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Field & Fix Pack

Helpdesk Field Service Repair

Why Odoo

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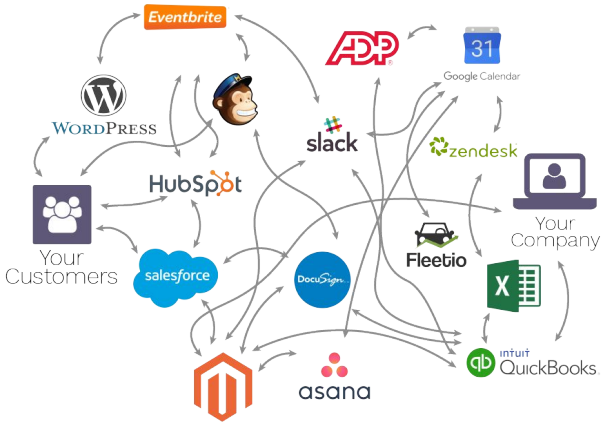
Instead of a stand-alone software



The All-in-One solution

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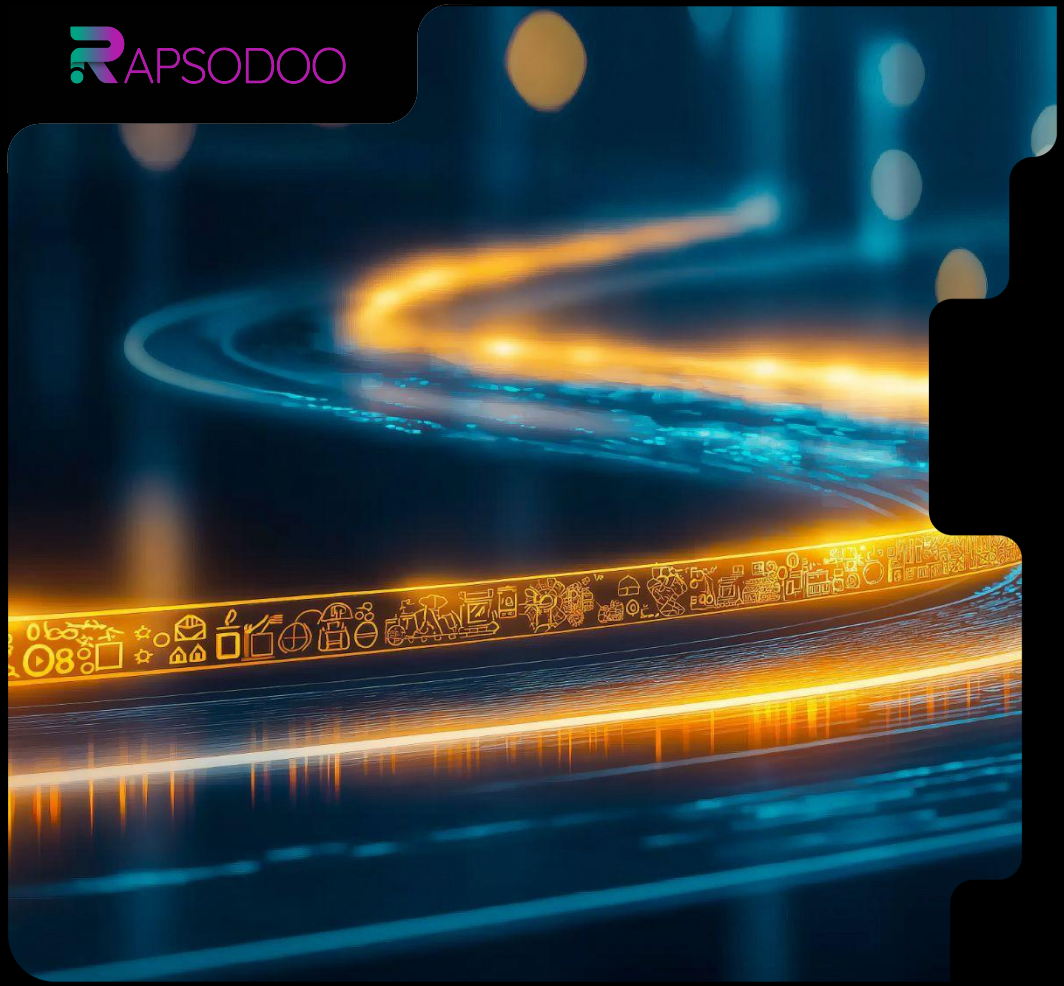

