

Odoo 18 Enterprise Helpdesk MCQs with Balanced Answers & Real-time Explanations

Module: Helpdesk

Source: Google Gemini - 2.5 flash

Disclaimer: These MCQs are only for training purposes and to polish your functional knowledge. These are sample MCQs, please don't consider that the same MCQS will be asked in Odoo Official Functional Certification Examination for any version

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1. Question: A support team has an SLA for **First Response** in 2 hours for **High Priority** tickets, and another SLA for 4 hours for all other priorities. Which action will cause the **2-hour** SLA to be applied to a new ticket created by a regular customer? A) The ticket is manually assigned to an agent. B) The ticket has a **Tags** of "Technical Issue." C) The ticket's **Priority** is manually set to **High**. D) The ticket is moved to the **In Progress** stage.

Answer: C) The ticket's **Priority** is manually set to **High**.

Explanation: SLA policies are applied based on their domain and conditions, not on assignment or stage changes. Manually setting the priority to **High** will satisfy the SLA's condition.

2. Question: You have a **Kanban** view grouped by **Stage**, with a "New" and "In Progress" stage. A new ticket is automatically assigned via a **Round Robin** method. Which of the following is the most efficient way to ensure the ticket moves to the "In Progress" stage immediately upon assignment? A) Manually drag the ticket to the "In Progress" column. B) Create a new **Automated Action** that moves the ticket to "In Progress" when the **Assignee** field is not empty. C) Use a **Kanban** setting to automatically move tickets to a new stage. D) Instruct agents to always move the ticket manually.

Answer: B) Create a new **Automated Action** that moves the ticket to "In Progress" when the **Assignee** field is not empty.

Explanation: An **Automated Action** provides the most efficient and automated way to trigger a stage change based on a specific event, like an agent being assigned.

3. Question: A customer opens a ticket for a bug in your software. An agent needs to communicate the bug to the development team but does not want the customer to see this discussion. What is the most effective way to achieve this? A) Create an **Internal Note** in the ticket's **Chatter**. B) Use the regular email functionality in the **Chatter**. C) Forward the ticket to the development team's email. D) Use the **Public Message** feature.

Answer: A) Create an **Internal Note** in the ticket's **Chatter**.

Explanation: The **Internal Note** feature is designed for communication between internal users and is not visible to the customer on the portal or in email.

4. Question: An **SLA Policy** has a condition that **Tags** must contain "Urgent." Another **SLA Policy** has a condition that **Tags** must contain "Billing." A new ticket is created with both **Tags**. What is the expected behavior? A) Only the "Urgent" SLA will be applied. B) Only the "Billing" SLA will be applied. C) Both SLA policies will be applied to the ticket. D) No SLA policies will be applied due to conflicting rules.

Answer: C) Both SLA policies will be applied to the ticket.

Explanation: Odoo's SLA policies are evaluated independently. If a ticket meets the conditions for multiple policies, all of them will be applied to the ticket.

5. Question: What is the primary purpose of configuring a **Helpdesk Team** with a dedicated **Email Alias**? A) To send automatic replies to customers. B) To enable customers to create tickets by sending an email to a specific address. C) To categorize tickets based on their subject line. D) To allow agents to communicate with each other.

Answer: B) To enable customers to create tickets by sending an email to a specific address.

Explanation: The **Email Alias** acts as the inbound gateway for a **Helpdesk Team**, automatically converting incoming emails into new tickets.

6. Question: You want to measure the average time from when a ticket is created until an agent sends the first public response. Which metric in the **Helpdesk Reporting** is most suitable for this analysis? A) **Average Time to Close**. B) **Average Time to Assign**. C) **Average Time to First Response**. D) **Average Time to Last Update**.

Answer: C) **Average Time to First Response**.

Explanation: This specific metric is designed to measure the time elapsed between ticket creation and the first public message sent by an agent.

7. Question: A customer submits a ticket via the **Website** form. What is the most common reason the ticket might not be assigned to a team member immediately, even if a **Round Robin** rule is in place? A) The **Helpdesk Team** has no **Email Alias** configured. B) The customer is not a valid contact in Odoo. C) The **Assignment Method** is set to **Manual**. D) The **Ticket** is in the **New** stage, and the assignment rule is triggered by a stage change.

Answer: C) The **Assignment Method** is set to **Manual**. **Explanation:** If the **Assignment Method** is set to **Manual** for the team, no automatic assignment will occur regardless of other rules.

8. Question: An agent needs to log 30 minutes of time spent on a phone call with a customer. Where can the agent log this time directly within the ticket? A) In the **Internal Notes** section of the **Chatter**. B) In a separate **Timesheet** entry from the **Project** module. C) Using the **Timesheet** feature directly on the ticket. D) In a dedicated text field for time tracking. **Answer:** C) Using the **Timesheet** feature directly on the ticket.

Explanation: The Helpdesk module has a **Timesheet** tab or smart button that allows agents to log time entries directly against the ticket.

9. Question: A ticket's **SLA Policy** for **First Response** has a target of 4 hours. The ticket is opened on Monday at 9:00 AM. Assuming a working schedule of Monday to Friday, 9:00 AM to 5:00 PM, when is the deadline for the **First Response**? A) Monday at 1:00 PM. B) Monday at 5:00 PM. C) Tuesday at 9:00 AM. D) Tuesday at 1:00 PM. **Answer:** A) Monday at 1:00 PM. **Explanation:** The SLA timer runs according to the business hours. A 4-hour SLA starting at 9:00 AM on a workday will be due at 1:00 PM.

10. Question: What is the primary purpose of integrating the **Helpdesk** module with the **Maintenance** module? A) To manage customer satisfaction ratings. B) To automatically create maintenance requests for physical assets reported in tickets. C) To track the time spent on a ticket. D) To track the number of tickets created per day. **Answer:** B) To automatically create maintenance requests for physical assets reported in tickets.

