Bug fixes, security alerts, support and upgrade services

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1 Introduction

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Projects / Issues / VERY URGENT!!!

EDIT CREATE   Attachment(s) ▾ Action ▾   292 / 292 ‹ ›

I TAKE IT CONVERT TO LEAD NOT COVERED BY ONLINE   **NEW** ADMINISTRATION FUNCTIONAL TECHNICAL & PLATFORM BUG FIXES ONLINE UPGRADE CUST. FEEDBACK MORE ▾

☺ **0**
  Rating

DESCRIPTION   TIMESHEETS

VERY URGENT!!!

Hello!

Responsible

I need your help as I cannot work!

Severity   ☆ ☆

Tags   tmail.com

Please help us asap!!!!

Enterprise Alert

No Enterprise Found   Task

DESCRIPTION TIMESHEETS EXTRA INFO ENTERPRISE DATABASES

Hello!

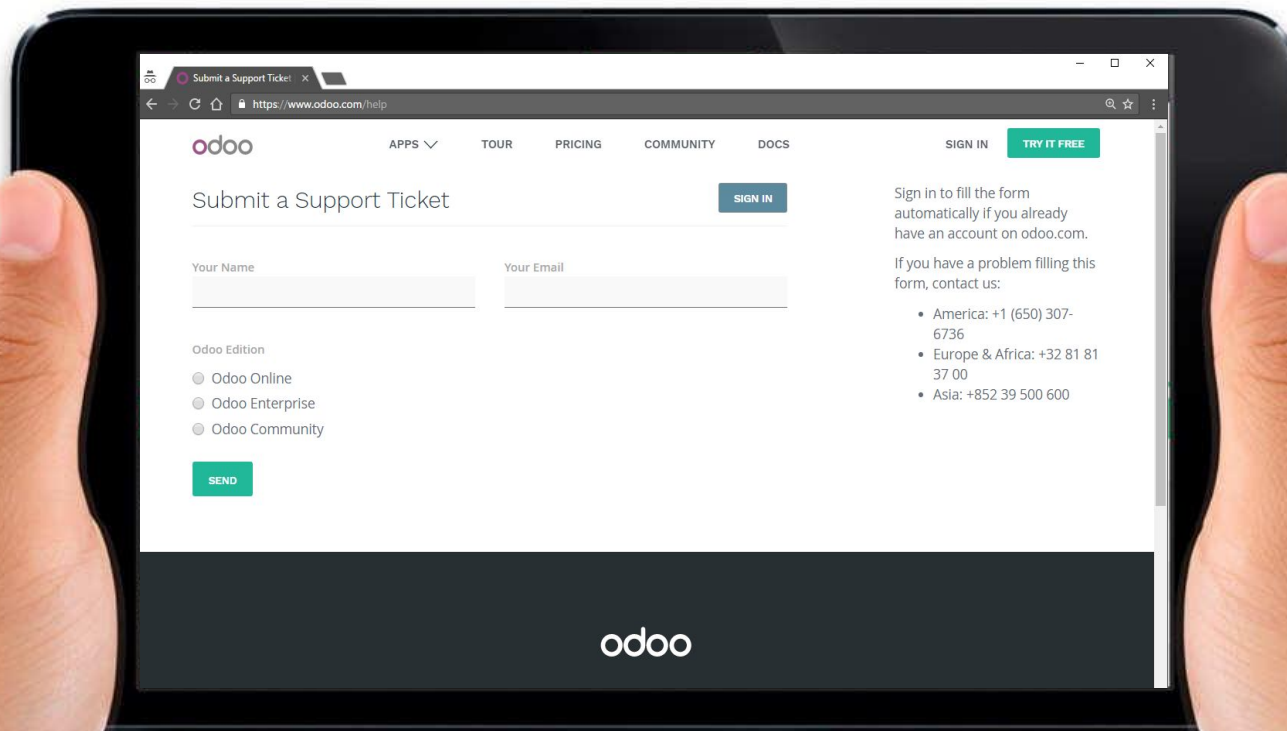I need your help as I cannot work!

