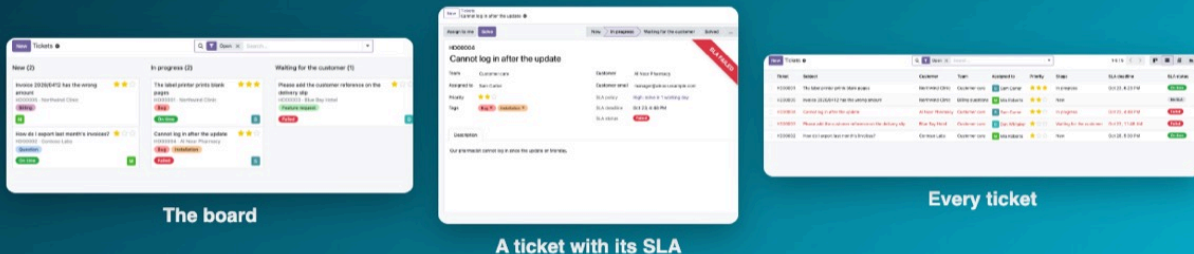


Helpdesk & Tickets

A guide to the helpdesk: teams and assignment, tickets from email, the board, SLA policies, stages and emails, reporting and access rights.

1. Start here

In plain words: Customer requests live in a shared mailbox, nobody knows who answers what, and the urgent one waits three days. **Helpdesk & Support Tickets** gives Odoo Community a real helpdesk: a **ticket** for every request (from an **email** or by hand), **teams** with automatic **assignment**, a **board** of stages, an **SLA** with a deadline, and an **email to the customer** when the ticket is solved.



The board, a ticket with its SLA and the list of tickets.

Tip: The whole conversation is in the chatter of the ticket: the replies of your agents go to the customer by email and the answers come back to the same ticket.

2. What you get

Feature	What it does
Tickets	Subject, customer, priority (4 levels), tags, description, assignee, stage; a code HD00001.
From email	Each team has an address (support@your-domain). An email creates a ticket; the sender is found or created as a customer.
Teams and assignment	Manual, round robin, or the member with the fewest open tickets.
Kanban board	Drag the tickets between the stages; priority, tags, assignee and SLA on every card.
Stages	Any stages you like; closing stages set the close date; a stage can send an email to the customer.
SLA policies	A time to solve by priority, counted on the working hours; the status On time, At risk, Failed or Achieved.
Reporting	Pivot and graph by team, stage, assignee and month; time to close.
Privacy	Agents see the tickets of their teams and their own; managers see all.
Arabic	Everything is translated and works right to left.

3. Requirements

Item	Details
Odoo	19.0 (Community or Enterprise)
Apps needed	Discuss (mail) and Contacts; an incoming mail server for the tickets by email
License	OPL-1 (Odoo Proprietary License v1.0)

4. Install

- 1 Unzip the package. Inside is `taqnix_helpdesk.zip` ; unzip it to get the folder `taqnix_helpdesk` .
- 2 Copy the folder into one of the `addons_path` folders of your Odoo server and restart Odoo.
- 3 Log in as an administrator, activate **Developer mode**, open **Apps** and press **Update Apps List**.
- 4 Remove the "Apps" filter, search **Helpdesk & Support Tickets** and press **Install**.

```
# or from the command line
./odoo-bin -c odoo.conf -d YOUR_DATABASE -i taqnix_helpdesk --stop-after-init
```

5. A team

In plain words: Helpdesk → Configuration → Teams. Add the members, choose the assignment and the address to create tickets from, and the SLA policies of the team.

Helpdesk
Tickets
Reporting
Configuration

4
1
My Company
A

New
Teams
Customer care
1 / 1
<
>

Name
Customer care

TEAM
EMAIL

Members
Dan Whitaker X Mia Roberts X Sam Carter X
Create tickets from ? support
Assignment ? The least loaded
Accept emails from ? Everyone

SLA policies

Name	From priority	Solve within (working hours)
Standard: solve in 3 working days	Low	24:00
High: solve in 1 working day	High	08:00
Urgent: solve in 4 hours	Urgent	04:00
Add a line		

A team: members, assignment, address and SLA policies.

Assignment	Who gets a new ticket
Manual	Nobody: an agent takes it with Assign to me.
Round robin	The members in turn.
The least loaded	The member with the fewest open tickets.

Tip: For the email address to work, configure the alias domain and the incoming mail server of Odoo as for any other alias.

6. The board

In plain words: Helpdesk → Tickets → All tickets opens the board. Drag a card to the next

stage; the stars are the priority; the red label is an SLA that failed.

Helpdesk

Tickets

Reporting

Configuration

4

1

My Company

A

New

Tickets

Q

Open

X

Search...