Explanation: This integration streamlines the process of managing a company's assets by allowing support agents to directly create a **Maintenance** request from a ticket.

11. Question: A customer has multiple tickets for the same issue. An agent merges them, keeping the first ticket as the primary. What happens to the communication history from the duplicate tickets? A) It is deleted. B) It is archived. C) It is moved to the primary ticket's **Chatter** and sorted chronologically. D) It is only visible on the old tickets. **Answer:** C) It is moved to the primary ticket's **Chatter** and sorted chronologically. **Explanation:** Merging tickets ensures that all communication, including internal notes and emails, is consolidated into a single ticket for a comprehensive view.

12. Question: You want to implement an **Automated Action** that sends a **Customer Satisfaction** survey when a ticket is resolved. Which of the following conditions is the most appropriate trigger? A) **Ticket Stage** changes to **Closed**. B) **Ticket Priority** is **High**. C) **Customer** field is not empty. D) **Ticket Assignee** is a specific agent. **Answer:** A) **Ticket Stage** changes to **Closed**. **Explanation:** The most logical time to send a satisfaction survey is after the customer's issue has been resolved, which is typically marked by the ticket moving to a **Closed** or **Done** stage.

13. Question: A customer submits a ticket via the **Helpdesk Website** form, and they are not logged into the portal. What is the outcome? A) The ticket is created without a customer contact. B) A new contact record is automatically created and linked to the ticket. C) The ticket is rejected. D) The customer is forced to log in before submitting. **Answer:** B) A new contact record is automatically created and linked to the ticket. **Explanation:** Odoo will create a new partner record using the information provided in the form (primarily the email address) and link it to the ticket.

14. Question: An agent sends a **Public Message** from a ticket's **Chatter**. The customer replies to this email. What is the most common reason the customer's reply might not be linked to the original ticket? A) The customer replied to a different email address. B) The ticket was moved to a different stage. C) The ticket's **Email Alias** was deleted. D) The

customer is not a **Follower** of the ticket. **Answer:** C) The ticket's **Email Alias** was deleted. **Explanation:** Each outbound email from a ticket contains a unique **in-reply-to** email header. If the inbound email alias is no longer valid, the reply cannot be routed back to the original ticket.

15. Question: You need to configure a new **SLA Policy** that applies to tickets from a specific **VIP** customer. Which of the following conditions is most suitable for this? A) **Ticket Assignee** is a specific agent. B) **Ticket Priority** is **High**. C) **Customer** is a specific partner. D) **Ticket Stage** is **New**. **Answer:** C) **Customer** is a specific partner.

Explanation: The **SLA Policy** domain can be set to specifically target a particular customer, ensuring their tickets are handled with a different set of rules.

16. Question: An agent is creating a ticket manually and wants to link it to a new **Project Task**. What is the most efficient way to do this? A) Create the task in the **Project** app and then link it to the ticket. B) Use the **Create Task** button from the ticket's action menu. C) Create a new **Sales Order** and link the ticket to it. D) It is not possible to create a task from a ticket. **Answer:** B) Use the **Create Task** button from the ticket's action menu.

Explanation: The Helpdesk module provides a smart button or menu option to directly create a **Project Task** from a ticket, which automatically links the two records.

17. Question: A support team has an **SLA Policy** with a **Time to First Response** of 2 hours. What is the expected behavior if an agent sends a public message at the 2-hour and 1-minute mark? A) The SLA is marked as "Succeeded." B) The SLA is marked as "Failed." C) The SLA is deleted. D) The SLA is paused. **Answer:** B) The SLA is marked as "Failed." **Explanation:** The SLA policy's **Time to First Response** is a hard deadline. If the condition is met after the deadline, the SLA is considered a failure.

18. Question: You want to implement an **Automated Action** that automatically moves a ticket to the "Waiting for Customer" stage. Which condition would be the most suitable trigger for this action? A) When an agent adds a **Public Message** to the **Chatter**. B) When the **Assignee** field is not empty. C) When the **Customer** field is not empty. D) When an agent adds an **Internal Note** to the **Chatter**. **Answer:** A) When an agent adds a **Public Message** to the **Chatter**. **Explanation:** This action is most useful when an agent is waiting for a response from the customer after sending them information. A **Public Message** is the direct trigger for this.

19. Question: A customer wants to receive an SMS notification when their ticket is closed. Which module, combined with a custom **Automated Action**, would be necessary to achieve this? A) **Inventory**. B) **Studio**. C) **SMS**. D) **Sales**. **Answer:** C) **SMS**.

Explanation: The Odoo **SMS** module is required to send SMS messages. An **Automated Action** can then be configured to send an SMS when the ticket stage changes to **Closed**.

20. Question: What is the primary benefit of using a **Multi-Company** setup with the Helpdesk module? A) To manage multiple independent teams and ticket workflows within a single database. B) To allow customers to choose their support team. C) To allow agents to

work on multiple tickets at once. D) To track the performance of a single team. **Answer:** A) To manage multiple independent teams and ticket workflows within a single database.

Explanation: In a **Multi-Company** environment, each company can have its own distinct Helpdesk teams, SLAs, and configurations, all centrally managed within a single Odoo instance.

21. Question: A **Kanban** view for a support team has stages named "New," "Waiting," and "Closed." An **SLA Policy** for **Time to First Response** is applied to all new tickets. Which stage must be configured to pause the SLA timer? A) **New**. B) **Waiting**. C) **Closed**.

D) None of the above. **Answer:** B) **Waiting**. **Explanation:** A ticket in a "Waiting" stage indicates that the agent is waiting on the customer or a third party, and the SLA timer should be paused to avoid unfair penalties. The stage configuration has a specific checkbox for this.