Please help us asap!!!!

2 Support & Bug fixes

Support Tickets lacked a lot of **useful information & proper structure.**

Online Support **Form**

Sign In to have the required information already pre-filled.
And be **as complete as possible** to avoid long email exchanges.

Information **Needed:**

- Odoo version
- Database name / contract reference
- Detailed description of your issue:
  - Steps to reproduce
  - Current behavior
  - Expected behavior
- Printscreens / videos

Ticket's journey

| Step 1: QUALIFICATION | Step 2 | Step 3 | Step 4 |

We well received your ticket via the support form (www.odoo.com/help).

!! If you inform us about the kind of problem you encountered, your ticket will be qualified automatically according to your selection.

Otherwise, your ticket will be qualified manually according to your issue and your contract.

Tickets' journey

QUALIFICATION → **Step 2: PROCESS** → Step 3 → Step 4

According to your issue's description, your ticket will be managed by the right team:
- ADMINISTRATION
- FUNCTIONAL
- TECHNICAL
- BUG FIXES
- UPGRADE

Tickets' journey

QUALIFICATION ⟩ PROCESS ⟩ **Step 3: FEEDBACK** ⟩ Step 4

When an answer is sent, your ticket will go under the stage "Cust. Feedback".

If we receive no answer after 7 days, your ticket will automatically be closed.

If a reply is sent, we put the ticket back to the right stage or we close it by moving it to the "DONE" stage.
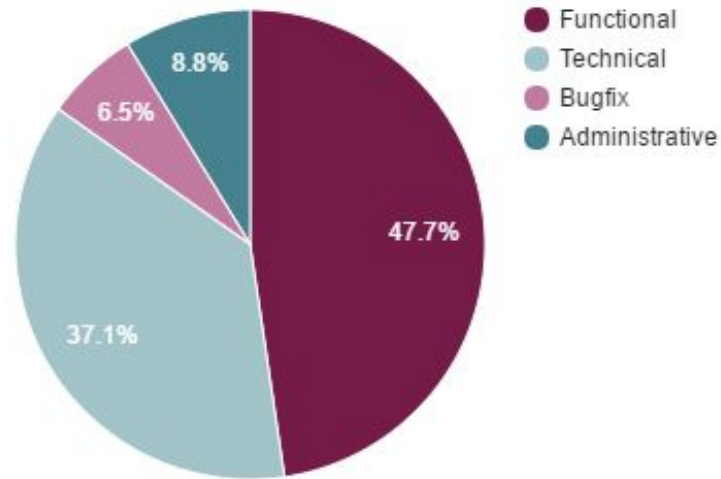
Tickets' journey

QUALIFICATION → PROCESS → FEEDBACK → **Step 4: RATING**

Not yet in production, but after the Odoo Experience we will launch the rating option.

We focus on building **the perfect customer experience.**
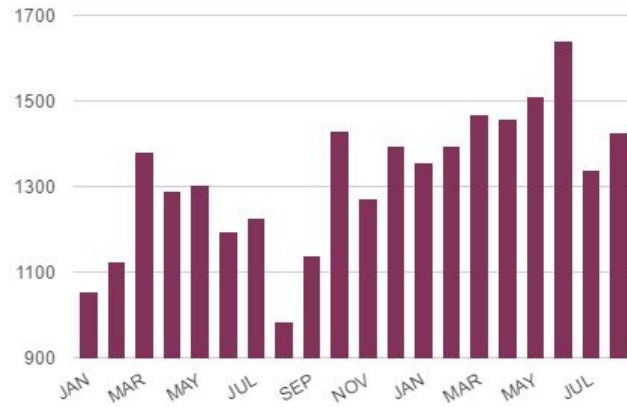
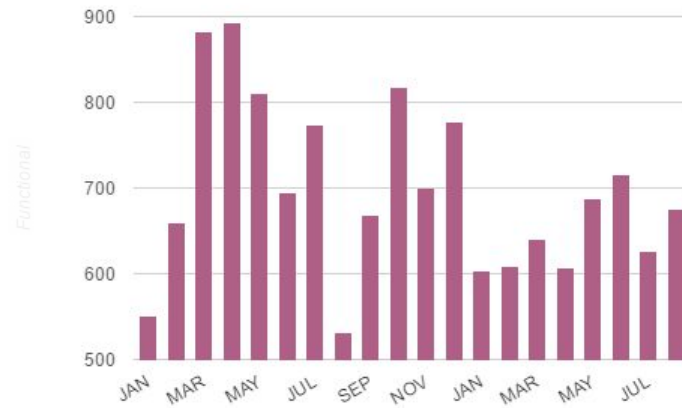# Some numbers:

