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	Author(s)	Jun Suganob	

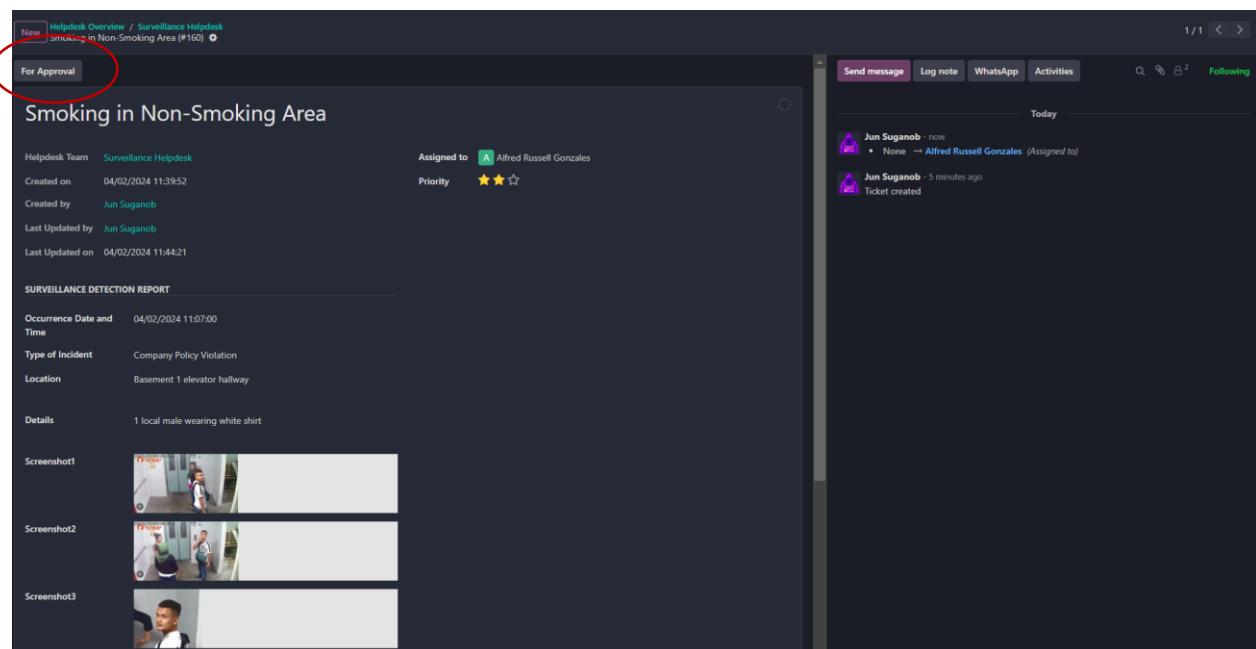
## I. PURPOSE

Enhance company SOP modernization by leveraging Odoo's comprehensive suite of tools and functionalities.

## II. REQUIRED ODOO APPLICATIONS

- a) Helpdesk
- b) Contacts
- c) WhatsApp
- d) Email

## III. CONFIGURATION



New Helpdesk Overview / Surveillance Helpdesk

Smoking in Non-Smoking Area (#160)

For Approval

Smoking in Non-Smoking Area

Helpdesk Team: Surveillance Helpdesk  
Created on: 04/02/2024 11:39:52  
Created by: Jun Suganob  
Last Updated by: Jun Suganob  
Last Updated on: 04/02/2024 11:44:21