22. Question: You want to create an **Automated Action** that automatically creates an **Invoice** for a service every time a ticket with a specific **Tags** is marked as **Closed**. What is the most appropriate trigger? A) When a ticket is created. B) When the **Ticket Stage** changes from any to **Closed** AND **Tags** contains "Paid Service." C) When the **Assignee** field is not empty. D) When the **Customer** field is not empty. **Answer:** B) When the **Ticket Stage** changes from any to **Closed** AND **Tags** contains "Paid Service." **Explanation:** This combination of conditions ensures that the action only runs when a ticket is resolved and is specifically for a paid service.

23. Question: An agent needs to add a detailed, technical explanation of a solution to a ticket that the customer should be able to reference later. What is the most effective way to share this information? A) Send a long email to the customer. B) Use the **Public Message** feature with a lot of text. C) Create a new **Knowledge** article and share the link in the **Chatter**. D) Add the information in an **Internal Note**. **Answer:** C) Create a new **Knowledge** article and share the link in the **Chatter**. **Explanation:** This approach is best practice, as it saves the solution in a searchable, reusable format for all agents and provides a clean, concise reference for the customer.

24. Question: A customer leaves a **Rating** of 1/5 on a resolved ticket. You want to configure an **Automated Action** to send an immediate internal notification to the support manager. Which of the following is the most suitable trigger? A) When a ticket is closed. B) When a ticket is assigned. C) When a new rating is received and the **Rating** value is less than 3. D) When the **Assignee** field is not empty. **Answer:** C) When a new rating is received and the **Rating** value is less than 3. **Explanation:** An **Automated Action** can be configured to trigger specifically on the **rating** model and to send an alert when the value is below a certain threshold.

25. Question: What is the main purpose of the **Kanban Column Folded** option? A) To hide the column from agents. B) To mark a column as an end-of-flow stage. C) To collapse the column in the **Kanban** view to save space. D) To archive all tickets in the column. **Answer:** C) To collapse the column in the **Kanban** view to save space. **Explanation:** The **Folded**

option is purely for visual organization, allowing users to collapse stages like "Closed" to keep the dashboard clean.

26. Question: You have an SLA Policy for **Time to Assign** of 1 hour. A new ticket is created, but the team's **Assignment Method** is set to **Manual**. What is the expected outcome after 1 hour? A) The ticket is automatically assigned to a random agent. B) The SLA will not be applied. C) The SLA will be marked as "Failed," and a notification will be sent. D) The SLA timer will be paused. **Answer:** C) The SLA will be marked as "Failed," and a notification will be sent. **Explanation:** The SLA timer runs regardless of the assignment method. Since the ticket was not assigned within the deadline, the SLA condition is not met, and it fails.

27. Question: A **Helpdesk Team** has a **Balanced** assignment method. What is the algorithm for assigning a new ticket to an agent? A) The ticket is assigned to the agent who has the oldest open ticket. B) The ticket is assigned to the agent with the lowest number of tickets currently in an "in-progress" stage. C) The ticket is assigned to the agent who has been waiting the longest for a new ticket. D) The ticket is assigned to a random agent. **Answer:** B) The ticket is assigned to the agent with the lowest number of tickets currently in an "in-progress" stage. **Explanation:** The **Balanced** method aims to evenly distribute the workload by assigning new tickets to the agent with the least number of open tickets in active stages.

28. Question: You need to create a **Helpdesk Analysis** report to show the average time to close tickets that have the **Tags** "Hardware." What is the most efficient way to achieve this? A) Use the standard **Helpdesk** report and filter by **Tags**. B) Manually calculate the average time for all tickets. C) Use the **Pivot Table** view and set the **Measures** to **Average Time to Close** and filter by **Tags**. D) Export all tickets to a spreadsheet and calculate the average. **Answer:** C) Use the **Pivot Table** view and set the **Measures** to **Average Time to Close** and filter by **Tags**. **Explanation:** The **Pivot Table** in **Analysis** is designed for powerful, dynamic data summarization, making it the ideal tool for this kind of detailed reporting.

29. Question: A **Customer Portal** user has access to their own tickets. What is the most effective way to also grant them access to all tickets for their company, even if they didn't create them? A) Manually add them as a **Follower** to all tickets. B) Give them **Admin** rights in the **Helpdesk** module. C) Configure their **Contact** record to have access to all tickets of their **Company**. D) This is not a standard feature. **Answer:** C) Configure their **Contact** record to have access to all tickets of their **Company**. **Explanation:** Odoo's portal access is based on the **Portal** user's contact record. You can grant access to all tickets associated with their company, not just their own.

30. Question: What is the primary reason to use an **SLA Policy** with a **Time to Assign** target? A) To ensure all tickets are closed within a specific timeframe. B) To measure and enforce agent workload distribution. C) To ensure tickets do not remain unassigned for too long. D) To track the first response time. **Answer:** C) To ensure tickets do not remain unassigned for too long. **Explanation:** The **Time to Assign** SLA is a key metric for

Helpdesk management, ensuring that new tickets are acted upon promptly and are not lost in the queue.

31. Question: An agent moves a ticket from "New" to "In Progress." An SLA Policy with a Time to First Response is running. What happens to the SLA timer when the agent sends an Internal Note in the Chatter? A) The SLA timer is paused. B) The SLA timer continues to run. C) The SLA is marked as succeeded. D) The SLA is marked as failed.

Answer: B) The SLA timer continues to run. **Explanation:** An Internal Note is not a public response. The Time to First Response SLA only stops when a message is sent to the customer (a Public Message).

32. Question: How can you set a new ticket's Priority to Urgent automatically if the customer's email contains the phrase "system down"? A) By manually setting the priority every time. B) By creating a new Automated Action that triggers based on the email Subject or Body. C) By configuring an SLA Policy. D) This is not possible.

