How to configure caller recognition and screen-pop for:

Odoo

Supported versions: Odoo versions 8, 9, 10, 11, 12, 13, 14, 15, 16
Contact replication method: API over XML RPC
Screen pop method: URI

Prerequisites

The Odoo API is used for contact data replication. To enable this, the Recognition Update service must be authorized to access Odoo by using your username and password.

> **⚠ Warning**
>
> For Odoo Online instances (<domain>.odoo.com), users are created without a *local* password (as a person you are logged in via the Odoo Online authentication system, not by the instance itself). To use XML-RPC on Odoo Online instances, you will need to set a password on the user account you want to use:
>
> - Log in your instance with an administrator account
> - Go to **Settings ‣ Users ‣ Users**
> - Click on the user you want to use for XML-RPC access
> - Click the Change Password button
> - Set a New Password value then click Change Password.
>
> The *server url* is the instance's domain (e.g. *https://mycompany.odoo.com*), the *database name* is the name of the instance (e.g. *mycompany*). The *username* is the configured user's login as shown by the *Change Password* screen.

Notes

Dial from Odoo by selecting any phone number and pressing the hotkey (PAUSE).

Configuration steps

1) Start by clicking 'add recognition' in the Recognition Configuration Tool. From the list of applications, choose 'Odoo', as shown below.
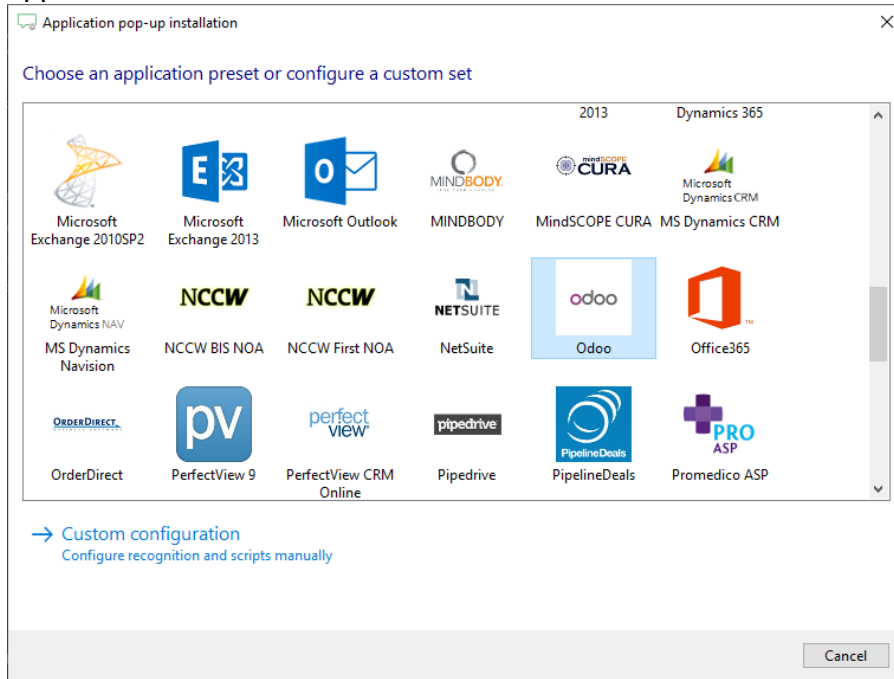
2) Enter your Odoo server URL, database name, username and password. Click "Next".

3) A selection of found records is shown. Verify these records, select the correct column types and enter an appropriate name for the column fields. This is relevant for step 4.

   - Please don't alter the recognition fields 'PopUpUri' and 'Identifier', as they are required for the preconfigured action in step 5.