Simplify the flow with odoo

With the Rapsodoo **Helpdesk, Field Service & Repair package**, you gain a complete overview of your team's workload and use the app to deliver on-site services to your customers such as sales, invoicing, signatures, and scheduling.
These activities ensure **operational continuity** and an **efficient user experience.**

Rapsodoo **Field & Fix** Pack

Helpdesk

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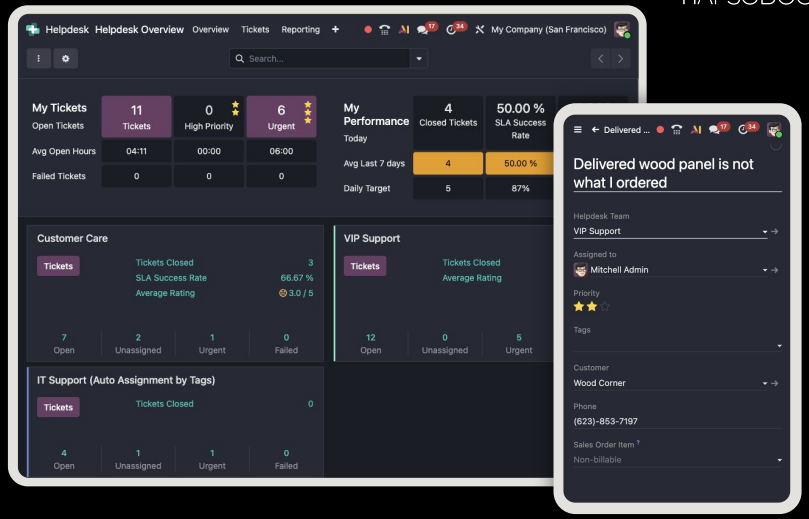

Centralized request management.
All tickets are collected in one single point, coming from email, customer portal, website, or manual entry.

Smart assignment.
Automatic routing to teams or individual agents based on rules, categories, products, or SLAs.

Internal management.
Kanban board and Gantt view to monitor progress. Configurable SLAs for response and resolution times.

Customer Experience to collect ratings and feedback upon ticket closure, measuring customer satisfaction.

Ticket creation.
Email → Every message sent to a dedicated address automatically generates a ticket.Customer portal → Customers can open and track their own tickets.

Closure and analysis.
Ticket closure with automatic summary email sent to the customer.
Customer rating/feedback requests.
Analytical dashboards with KPIs: average response times, performance by team/agent, volumes by request type.

Full visibility and integrated communication.
Each ticket has a clear status (New, In Progress, Resolved, Closed) and can be monitored by the customer through the portal.
Emails, internal notes, attachments, and documentation are managed directly within the ticket.

Collaboration and traceability.
Assignment to team members or cross-department collaboration.
Integration with Projects → convert complex tickets into project tasks.
Integration with Field Service → create on-site interventions.
Integration with Repair → manage repairs of physical products.