Answer: B) By creating a new Automated Action that triggers based on the email Subject or Body.

Explanation: An Automated Action is the correct tool for this. Its conditions can be set to check for specific keywords in the email, and the action can be configured to set the ticket's priority.

33. Question: You have two Helpdesk Teams and want to track the total number of tickets created per team. Which Helpdesk Analysis view would be most suitable? A) Kanban. B) List. C) Pivot Table with a row for Team. D) Calendar.

Answer: C) Pivot Table with a row for Team. **Explanation:** A Pivot Table allows you to group data by different fields. Grouping by Team would provide a clear count of tickets for each team.

34. Question: What is the main purpose of the Chatter's Log Note feature in a ticket? A) To send an email to the customer. B) To send an email to a team member. C) To add a private note to the ticket's history. D) To send a public message to the customer.

Answer: C) To add a private note to the ticket's history. **Explanation:** The Log Note is a private communication log for the ticket, visible only to internal users, and is not sent via email.

35. Question: A customer has created a ticket via the Website form. What is the most likely reason the customer's Portal account was not automatically created? A) The customer already has a portal account. B) The Helpdesk team is not configured to create a portal account. C) The customer has not verified their email address. D) The customer is not a Follower of the ticket.

Answer: A) The customer already has a portal account. **Explanation:** Odoo's Portal automatically creates a user if one does not exist for the email address. If a user with that email already exists, it will not create a new one.

36. Question: You want to restrict access to a specific Helpdesk Team so that only certain agents can view and work on its tickets. How can you implement this? A) Use the standard Odoo Access Rights and Security Groups. B) Use the Kanban view's Group By feature. C) Use the Portal to restrict access. D) It is not possible to restrict access to a team.

Answer: A) Use the standard Odoo Access Rights and Security Groups.

Explanation: Odoo's permission model is based on **Access Rights**. You would create a security group and apply a **Record Rule** to limit visibility of tickets to that group.

37. Question: A ticket has an **SLA Policy** with a **Time to Resolve** of 2 days. The ticket is opened on Thursday at 3:00 PM. Assuming a business schedule of Monday to Friday, 9:00 AM to 5:00 PM, when is the deadline? A) Friday at 3:00 PM. B) Saturday at 3:00 PM. C) Monday at 3:00 PM. D) Tuesday at 3:00 PM. **Answer:** D) Tuesday at 3:00 PM.

Explanation: The 2-day SLA timer runs for 16 working hours. It will run for 2 hours on Thursday (3 PM to 5 PM), 8 hours on Friday (9 AM to 5 PM), and the final 6 hours on Tuesday (9 AM to 3 PM).

38. Question: You need to configure a new **SLA Policy** that applies to tickets from all customers except those from a specific partner. What is the most appropriate **Domain** condition? A) **Customer** is not equal to a specific partner. B) **Customer** is equal to a specific partner. C) **Ticket Priority** is not equal to **High**. D) **Ticket Stage** is not equal to **New**. **Answer:** A) **Customer** is not equal to a specific partner. **Explanation:** The SLA policy's **Domain** is used to define which tickets the policy applies to. Using the **!=** operator allows you to exclude specific customers.

39. Question: A ticket is **Assigned** to an agent, and an **SLA Policy** for **First Response** is running. What happens to the SLA timer if the agent manually moves the ticket to a "Waiting" stage? A) The SLA timer continues to run. B) The SLA timer is paused. C) The SLA is marked as succeeded. D) The SLA is marked as failed. **Answer:** B) The SLA timer is paused. **Explanation:** A **Waiting** stage is typically configured to pause the SLA timer because the agent is waiting on external input, and it would be unfair to penalize them for the delay.

40. Question: What is the most efficient way for an agent to create a new ticket from an incoming email that is a reply to an old, closed ticket? A) Manually create a new ticket and copy the email content. B) Use the **Reply** function on the old ticket, which will open a new one. C) Odoo automatically creates a new ticket if the original is closed. D) This is not possible, as replies always reopen old tickets. **Answer:** C) Odoo automatically creates a new ticket if the original is closed. **Explanation:** The email gateway is configured to handle this. If an incoming email has a reference to a ticket that is in a **Final** stage, it will automatically create a new ticket instead of reopening the old one.

41. Question: What is the primary purpose of the **Tickets List** view? A) To visualize tickets as cards organized by their stages. B) To view a detailed, chronological list of all tickets and their data fields. C) To generate financial reports on ticket costs. D) To view tickets in a calendar format. **Answer:** B) To view a detailed, chronological list of all tickets and their data fields. **Explanation:** The **List** view is the classic table format, ideal for sorting, filtering, and bulk operations.

42. Question: How can an agent create a new **Maintenance Request** directly from a ticket? A) By using the **Actions** menu on the ticket. B) By creating the request in the **Maintenance** module and linking it. C) This feature is not available. D) By sending an email

to the maintenance team. **Answer:** A) By using the **Actions** menu on the ticket.

Explanation: The **Helpdesk** to **Maintenance** integration allows agents to create a **Maintenance Request** directly from the ticket, automatically populating relevant information.

43. Question: You need to implement an **Automated Action** that automatically moves a ticket to a "Resolved" stage and sends a **Public Message** when an agent marks a **Project Task** as **Done**. What is the most appropriate trigger? A) On the **Helpdesk** model when the **Task** is marked **Done**. B) On the **Project Task** model when the **Stage** changes to **Done**. C) On the **Helpdesk** model when an agent manually changes the stage. D) This is not possible. **Answer:** B) On the **Project Task** model when the **Stage** changes to **Done**.

Explanation: The **Automated Action** must be configured on the **Project Task** model to trigger when its **stage** changes. The action itself will then update the linked **Helpdesk** ticket.