Assigned to: Alfred Russell Gonzales  
Priority: ★★☆

SURVEILLANCE DETECTION REPORT

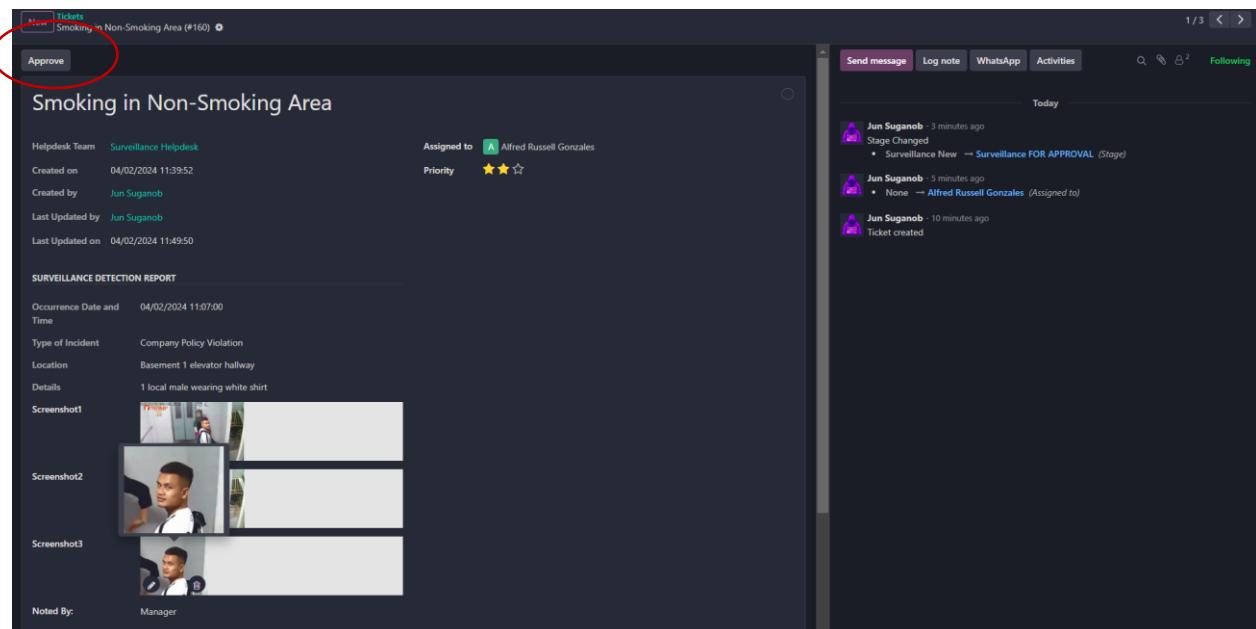
Occurrence Date and Time: 04/02/2024 11:07:00  
Type of Incident: Company Policy Violation  
Location: Basement 1 elevator hallway  
Details: 1 local male wearing white shirt

Screenshot1, Screenshot2, Screenshot3

Send message Log note WhatsApp Activities Following Today

Jun Suganob - now  
• None → Alfred Russell Gonzales (Assigned to)  
Jun Suganob - 5 minutes ago  
Ticket created

3.1 Streamline the ticket creation process by implementing a system where once all necessary fields are filled out, an approval button will dynamically appear in the upper left corner, facilitating efficient workflow management.



New Tickets

Smoking in Non-Smoking Area (#160)

Approve

Smoking in Non-Smoking Area

Helpdesk Team: Surveillance Helpdesk  
Created on: 04/02/2024 11:39:52  
Created by: Jun Suganob  
Last Updated by: Jun Suganob  
Last Updated on: 04/02/2024 11:49:50

Assigned to: Alfred Russell Gonzales  
Priority: ★★☆

SURVEILLANCE DETECTION REPORT

Occurrence Date and Time: 04/02/2024 11:07:00  
Type of Incident: Company Policy Violation  
Location: Basement 1 elevator hallway  
Details: 1 local male wearing white shirt