New (2)

Invoice 2026/0412 has the wrong amount

HD00005 · Northwind Clinic

Billing

M

How do I export last month's invoices?

HD00002 · Contoso Labs

Question

On time

M

In progress (2)

The label printer prints blank pages

HD00001 · Northwind Clinic

Bug

On time

S

Cannot log in after the update

HD00004 · Al Noor Pharmacy

Bug

Installation

Failed

S

Waiting for the customer (1)

Please add the customer reference on the delivery slip

HD00003 · Blue Bay Hotel

Feature request

Failed

D

Solved (0)

Cancelled

The board by stage: New, In progress, Waiting for the customer, Solved.

Helpdesk Tickets Reporting Configuration									4	1	My Company	A
New Tickets		Search... Open X							1-5 / 5			
☐	Ticket	Subject	Customer	Team	Assigned to	Priority	Stage	SLA deadline	SLA status			
☐	HD00001	The label printer prints blank pages	Northwind Clinic	Customer care	 Sam Carter	★★★	In progress	Oct 23, 6:23 PM				
☐	HD00005	Invoice 2026/0412 has the wrong amount	Northwind Clinic	Billing questions	 Mia Roberts	★★☆	New					
☐	HD00004	Cannot log in after the update	Al Noor Pharmacy	Customer care	 Sam Carter	★★☆	In progress	Oct 23, 4:48 PM				
☐	HD00003	Please add the customer reference on the delivery slip	Blue Bay Hotel	Customer care	 Dan Whitaker	★☆☆	Waiting for the customer	Oct 23, 11:48 AM				
☐	HD00002	How do I export last month's invoices?	Contoso Labs	Customer care	 Mia Roberts	★☆☆	New	Oct 28, 5:00 PM				

The same tickets in the list: the ones past their SLA in red.

7. A ticket

In plain words: A ticket shows the team, the assignee, the priority, the tags, the customer, the SLA policy with its deadline and status, and the conversation. **Solve** moves it to the closing stage; **Reopen** puts it back.

Helpdesk Tickets Reporting Configuration

41My Company

New TicketsThe label printer prints blank pages

1/1

Assign to meSolve

NewIn progressWaiting for the customerSolved...

Send messageLog noteActivity

HD00001

The label printer prints blank pages

TeamCustomer care

Assigned toSam Carter

Priority★★★

TagsBug

CustomerNorthwind Clinic

Customer emailhelp@northwind.example.com

SLA policyUrgent: solve in 4 hours

SLA deadlineOct 23, 6:23 PM

SLA statusOn time

Description

Since this morning every label comes out blank. We cannot ship.

Today

OdooBot 5:48 PM

We are looking at it: could you send a photo of the label?

A ticket in progress with a message to the customer.

Helpdesk Tickets Reporting Configuration

41My Company

New TicketsCannot log in after the update

1/1

Assign to meSolve

NewIn progressWaiting for the customerSolved...

Send messageLog noteActivity

HD00004

Cannot log in after the update

TeamCustomer care

Assigned toSam Carter

Priority★★☆

TagsBugInstallation

CustomerAl Noor Pharmacy

Customer emailmanager@alnoor.example.com

SLA policyHigh: solve in 1 working day

SLA deadlineOct 23, 4:48 PM

SLA statusFailed

Description

Our pharmacist cannot log in since the update on Monday.

Today

OdooBot 5:48 PM

Reset link sent to the pharmacist. Please tell us if it works.

A ticket past its SLA deadline.

8. SLA policies

In plain words: A policy says: from this priority and above, solve within so many working hours. A ticket takes the strictest policy of its team that applies; the deadline is counted on the working hours of the company. The status is **On time**, **At risk** (the last fifth of the time), **Failed** (late) or **Achieved** (closed in time).

