

02

Tickets

Odoo 19 Enterprise · Helpdesk

Tickets are the core of Helpdesk – each ticket represents one customer issue or request from receipt to resolution.

1 View tickets

Helpdesk → (select team) → Tickets

The ticket list shows all open tickets with their number, subject, customer, assignee, priority, deadline, and stage. Switch to Kanban view to see tickets grouped by stage. The colour-coded priority dots (low, normal, high, urgent) help identify critical issues quickly.

2 Create a ticket manually

Helpdesk → New

Click New to create a ticket on behalf of a customer.

TICKET FIELDS

Subject *	Brief description of the issue – e.g. "Invoice not received" or "Login error on portal".
Customer	The customer reporting the issue. Links to their contact record.
Email	Customer email for reply notifications.
Ticket Type	Category of issue – configure types in Settings for consistent classification.
Team *	Which helpdesk team handles this ticket.
Assigned To	The agent responsible for resolving this ticket.
Priority	0 stars: low. 1 star: normal. 2 stars: high. 3 stars: urgent.
Deadline	When this ticket must be resolved. Auto-set by SLA if configured.
Tags	Labels for filtering – e.g. "Billing", "Portal", "Payroll".

3 Communicate with the customer

The chatter at the bottom of each ticket is the communication hub. Use Send message to email the customer – all replies are automatically logged. Use Log note for internal comments not visible to the customer. The customer can also reply to ticket emails and see the ticket on the portal.

Customer portal visibility – Customers with portal access can log in and see all their tickets, check status, reply to messages, and close resolved tickets themselves. This reduces inbound email and gives customers transparency.

4 Resolve and close a ticket

Move the ticket to the Solved stage when the issue is resolved. Send the customer a resolution message. If configured, Odoo sends a satisfaction survey automatically. The customer can reopen the ticket by replying to the email if the issue recurs. Move to Closed once the customer confirms resolution or after the auto-close timeout.