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Field Service

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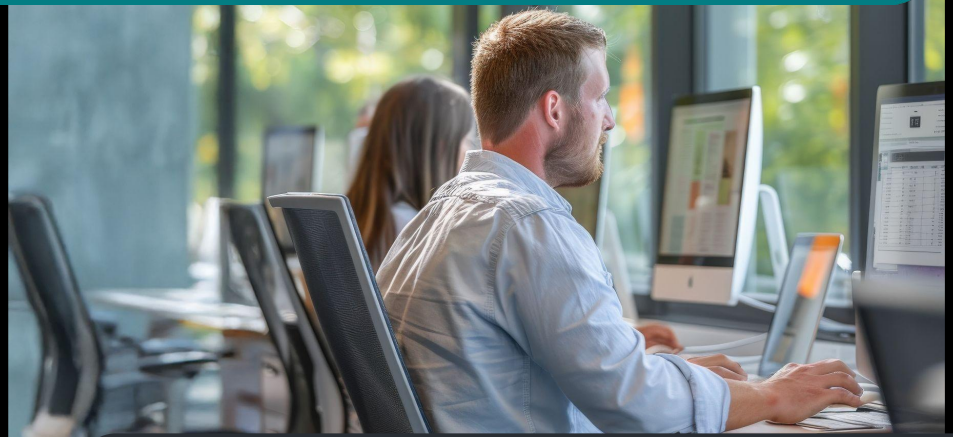

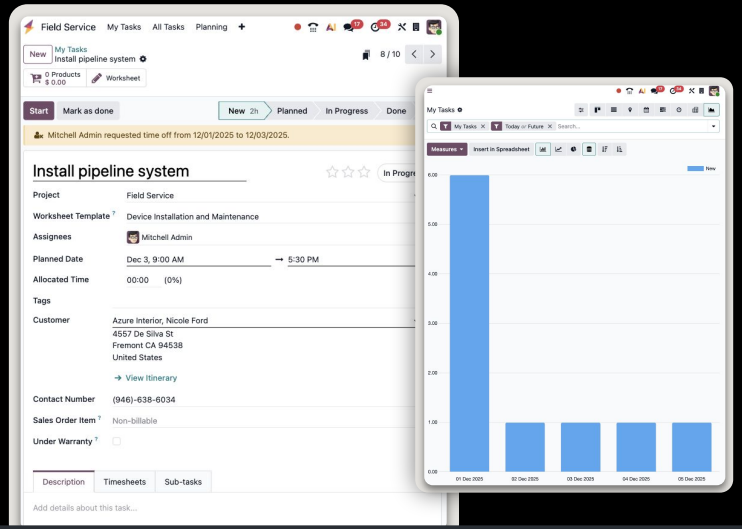

Scheduling of on-site interventions via Calendar, Gantt, or Maps, with immediate visibility of technician availability.

Smart assignment of interventions to technicians based on skills, geographic location, and available resources.

Automatic generation of sales orders and invoices based on time spent and products used during the intervention.

Direct integration with **Sales, Warehouse, and Helpdesk** modules enables a seamless operational flow—from issue reporting to activity closure and invoicing.

Optimized mobile access: technicians can view, update, and close interventions directly from smartphones or tablets, without accessing the back office.

Creation of service reports directly in the field by the technician, to be signed by the customer upon completion.
Multiple templates can be defined depending on the type of intervention, with the option to send reports directly to the customer.

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Repair

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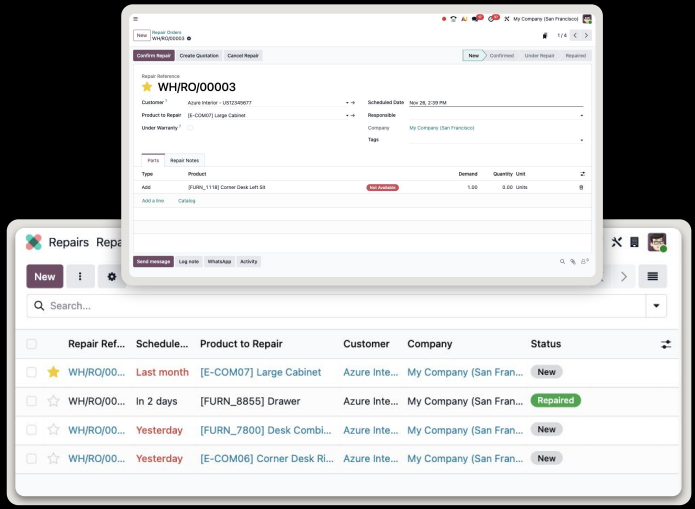

Creation and management of repair orders with details on customer, product, components to be replaced, and required labor.