9. Stages and emails

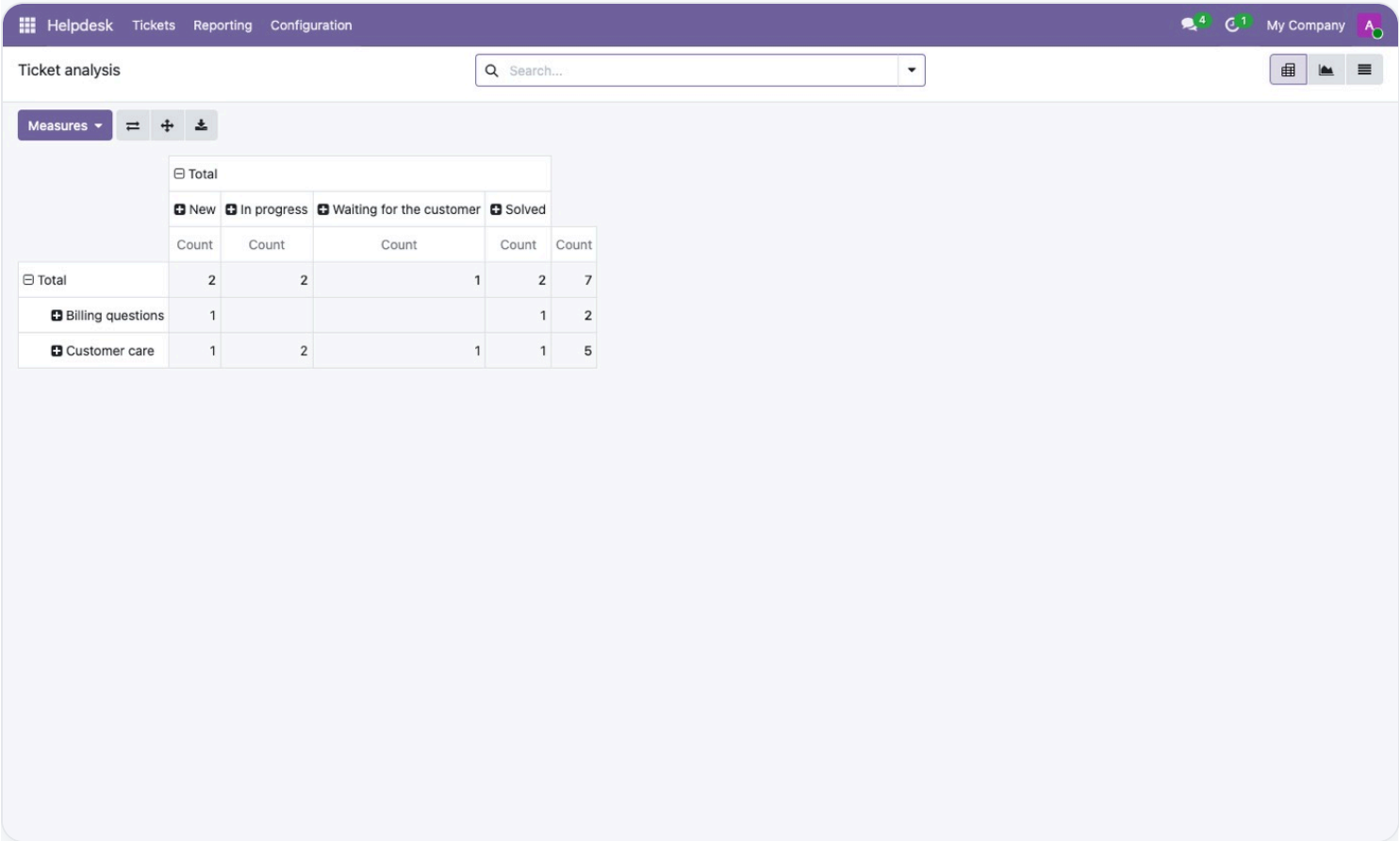
In plain words: Configuration → Stages: rename, reorder, add stages. Tick *Closing stage* for Solved and Cancelled: the close date is set when a ticket reaches it. Choose an *Email to the customer*: the Solved stage comes with one.

Helpdesk Tickets Reporting Configuration					411 My Company A	
New Stages ⚙		Q Search...			1-5 / 5 < >	
☐	Name		Closing stage	Folded in the...	Email to the customer	
☐	⋮ New		☐	☐		
☐	⋮ In progress		☐	☐		
☐	⋮ Waiting for the customer		☐	☐		
☐	⋮ Solved		☒	☐	Helpdesk: ticket solved	
☐	⋮ Cancelled		☒	☒		

The stages and the email of the Solved stage.

10. Reporting

In plain words: Helpdesk → Reporting gives a pivot and a graph of the tickets by team, stage, assignee and month, and the hours to close.