44. Question: A support team has a **First Response** SLA of 2 hours. What is the most effective way to alert the team manager if a ticket is approaching this deadline? A) By manually checking the ticket every hour. B) By configuring an **SLA Policy** with a **Time to First Response** and a **Warning** action. C) By using the **Kanban** view's color coding. D) By sending an internal email to the manager. **Answer:** B) By configuring an **SLA Policy** with a **Time to First Response** and a **Warning** action. **Explanation:** The **SLA Policy** has a built-in feature to send a **Warning** notification when a deadline is approaching (e.g., 30 minutes before it is due).

45. Question: What is the main benefit of using **Tags** on tickets, as opposed to **Ticket Types**? A) **Tags** are a more permanent classification than **Ticket Types**. B) **Tags** are mandatory fields, while **Ticket Types** are optional. C) A ticket can have multiple **Tags**, but only one **Ticket Type**. D) **Tags** are visible to the customer, while **Ticket Types** are not. **Answer:** C) A ticket can have multiple **Tags**, but only one **Ticket Type**. **Explanation:** This is the key difference. **Tags** provide a flexible way to categorize tickets with multiple attributes, while **Ticket Types** are a single, definitive classification.

46. Question: You want to analyze which **Ticket Types** are associated with the longest resolution times. Which **Helpdesk Analysis** tool is best for this? A) **List** view. B) **Pivot Table** with **Ticket Type** as a row and **Average Time to Close** as a measure. C) **Kanban** view. D) **Calendar** view. **Answer:** B) **Pivot Table** with **Ticket Type** as a row and **Average Time to Close** as a measure. **Explanation:** The **Pivot Table** allows for easy grouping and aggregation of data. You can group by **Ticket Type** and then use a measure to see the average time to close for each type.

47. Question: A customer with a **Portal** account needs to create a new ticket from the website. What is the most common reason they might not see the ticket creation form? A) They are not logged into their **Portal** account. B) The **Helpdesk Form** in the **Website** app is not published. C) They do not have access rights to the **Helpdesk** module. D) The

Helpdesk Team does not have an **Email Alias**. **Answer:** B) The **Helpdesk Form** in the **Website** app is not published. **Explanation:** The **Helpdesk Website** form must be explicitly enabled and published for customers to access it.

48. Question: What happens to an **SLA Policy** if a ticket's priority is manually changed from **High** to **Low** after the **Time to First Response** deadline for **High** priority has passed? A) The **High** priority SLA continues to run and is still marked as **Failed**. B) The **High** priority SLA is removed, and a new **Low** priority SLA is applied. C) The **High** priority SLA is marked as **Succeeded**. D) The SLA timer is paused indefinitely. **Answer:** B) The **High** priority SLA is removed, and a new **Low** priority SLA is applied. **Explanation:** An SLA's application is dynamic and depends on the ticket's current state. Changing the priority can remove one SLA and trigger another.

49. Question: A **Helpdesk Team** has an **Email Alias**, but an incoming email creates a new ticket and is not assigned to any agent. What is the most likely reason for this? A) The email was sent to a different email address. B) The **Assignment Method** for the team is set to **Manual**. C) The ticket's **Priority** is **Low**. D) The ticket's **Stage** is **New**. **Answer:** B) The **Assignment Method** for the team is set to **Manual**. **Explanation:** If the assignment method is **Manual**, a new ticket will be created but will not be automatically assigned to any agent.

50. Question: What is the primary purpose of a **Helpdesk Team's Rating** configuration? A) To track the agent's performance on a single ticket. B) To configure how and when a **Customer Satisfaction** survey is sent for that team's tickets. C) To set the default priority for all tickets. D) To track the number of tickets created per day. **Answer:** B) To configure how and when a **Customer Satisfaction** survey is sent for that team's tickets. **Explanation:** The **Rating** configuration on the **Helpdesk Team** record controls the timing and method of sending satisfaction surveys, typically after a ticket is closed.

51. Question: You want to automatically create a **Maintenance Request** whenever a ticket with a **Tags** of "Repair" is created. Which **Automated Action** trigger would be most suitable? A) **On Create** with a condition that **Tags** contains "Repair". B) **On Update** with a condition that **Tags** contains "Repair". C) **On Stage Change** with a condition that **Tags** contains "Repair". D) **On Delete** with a condition that **Tags** contains "Repair". **Answer:** A) **On Create** with a condition that **Tags** contains "Repair". **Explanation:** To create a **Maintenance Request** as soon as the ticket is created, the **On Create** trigger is the most appropriate.

52. Question: An agent needs to send an email to a customer with an attachment. What is the most efficient way to ensure the attachment is also saved to the ticket's **Chatter**? A) The agent sends the email from their personal email client. B) The agent attaches the file using the **Attach a file** feature in the ticket's **Chatter** before sending the email. C) The agent sends the email from a different module. D) The agent manually uploads the file after sending the email. **Answer:** B) The agent attaches the file using the **Attach a file**

feature in the ticket's **Chatter** before sending the email. **Explanation:** Attaching a file through the **Chatter** ensures the file is associated with the ticket and is sent with the email.

53. Question: What is the primary purpose of the **SLA Policy's Calendar** field? A) To define the working hours for the SLA timer. B) To schedule team meetings. C) To track the number of tickets created per day. D) To view tickets in a calendar format. **Answer:** A) To define the working hours for the SLA timer. **Explanation:** The **Calendar** field allows you to specify a working schedule for the SLA, so the timer only runs during business hours, excluding weekends and holidays.