Online tickets distribution

Legend:
- Functional
- Technical
- Bugfix
- Administrative

Values: 47.7%, 37.1%, 6.5%, 8.8%

Most of tickets are firstly analyzed by functional consultants before going to the technical team.
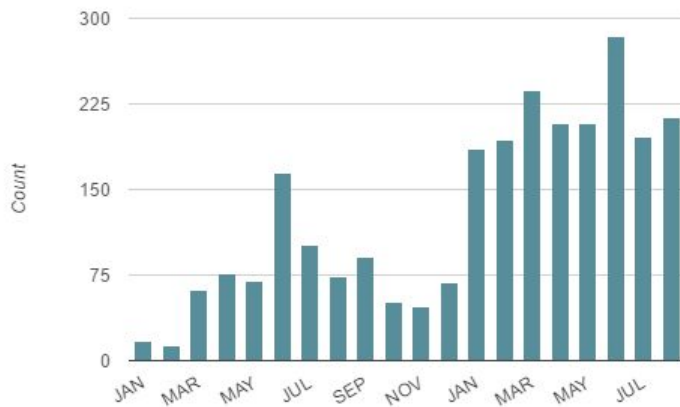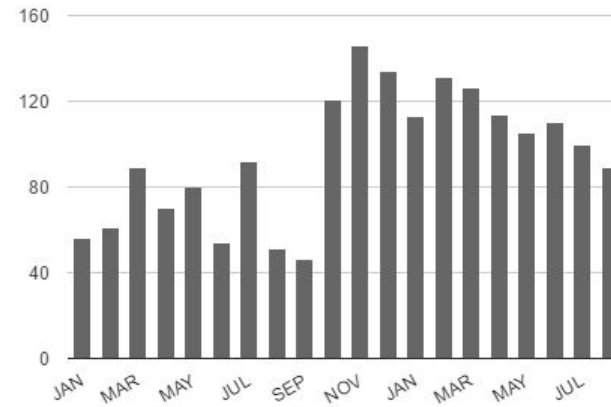
Some numbers:

Support 24/24,
Still a dream?
Or finally happening?

3 Security Alerts

Enterprise Version

1. Details privately shared with
   security@odoo.com

2. Analysis by Security Team

3. Correction and review

4. Security Advisory privately
   broadcast to Enterprise Subscribers
   (Automatic notification based on Contract status)

5. Public disclosure after 2weeks delay
   to let customers upgrade

Online Version

⇒ You don't have to do anything, we'll do it for you!

⇒ More info on https://www.odoo.com/page/responsible-disclosure

4 Upgrade Service

Online Version

- Through the form www.odoo.com/help

- Automatic for minor "saas" versions

- On demand for major releases (8→9)

- Test db first

- Let us know if there are customizations BEFORE starting

- Price: included

Enterprise Version

- upgrade@odoo.com

- Price: included

5 Conclusion

- SUPPORT SERVICE will assist you in your daily use of Odoo

- BUGFIX SERVICE will allow you to have the best user experience

- SECURITY ALERTS will prevent you from external threat

- UPGRADE SERVICE will keep you aligned with the latest version

⇒ to help us providing you the best service, we need your help!

www.odoo.com/help

Our missions are to

- **Satisfy the needs of our customers and partners**

- **Improve their business experience with Odoo!**

Thank you.

#odooexperience

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