Odoo

The Odoo integration brings your Odoo contacts, companies, leads, opportunities, and users into Alchemer Voice, so conversations and insights link to the right records and you can filter by Odoo data. The integration is read-only: Alchemer Voice doesn't write anything back to Odoo. Two optional connections, Odoo Phone and Odoo Helpdesk, also import VoIP calls and helpdesk tickets.

What's imported

Odoo	Alchemer Voice
Companies	Accounts. A partner counts as a company if it's flagged as one or has contacts under it.
Contacts	Contacts. Internal users aren't imported as contacts.
Leads	Leads, including archived ones. A lead that Odoo converts to an opportunity is kept as a converted lead.
Opportunities	Opportunities, including archived ones. Won and lost follow the stage in Odoo.
Users	Users.
Calls (Odoo Phone)	Phone conversations, when the call has a recording.
Tickets (Odoo Helpdesk)	Support conversations, with their messages.

Standard fields and custom fields whose names start with `x_` are available for filtering. Alchemer Voice checks Odoo for changes every 5 minutes, and records you delete in Odoo are removed from Alchemer Voice once a day.

Set up

Before you begin

- An Odoo instance hosted by Odoo (odoo.com or Odoo.sh) on Odoo 19 or later. Self-hosted instances with several databases aren't supported.
- An Odoo administrator, because the API key must belong to one.
- For Odoo Phone, the Odoo VoIP app with call recording. For Odoo Helpdesk, the Odoo Helpdesk app.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. In Odoo, open your profile and go to **My Profile > Account Security > New API Key** . Give the key a name and copy it.

2. In Alchemer Voice, go to **Admin > Connections**. Under **Customer relationship management**, find **Odoo** and click **Connect**.

3. Enter your Odoo URL (for example, https://mycompany.odoo.com) and the API key, then click **Connect**.

The card shows **Syncing...** and then **Connected** once the first import is complete. To disconnect, click **Disconnect** on the card. This also disconnects Odoo Phone and Odoo Helpdesk.

Odoo Phone

On **Admin > Connections**, under **Call recording**, find **Odoo Phone** and click **Connect**. Odoo records both sides of a call on one channel, so Alchemer Voice transcribes the recording itself and works out who is the agent and who is the customer. The recording plays back from Odoo when you open the conversation.

Odoo Helpdesk

Under **Service management**, find **Odoo Helpdesk** and click **Connect**. The steps are the same as for Odoo Phone. Tickets, including archived ones, are imported with the messages the customer can see: comments and emails, but not internal notes or system notifications.

Custom filters

1. On the Odoo card, click **Settings**.

2. Under **Custom filters**, click **Add custom filter**.

3. Choose the **Record type**, **Field**, **Field type**, and a **Name**, then click **Save**.

You can't edit a saved filter. To change one, delete it with the bin icon and create a new one.

Troubleshooting

- **"Please enter the public address of your Odoo instance":** Enter the address you use to sign in to Odoo, for example https://mycompany.odoo.com. Private or internal addresses can't be used.
- **Odoo rejected the connection:** Check the address, and check that the API key belongs to an administrator. A key from a non-administrator is rejected.
- **Authentication failed:** Odoo no longer accepts the saved key, for example because it was deleted or expired. Click **Disconnect**, then **Connect** with a new key.
- **No calls or tickets appear:** Check that the VoIP or Helpdesk app is installed in Odoo. If it isn't, that part of the sync is skipped without an error.
- **Calls are missing:** Check that the call ended, has a recording, and lasted at least a minute.

Permissions

Connecting and disconnecting Odoo, Odoo Phone, and Odoo Helpdesk requires the **Manage connections** permission. Without it, you can't connect or disconnect these integrations. See Roles and permissions.

If you need help, contact Alchemer Support.

Related Articles