Screenshot1, Screenshot2, Screenshot3

Noted By: Manager

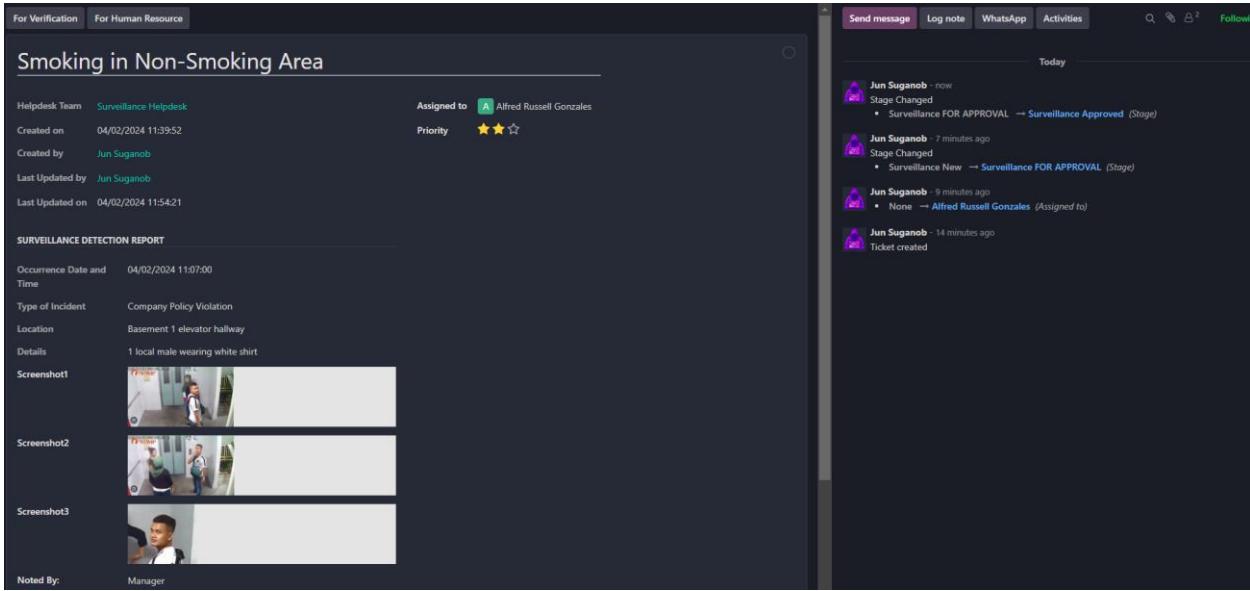
Send message Log note WhatsApp Activities Following Today

Jun Suganob - 3 minutes ago  
Stage Changed  
• Surveillance New → Surveillance FOR APPROVAL (Stage)  
Jun Suganob - 5 minutes ago  
• None → Alfred Russell Gonzales (Assigned to)  
Jun Suganob - 10 minutes ago  
Ticket created

3.2 During the approval stage of a ticket, the approval button will dynamically appear if the "noted by" field is already set, ensuring seamless workflow progression. Additionally,

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*enable photo zooming functionality upon mouse hover to enhance user experience and facilitate detailed inspection of images.*



The screenshot shows the Odoo Helpdesk interface. A ticket titled "Smoking in Non-Smoking Area" is open. The ticket details include:

- Helpdesk Team: Surveillance Helpdesk
- Created on: 04/02/2024 11:39:52
- Created by: Jun Sukanob
- Last Updated by: Jun Sukanob
- Last Updated on: 04/02/2024 11:54:21
- Assigned to: Alfred Russell Gonzales
- Priority: ★★☆