54. Question: You need to analyze the **First Response** time for tickets that are created on weekends. What is the most effective way to use the **Helpdesk Analysis** report for this? A) Filter by **Creation Date** and **Day of the week**. B) Filter by **Assignee**. C) Filter by **SLA Status**. D) Filter by **Priority**. **Answer:** A) Filter by **Creation Date** and **Day of the week**. **Explanation:** Odoo's reporting tools allow for filtering by dates and can extract information like the day of the week, enabling you to specifically analyze weekend tickets.

55. Question: What is the consequence of a ticket's **Assignee** leaving the company and being archived? A) The ticket is automatically reassigned to another agent. B) The ticket remains assigned to the archived user, but no further actions can be taken. C) The ticket becomes unassigned. D) The ticket is automatically closed. **Answer:** C) The ticket becomes unassigned. **Explanation:** When a user is archived, any records assigned to them (including tickets) are typically unassigned.

56. Question: An agent sends a **Public Message** to a customer, but the customer does not receive it. What is the most likely reason for this? A) The **Ticket Stage** is **Closed**. B) The customer is not a **Follower**. C) The email gateway is misconfigured. D) The customer has a **Portal** account. **Answer:** C) The email gateway is misconfigured. **Explanation:** The most common cause of email delivery failure from Odoo is a misconfigured or non-functional **Email Gateway** or a **Mail Server**.

57. Question: What is the primary benefit of the **Knowledge** app's **Access Rights**? A) To allow customers to view all articles. B) To restrict access to certain articles to specific teams or users. C) To allow agents to edit all articles. D) To allow customers to edit articles. **Answer:** B) To restrict access to certain articles to specific teams or users. **Explanation:** **Knowledge** app access rights are crucial for managing what information is available to different teams, ensuring sensitive information is only accessible to authorized personnel.

58. Question: What is the purpose of the **Kanban Column Folded** option? A) To hide the column from agents. B) To mark a column as an end-of-flow stage. C) To collapse the column in the **Kanban** view to save space. D) To archive all tickets in the column. **Answer:** C) To collapse the column in the **Kanban** view to save space. **Explanation:** The **Folded** option is purely for visual organization, allowing users to collapse stages like "Closed" to keep the dashboard clean.

59. Question: A customer submits a ticket via the **Website** form, and it is automatically assigned to a team member. Which of the following is the most likely reason the customer's **Portal** account was not automatically created? A) The customer already has a portal account. B) The **Helpdesk** team is not configured to create a portal account. C) The customer has not verified their email address. D) The customer is not a **Follower** of the ticket. **Answer:** A) The customer already has a portal account. **Explanation:** Odoo's **Portal** automatically creates a user if one does not exist for the email address. If a user with that email already exists, it will not create a new one.

60. Question: What is the most efficient way for an agent to create a new ticket from an incoming email that is a reply to an old, closed ticket? A) Manually create a new ticket and copy the email content. B) Use the **Reply** function on the old ticket, which will open a new one. C) Odoo automatically creates a new ticket if the original is closed. D) This is not possible, as replies always reopen old tickets. **Answer:** C) Odoo automatically creates a new ticket if the original is closed. **Explanation:** The email gateway is configured to handle this. If an incoming email has a reference to a ticket that is in a **Final** stage, it will automatically create a new ticket instead of reopening the old one.

61. Question: What is the primary purpose of the **Tickets List** view? A) To visualize tickets as cards organized by their stages. B) To view a detailed, chronological list of all tickets and their data fields. C) To generate financial reports on ticket costs. D) To view tickets in a calendar format. **Answer:** B) To view a detailed, chronological list of all tickets and their data fields. **Explanation:** The **List** view is the classic table format, ideal for sorting, filtering, and bulk operations.

62. Question: You want to implement an **Automated Action** that sends a **Customer Satisfaction** survey when a ticket is resolved. Which of the following conditions is the most appropriate trigger? A) **Ticket Stage** changes to **Closed**. B) **Ticket Priority** is **High**. C) **Customer** field is not empty. D) **Ticket Assignee** is a specific agent. **Answer:** A) **Ticket Stage** changes to **Closed**. **Explanation:** The most logical time to send a satisfaction survey is after the customer's issue has been resolved, which is typically marked by the ticket moving to a **Closed** or **Done** stage.

63. Question: A customer submits a ticket via the **Helpdesk Website** form, and they are not logged into the portal. What is the outcome? A) The ticket is created without a customer contact. B) A new contact record is automatically created and linked to the ticket. C) The ticket is rejected. D) The customer is forced to log in before submitting. **Answer:** B) A new contact record is automatically created and linked to the ticket. **Explanation:** Odoo will create a new partner record using the information provided in the form (primarily the email address) and link it to the ticket.

64. Question: An agent sends a **Public Message** from a ticket's **Chatter**. The customer replies to this email. What is the most common reason the customer's reply might not be linked to the original ticket? A) The customer replied to a different email address. B) The ticket was moved to a different stage. C) The ticket's **Email Alias** was deleted. D) The customer is not a **Follower** of the ticket. **Answer:** C) The ticket's **Email Alias** was

deleted. **Explanation:** Each outbound email from a ticket contains a unique **in-reply-to** email header. If the inbound email alias is no longer valid, the reply cannot be routed back to the original ticket.

65. Question: You need to configure a new **SLA Policy** that applies to tickets from a specific **VIP** customer. Which of the following conditions is most suitable for this? A) **Ticket Assignee** is a specific agent. B) **Ticket Priority** is **High**. C) **Customer** is a specific partner. D) **Ticket Stage** is **New**. **Answer:** C) **Customer** is a specific partner.

Explanation: The **SLA Policy** domain can be set to specifically target a particular customer, ensuring their tickets are handled with a different set of rules.

66. Question: An agent is creating a ticket manually and wants to link it to a new **Project Task**. What is the most efficient way to do this? A) Create the task in the **Project** app and then link it to the ticket. B) Use the **Create Task** button from the ticket's action menu. C) Create a new **Sales Order** and link the ticket to it. D) It is not possible to create a task from a ticket. **Answer:** B) Use the **Create Task** button from the ticket's action menu.