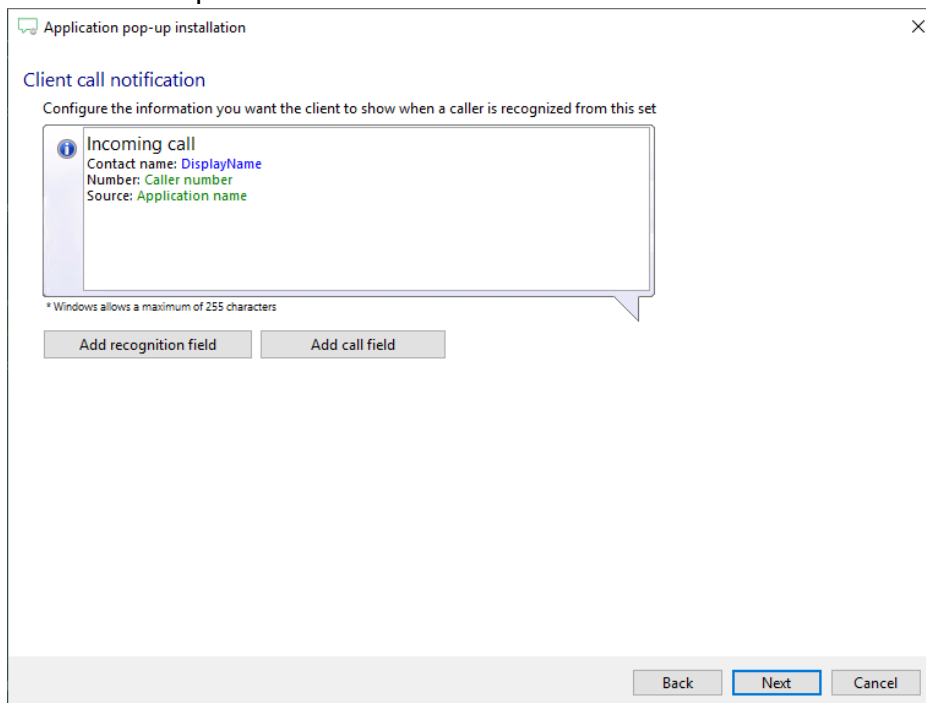   After verifying and/or altering recognition fields click "Next" to continue.

Identifier	DisplayName	PhoneNumber	Mobile	PopUpUri
Custom field	Name	Phone number	Phone number	URI
11	Ahmad Plant		+31698798798	https://boer32.odoo.cor
13	Alexandru Molina	+31612312312	+313512312312	https://boer32.odoo.cor
3	Rian Avery	+31123456789		https://boer32.odoo.cor
8	Rian Avery, Test	+31123456789		https://boer32.odoo.cor
9	H.E.A.D.		+31612332112	https://boer32.odoo.cor
1	Parker Associates			https://boer32.odoo.cor
12	The Great Cater	+31612312312		https://boer32.odoo.cor

Application pop-up installation

Configure the recognition fields

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4) Choose which recognition fields to display in the call notification on an incoming call. Make use of the recognition fields created and/or altered in step 3 to create a notification or use the template as shown below. Click "Next" to continue.
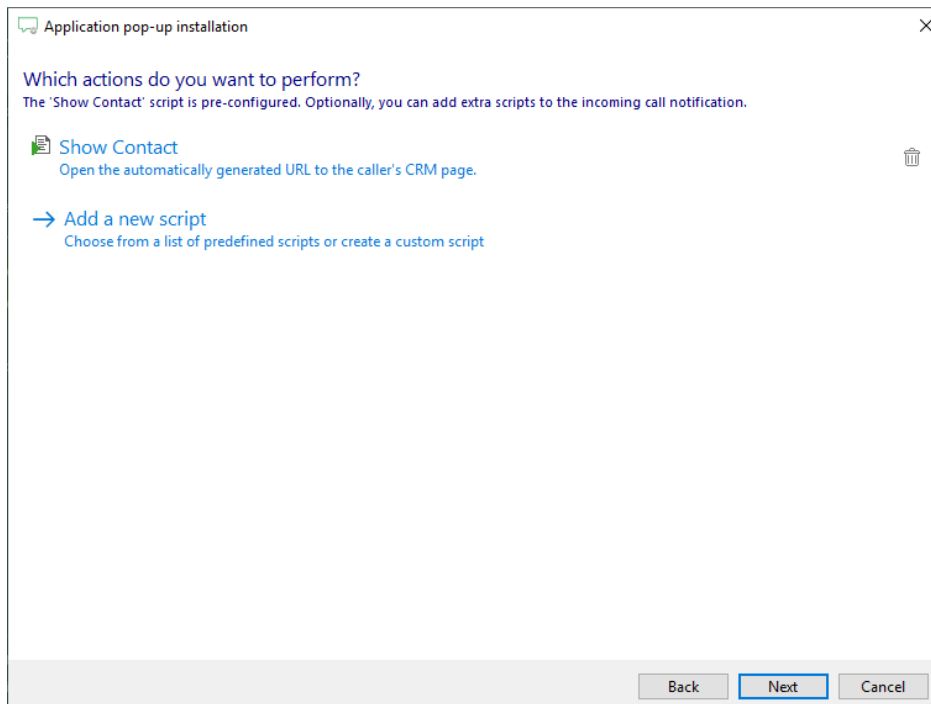
5) The 'Show Contact' script is automatically configured. You can add more scripts or click 'Next' to continue.

6) Check the configuration summary and click finish to add the recognition from Odoo.