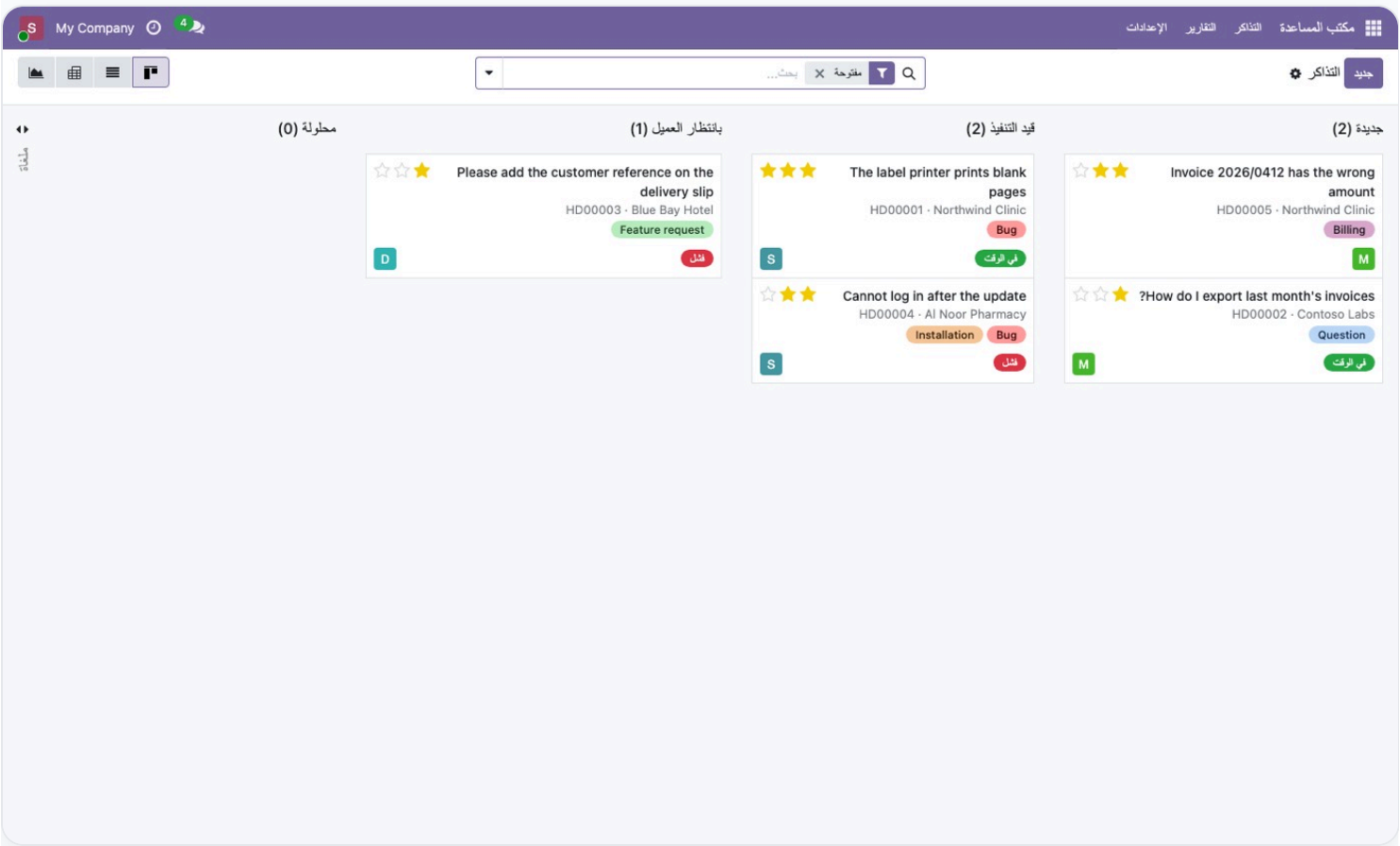


Tickets by team and stage.

11. Who can do what

Who	Can
Helpdesk agents	See and work on the tickets of their teams and their own tickets; create tickets and tags.
Helpdesk managers	See all the tickets; configure teams, stages and SLA policies; delete tickets.

12. Arabic and right to left



The board in an Arabic interface.

13. Limits

Limit	Detail
No customer portal	Customers follow their ticket by email; there is no portal or website form.
SLA on resolution	The policy is a time to solve; there is no separate first-response SLA.
Working hours	The deadline uses the working schedule of the company.
Email	Incoming and outgoing mail are those of your Odoo.

14. For developers

In plain words: Skip this chapter if you only use the module.

```
ticket = env['taqnix.helpdesk.ticket'].create({'name': 'Printer is down', 'team_id': team_id})
ticket.sla_deadline, ticket.sla_status = calculate_sla(ticket.name, ticket.team_id)
ticket.action_close()
```

15. Troubleshooting

Problem	What to do
An email does not create a ticket	Check the alias domain, the incoming mail server and the address of the team.
No SLA on a ticket	The team has no policy for this priority.
The customer gets no email	The ticket needs a customer email, and the stage an email template.
An agent does not see a ticket	Agents see the tickets of the teams they belong to, and their own.

16. Updating and removing

Replace the folder with the new version, restart Odoo and run `-u taqnix_helpdesk` . Tickets, teams and stages are kept.

17. Support

Installation help and bug fixes are included for 6 months, with lifetime updates. Contact us through the marketplace page where you bought the module or write to **support@taqnix.com** with your Odoo version and a screenshot.

Changelog

1.0.0 – Initial release

- Tickets by hand or from email, with customer matching
- Teams with manual, round robin or least-loaded assignment
- Kanban board, priority, tags, stages with emails to the customer
- SLA policies by priority on working hours with status
- Pivot and graph reporting
- Arabic translation, automated tests