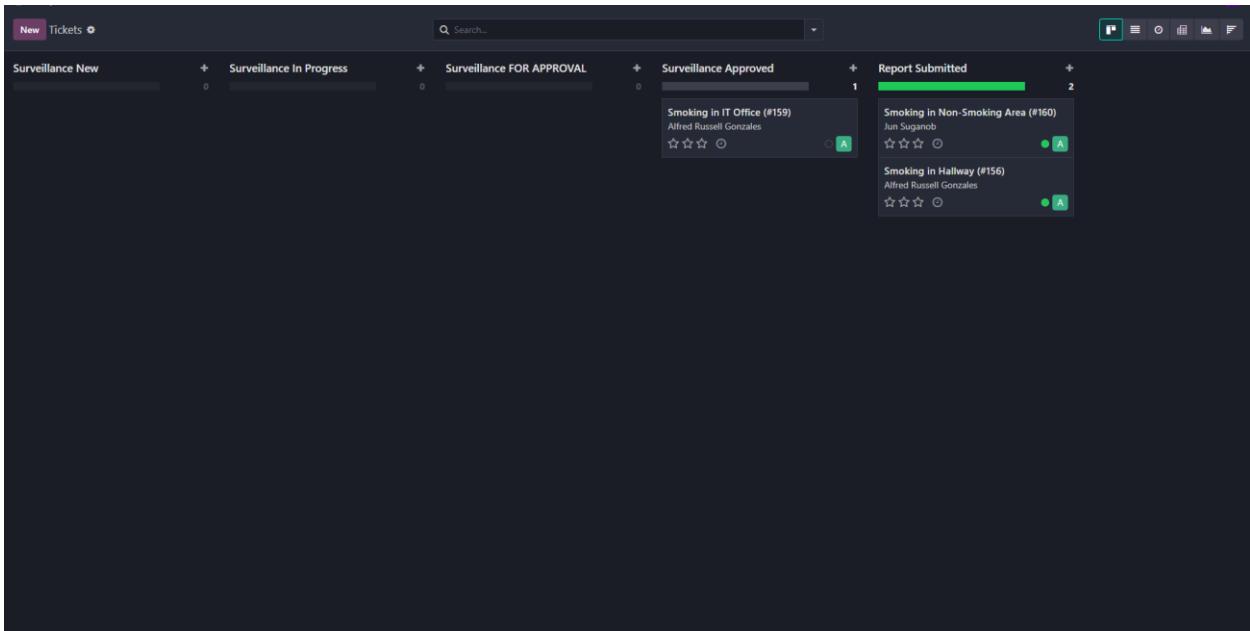
The ticket is categorized under "SURVEILLANCE DETECTION REPORT". It includes:

- Occurrence Date and Time: 04/02/2024 11:07:00
- Type of Incident: Company Policy Violation
- Location: Basement 1 elevator hallway
- Details: 1 local male wearing white shirt
- Screenshots: Three screenshots showing a person smoking in a non-smoking area.

To the right of the ticket view is a sidebar showing activity logs:

- Jun Sukanob - now Stage Changed → Surveillance FOR APPROVAL (Stage)
- Jun Sukanob - 7 minutes ago Stage Changed → Surveillance New → Surveillance FOR APPROVAL (Stage)
- Jun Sukanob - 9 minutes ago None → Alfred Russell Gonzales (Assigned to)
- Jun Sukanob - 14 minutes ago Ticket created

*3.3 Upon approval of the ticket, a selection button for the next helpdesk will promptly emerge. Upon user interaction with this button, the ticket will seamlessly transition to the "Submitted" stage or mark it as "done,"*



The screenshot shows the Odoo Kanban view of surveillance helpdesk tickets. The board has four columns:

- Surveillance New
- Surveillance In Progress
- Surveillance FOR APPROVAL
- Surveillance Approved

The "Surveillance Approved" column contains three tickets:

- Smoking in IT Office (#159) - Alfred Russell Gonzales
- Smoking in Non-Smoking Area (#160) - Jun Sukanob
- Smoking in Hallway (#156) - Alfred Russell Gonzales

The ticket "Smoking in Non-Smoking Area (#160)" is currently selected, indicated by a green bar above the ticket card.

*3.4 Kanban view of Surveillance helpdesk*

#### IV. CUSTOM FIELDS

- x\_studio\_occurrence\_date\_and\_time > Date and Time
- x\_studio\_type\_of\_detection > Selection
- x\_studio\_location > Multiline text
- x\_studio\_details > Multiline text
- x\_studio\_screenshot\_1 > Image
- x\_studio\_screenshot\_2 > Image
- x\_studio\_screenshot\_3 > Image
- x\_studio\_screenshot\_4 > Image

#### V. AUTOMATION RULES

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## VI. FILTER RULES

## VII. INTERFACE CHANGES

## VIII. DOCUMENT REVISION

Policy Revision History for Document				
Version #	Prepared By	Reviewed By	Approved By	Date Approved
1	Jun Sukanob			