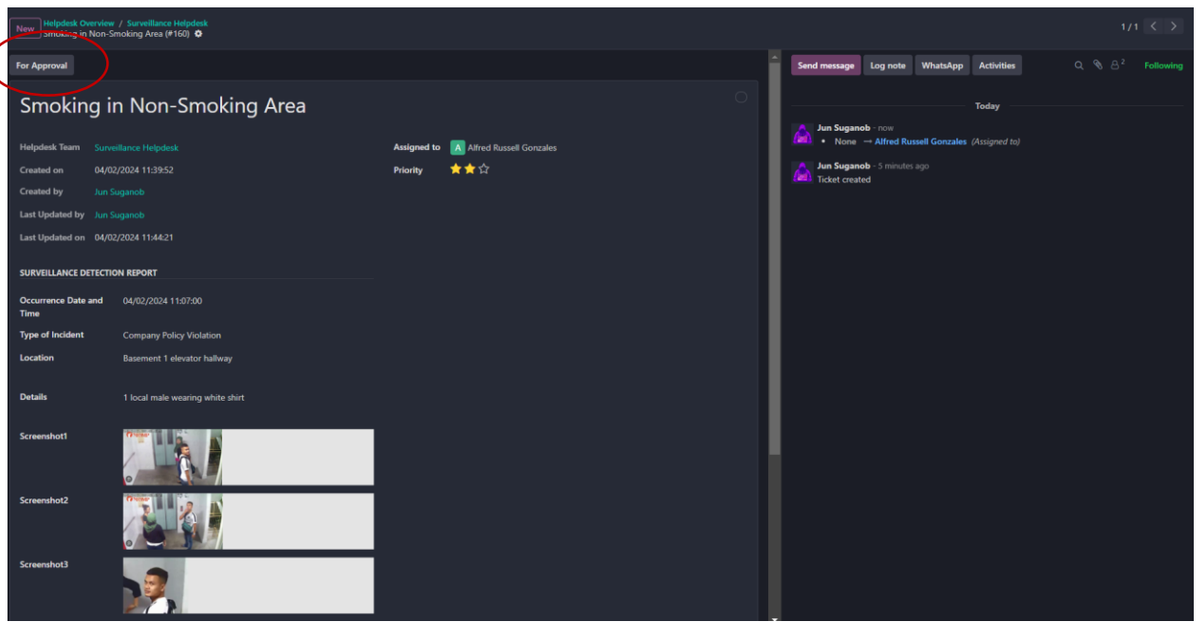
I. PURPOSE

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

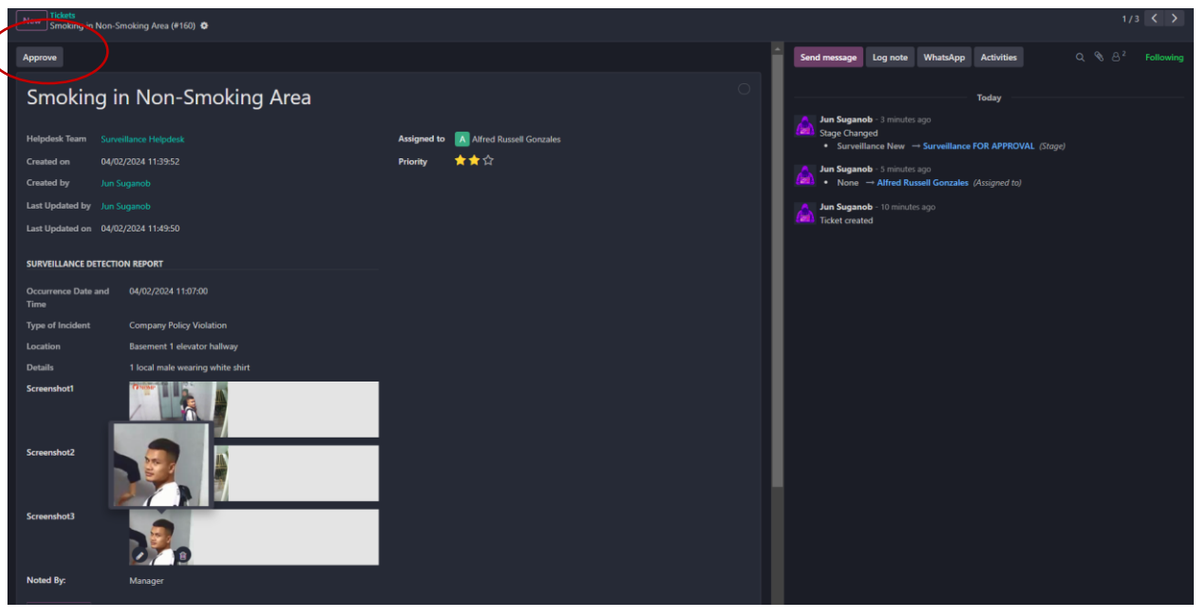
II. REQUIRED ODOO APPLICATIONS

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

III. CONFIGURATION

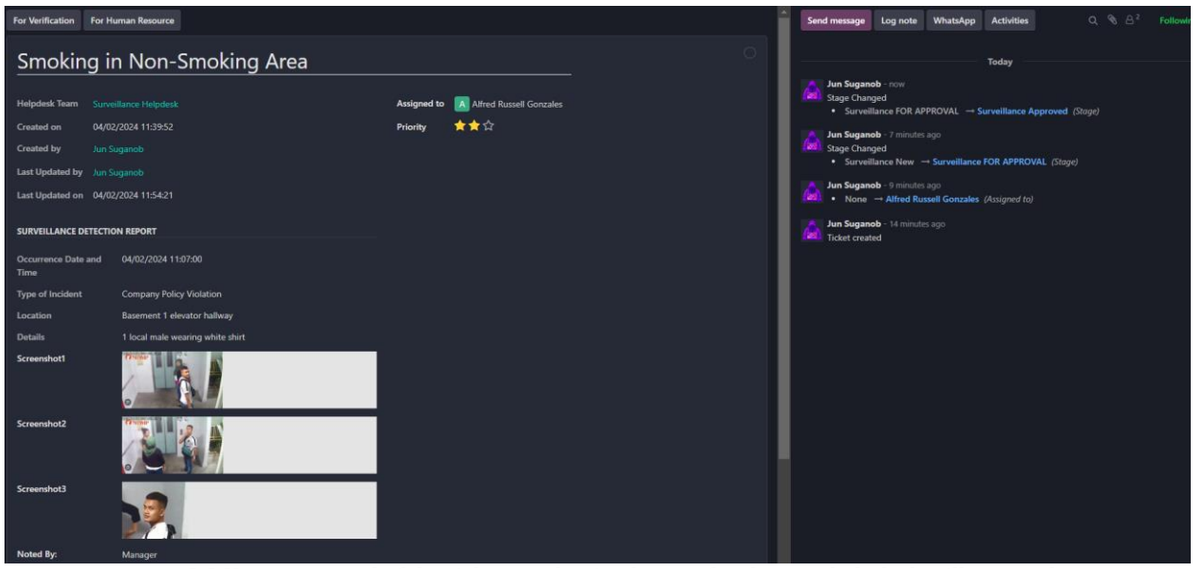


3.1 Streamline the ticket creation process by implementing a system where once all necessary fields are filled out, an approval button will dynamically appear in the upper left corner, facilitating efficient workflow management.

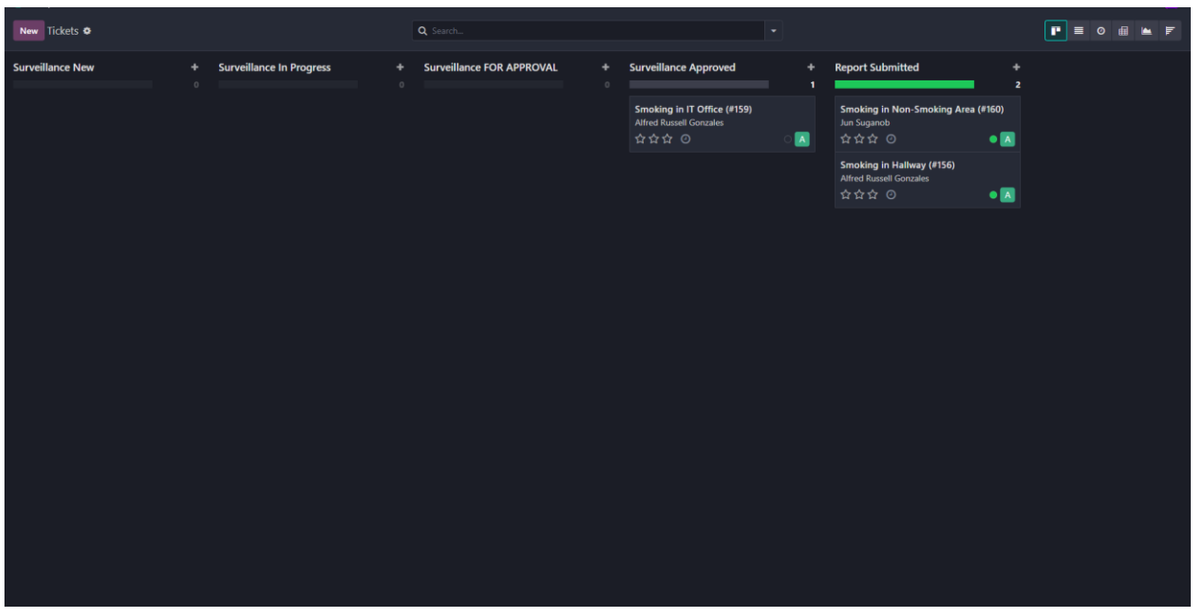


3.2 During the approval stage of a ticket, the approval button will dynamically appear if the "noted by" field is already set, ensuring seamless workflow progression. Additionally,

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



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,"



3.4 Kanban view of Surveillance helpdesk

IV. CUSTOM FIELDS

a) x_studio_occurrence_date_and_time > Date and Time
b) x_studio_type_of_detection > Selection
c) x_studio_location > Multiline text
d) x_studio_details > Multiline text
e) x_studio_screenshot_1 > Image
f) x_studio_screenshot_2 > Image
g) x_studio_screenshot_3 > Image
h) x_studio_screenshot_4 > Image

V. AUTOMATION RULES

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 Suganob			