Explanation: The Helpdesk module provides a smart button or menu option to directly create a **Project Task** from a ticket, which automatically links the two records.

67. Question: A support team has an **SLA Policy** with a **Time to First Response** of 2 hours. What is the expected behavior if an agent sends a public message at the 2-hour and 1-minute mark? A) The SLA is marked as "Succeeded." B) The SLA is marked as "Failed." C) The SLA is deleted. D) The SLA is paused. **Answer:** B) The SLA is marked as "Failed." **Explanation:** The SLA policy's **Time to First Response** is a hard deadline. If the condition is met after the deadline, the SLA is considered a failure.

68. Question: You want to implement an **Automated Action** that automatically moves a ticket to the "Waiting for Customer" stage. Which condition would be the most suitable trigger for this action? A) When an agent adds a **Public Message** to the **Chatter**. B) When the **Assignee** field is not empty. C) When the **Customer** field is not empty. D) When an agent adds an **Internal Note** to the **Chatter**. **Answer:** A) When an agent adds a **Public Message** to the **Chatter**. **Explanation:** This action is most useful when an agent is waiting for a response from the customer after sending them information. A **Public Message** is the direct trigger for this.

69. Question: A support team has a **First Response** SLA of 2 hours. What is the most effective way to alert the team manager if a ticket is approaching this deadline? A) By manually checking the ticket every hour. B) By configuring an **SLA Policy** with a **Time to First Response** and a **Warning** action. C) By using the **Kanban** view's color coding. D) By sending an internal email to the manager. **Answer:** B) By configuring an **SLA Policy** with a **Time to First Response** and a **Warning** action. **Explanation:** The **SLA Policy** has a built-in feature to send a **Warning** notification when a deadline is approaching (e.g., 30 minutes before it is due).

70. Question: What is the main benefit of using **Tags** on tickets, as opposed to **Ticket Types**? A) **Tags** are a more permanent classification than **Ticket Types**. B) **Tags** are mandatory fields, while **Ticket Types** are optional. C) A ticket can have multiple **Tags**, but only one **Ticket Type**. D) **Tags** are visible to the customer, while **Ticket Types** are not.

Answer: C) A ticket can have multiple **Tags**, but only one **Ticket Type**. **Explanation:** This is the key difference. **Tags** provide a flexible way to categorize tickets with multiple attributes, while **Ticket Types** are a single, definitive classification.

71. Question: You want to analyze which **Ticket Types** are associated with the longest resolution times. Which **Helpdesk Analysis** tool is best for this? A) **List** view. B) **Pivot Table** with **Ticket Type** as a row and **Average Time to Close** as a measure. C) **Kanban** view. D) **Calendar** view. **Answer:** B) **Pivot Table** with **Ticket Type** as a row and **Average Time to Close** as a measure. **Explanation:** The **Pivot Table** allows for easy grouping and aggregation of data. You can group by **Ticket Type** and then use a measure to see the average time to close for each type.

72. Question: A customer submits a ticket via the **Website** form, and it is automatically assigned to a team member. Which of the following is the most likely reason the customer's **Portal** account was not automatically created? A) The customer already has a portal account. B) The **Helpdesk** team is not configured to create a portal account. C) The customer has not verified their email address. D) The customer is not a **Follower** of the ticket. **Answer:** A) The customer already has a portal account. **Explanation:** Odoo's **Portal** automatically creates a user if one does not exist for the email address. If a user with that email already exists, it will not create a new one.

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A) **Ticket Stage** changes to **Closed**. **Explanation:** The most logical time to send a satisfaction survey is after the customer's issue has been resolved, which is typically marked by the ticket moving to a **Closed** or **Done** stage.

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Answer: C) To visualize tickets as cards organized by their stages. **Explanation:** The support manager uses the Kanban view to see which tickets are in the "New," "In Progress," and "Waiting for Customer" stages.

82. Question: How can you set up a custom email template to be sent automatically when a ticket is created? A) By manually sending an email from the ticket. B) By configuring an **Automated Action** in the settings. C) By using the **Sales** module's email templates. D) By writing a custom script. **Answer:** B) By configuring an **Automated Action** in the settings. **Explanation:** An automated action is set to send a "Ticket Confirmation" email to the customer as soon as a new ticket is created.

83. Question: What does the **Rating** feature in Helpdesk allow you to measure? A) The ticket's priority level. B) The customer's satisfaction with the service. C) The team member's performance. D) The duration of a ticket's resolution. **Answer:** B) The customer's satisfaction with the service. **Explanation:** After a ticket is closed, an automated email with a satisfaction survey is sent to the customer to collect a rating.

84. Question: What is the purpose of the **Knowledge** app in relation to the Helpdesk module? A) It is used to manage employee training. B) It stores internal articles and solutions for agents to use. C) It is used for customer onboarding. D) It is used for marketing campaigns. **Answer:** B) It stores internal articles and solutions for agents to use. **Explanation:** A support agent finds a detailed solution article in the **Knowledge** app to quickly solve a common customer problem.

85. Question: How can a customer view the status of their submitted ticket without logging into Odoo's backend? A) They can't, it's an internal-only feature. B) Through the Odoo **Portal**. C) They must receive a manual email update. D) They need to call the support line. **Answer:** B) Through the Odoo **Portal**. **Explanation:** A customer logs into the company's Odoo portal to see that their ticket has moved from "In Progress" to "Waiting for Customer."

86. Question: Which field on a ticket is used to categorize the type of problem, such as "Technical Issue" or "Billing Query"? A) **Priority**. B) **Tags**. C) **Type**. D) **SLA Policy**. **Answer:** C) **Type**. **Explanation:** A new ticket is automatically assigned the **Type** of "Billing Query" based on the email's subject line.