Ability to define billable repairs (with quotation and customer approval) or warranty repairs (zero cost and linked to contract or sale).

Integration with the warehouse allows automatic management of replaced component movements and full inventory traceability.

All repairs can **generate invoices** based on time and materials used.

With **lot and serial number traceability**, every replaced component can be precisely tracked.

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Project PROPOSAL

The project with Rapsodoo

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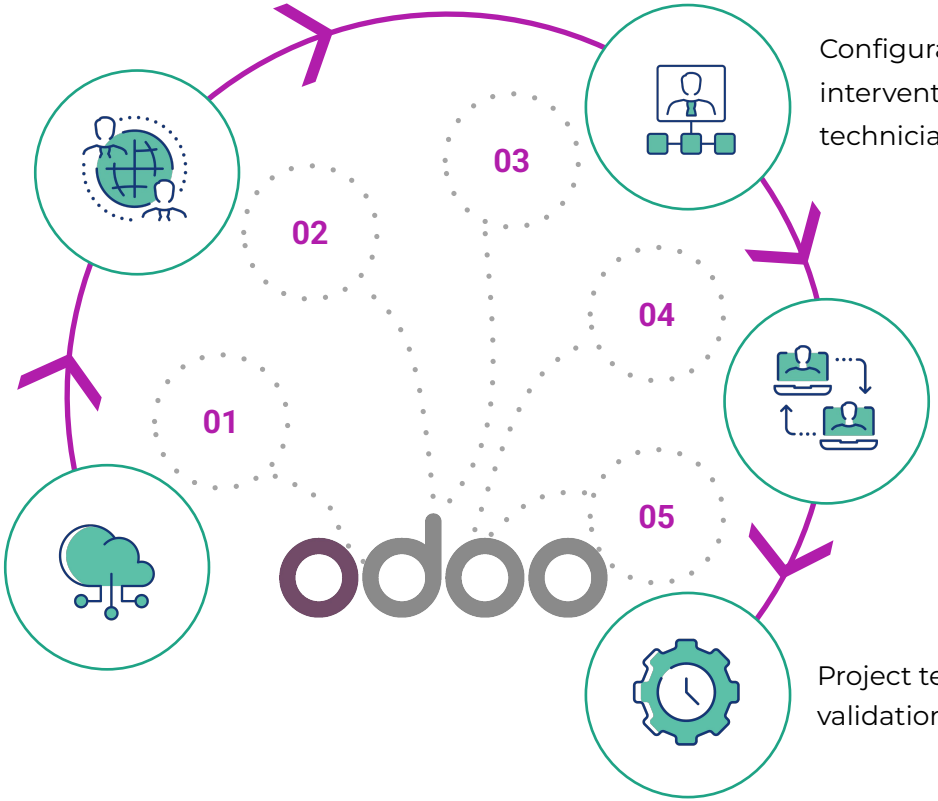
Configuration of the **Helpdesk workflow**, with multiple support teams and SLAs

Configuration of **Field Service**, including intervention planning processes and technician assignment

Configuration of **Repair** and integration with **Helpdesk**

Project testing and validation for **go-live**

Configuration of the **Cloud SaaS environment**



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Economics

Economics

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Project

Activity	Drivers/metrics	Implementation costs
• Helpdesk app configuration • Field Service app configuration • Repair app configuration • Training for a total of 8 hours • PDF guides for super users • Turnkey project	One-off fee	€ 15,500.00

Economics - OPEX

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Odoo Licensing + Cloud*

Activity	Drivers/metrics	Implementation costs
• Odoo licenses (10 users) • Odoo.sh Cloud (1 worker – 60 GB storage) • Production and testing	**1 Year** Commitment	**3k** (10 users + Odoo.sh)

Support
Assistance & Maintenance Service

Activity	Drivers/metrics	Implementation costs
• Functional and technical support up to a maximum of 12 hours		**€ 3,800.00**

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Thanks

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