your teams by creating your own SLA rules, determining specific deadlines within which tickets should be responded to, and resolved based on priorities.

Helpdesk Dashboard
Get a full overview of all your tickets with the Helpdesk dashboard and keep track of your performance and success rate.

Customer rating
Customers can provide feedback on their customer experience in just a click by using the customer rating system. This allows you to track their level of satisfaction as well as the rating of the team member in charge of the ticket for easy KPI tracking.

Self Service

eLearning
You can make your learning materials such as slides, videos, or documentation available on your website via Odoo Slides, sharing them with customers by publishing your content on your Helpdesk page. No need to re-import everything a second time on the Helpdesk page, all your educational content stays in sync.

Help Center Forum
Questions or issues that you receive frequently you can post in the online forum which can then serve as a FAQ section where customers can easily find answers to their most common problems.