87. Question: What happens to an **SLA Policy** if a ticket's stage is changed to a "Waiting" stage? A) The SLA timer continues to run. B) The SLA timer is paused. C) The SLA policy is automatically removed from the ticket. D) The SLA policy's deadline is extended. **Answer:** B) The SLA timer is paused. **Explanation:** A ticket's SLA for first response is paused when the agent changes the stage to "Waiting for Customer" to await a reply.

88. Question: How is a ticket's **Priority** typically set? A) It is always set to "Low." B) It is determined by the **SLA Policy** or manually by the agent. C) It is based on the customer's purchase history. D) It is randomly assigned. **Answer:** B) It is determined by the **SLA Policy** or manually by the agent. **Explanation:** An SLA policy is configured to automatically set the **Priority** to "High" if the ticket subject contains the word "Urgent."

89. Question: What is the purpose of the **Timesheet** feature in the Helpdesk module? A) To track the customer's billing cycle. B) To record the time spent by an agent working on a ticket. C) To schedule team meetings. D) To track product inventory. **Answer:** B) To record the time spent by an agent working on a ticket. **Explanation:** A support agent logs 30 minutes to the ticket to record the time spent on a diagnostic call with the customer.

90. Question: How can you merge two duplicate tickets into a single one? A) By manually copying and pasting the information. B) By using the **Merge** button on one of the tickets. C) By closing one ticket and leaving the other open. D) This feature is not available in Odoo. **Answer:** B) By using the **Merge** button on one of the tickets. **Explanation:** A customer accidentally creates two tickets for the same issue, so a support agent merges them to consolidate communication.

91. Question: What is the **Chatter** on a ticket used for? A) To display the ticket's priority. B) To track the history of all communications and internal notes. C) To show the ticket's stage. D) To display the customer's contact information. **Answer:** B) To track the history of all communications and internal notes. **Explanation:** An agent uses the **Chatter** to see all emails, internal notes, and changes made to the ticket by other team members.

92. Question: What is the role of **Tags** on a ticket? A) To define the ticket's due date. B) To categorize tickets for reporting and filtering. C) To track the agent's performance. D) To manage the customer's contact information. **Answer:** B) To categorize tickets for reporting and filtering. **Explanation:** Tickets related to a specific product launch are tagged with "Product X Launch" for later analysis.

93. Question: How can you integrate the Helpdesk module with the **Website** module to allow customers to submit tickets online? A) By using a manual form on the website. B) By activating the **Helpdesk Form** in the **Website** module settings. C) By embedding an external form. D) This is not a standard feature. **Answer:** B) By activating the **Helpdesk Form** in the **Website** module settings. **Explanation:** A company activates the **Helpdesk Form** on their website, allowing visitors to submit support requests directly from a web page.

94. Question: What is a **Helpdesk Team**? A) A single support agent. B) A logical grouping of support agents that work on a specific type of ticket. C) A department within the company. D) A customer support hotline. **Answer:** B) A logical grouping of support agents that work on a specific type of ticket. **Explanation:** A company has a "Technical Support" team and a "Billing" team to handle different types of customer inquiries.

95. Question: When a ticket is **Closed**, what is the typical result for the **SLA Policy** associated with it? A) The SLA timer restarts. B) The SLA policy is completed successfully or failed, and its status is recorded. C) The SLA policy is deleted. D) The SLA timer is paused indefinitely. **Answer:** B) The SLA policy is completed successfully or failed, and its status is recorded. **Explanation:** A ticket is closed within the SLA deadline, and the system marks the SLA as "Achieved."

96. Question: How does Odoo handle ticket communication via email? A) Emails are only sent manually from the ticket. B) All inbound emails to the team's alias are converted into

tickets or chatter messages, and outbound replies are sent from the ticket. C) Email communication is managed entirely by an external tool. D) Emails are ignored by the system. **Answer:** B) All inbound emails to the team's alias are converted into tickets or chatter messages, and outbound replies are sent from the ticket. **Explanation:** A customer replies to a ticket from their email client, and the reply appears in the ticket's **Chatter** and notifies the agent.

97. Question: What is the purpose of the **Helpdesk Dashboard**? A) To manage financial accounting. B) To provide a high-level overview of key metrics like ticket volume and average response time. C) To create new sales leads. D) To manage employee payroll.

Answer: B) To provide a high-level overview of key metrics like ticket volume and average response time. **Explanation:** A manager checks the dashboard at the start of the day to see how many "High Priority" tickets are still open.

98. Question: Which **Ticket Stage** represents a completed ticket? A) **New**. B) **In Progress**. C) **Done** or **Closed**. D) **Waiting for Customer**. **Answer:** C) **Done** or **Closed**. **Explanation:** An agent moves a ticket to the **Closed** stage after the customer confirms the issue is resolved.

99. Question: How can an agent create a new ticket from an incoming call? A) By sending an email to the team's alias. B) By using the **New** button in the Helpdesk module and filling in the details. C) By asking the customer to submit a form online. D) By using a separate call logging system. **Answer:** B) By using the **New** button in the Helpdesk module and filling in the details. **Explanation:** A support agent takes a phone call and manually creates a new ticket, entering the customer's information and the issue description.

100. Question: What is **Automated Assignment** used for in Helpdesk? A) To manually assign tickets to agents. B) To automatically assign tickets to a specific agent or team based on rules. C) To assign tickets to customers. D) To assign tickets to the **Sales** team.

Answer: B) To automatically assign tickets to a specific agent or team based on rules.

Explanation: An automated assignment rule is set to route all tickets with the **Type** "Technical Issue" to the "Level 2 Support" team.