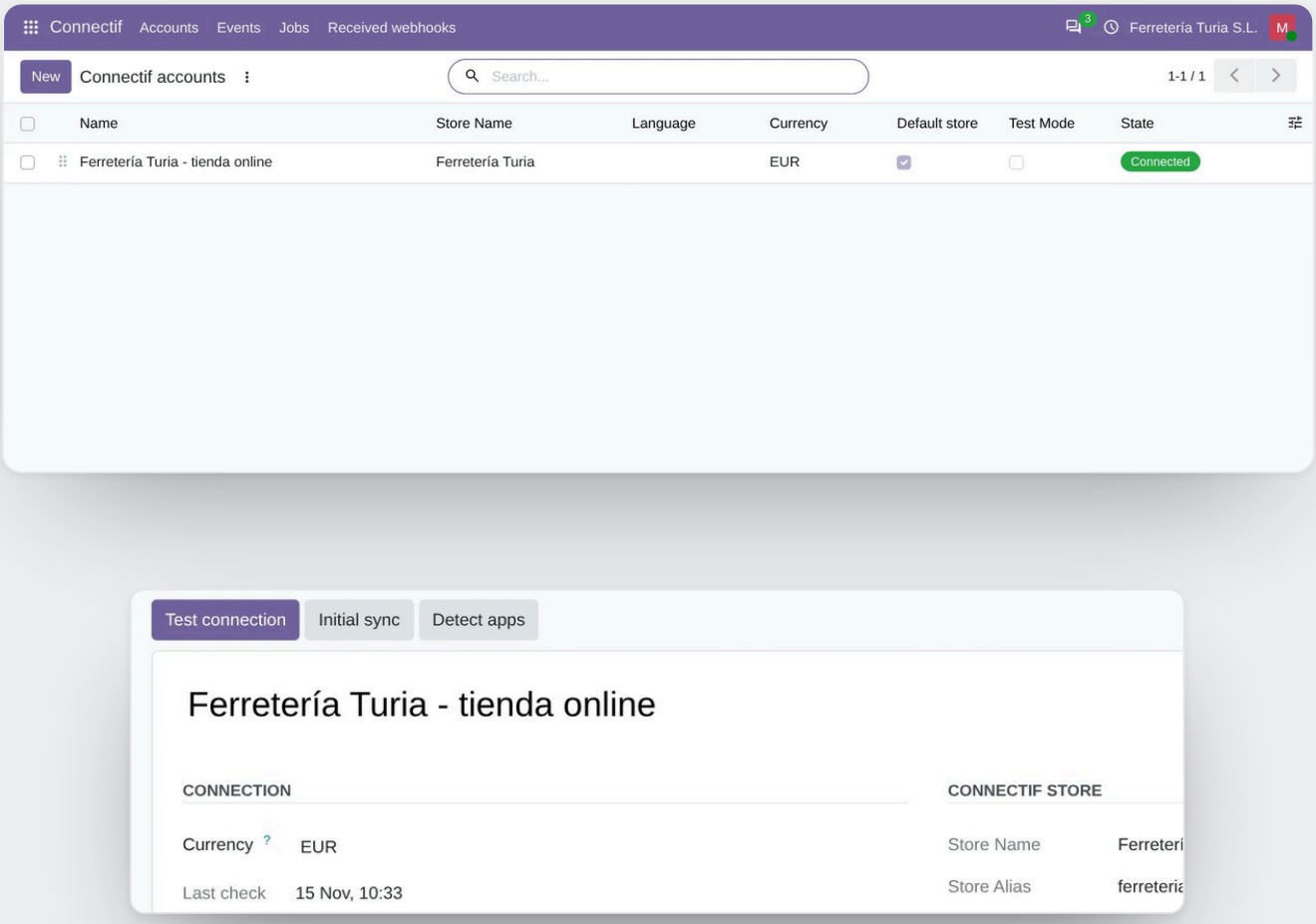
USER MANUAL · MARKETING

Connectif connector for Odoo

For those who already have the connector: install it, activate it, connect it, set it up and use it, step by step.

Module version 20.0.2.0.0 | Odoo 20 screenshots | Edition of 15-11-2026



Real Odoo 20 screenshot. The list of Connectif accounts and the detail of a connected account with its tabs.

Contents

On the right, the page where each section starts. Menu and button names are those of Odoo in English.

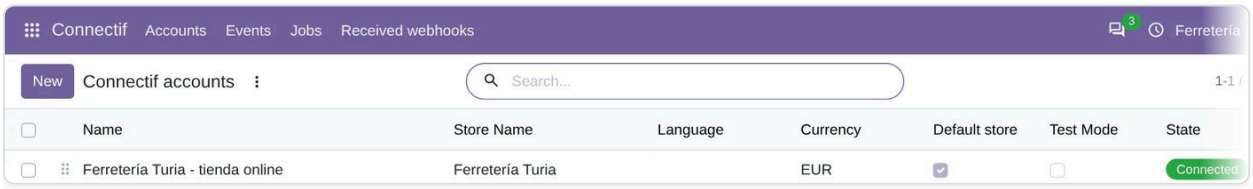
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This manual describes version 20.0.2.0.0 of the module (Odoo branch 20.0, commit 73f528dda). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to Connectif. In Odoo 17, 18 and 19 the module has its own version: if something on your screen does not match, write to us.

1 What it is and where to find it

The connector adds an app called **Connectif** to Odoo to sync contacts, products and purchases with your Connectif stores. From it you can see the accounts, the event types, the incoming calls and the job queue.



- **Real Odoo 20 screenshot.** The **Connectif accounts** list, with the name, currency and status of each shop.

Connectif › Accounts	Open the **Connectif accounts** list. Each row is a store: its name, language, currency and **State**. When you open one, you see its connection, its failed jobs and its event types.
Events	Open the **Connectif events** list, with the name, category, alias and account of each event type. It includes those Connectif sends to Odoo and those Odoo sends to Connectif.
Received webhooks	Open the list of calls Connectif has made to your Odoo, with the date, account, event type, email, **State** and the error if there was one.
Jobs	Open the **Connectif jobs** list: what the connector has pending to send or has already sent, with its **State**, attempts, next attempt and last error.

Outside its app, the connector adds a **Connectif** block to the contact, sales order and product forms. On the contact there are the buttons **Sync now**, **Refresh from Connectif** and **Delete from Connectif**, and on the order and the product, **Sync now** and **Remove from Connectif**, together with the sync status, the last send and the last error. Calls from Connectif can create initiatives or opportunities in CRM, and the connection to FlexigoTech Cloud is activated from the Odoo settings.

2 Before you start

Before installing the connector you need the following, in Connectif and in Odoo.

- A Connectif account with a store created and access to its settings, to generate an API key.
- A Connectif API key with the permissions the connector requires: Contacts, Contact fields, Products, Purchases, Exports, Imports and Custom integrations (Webhooks) with Read, Write and Delete; Coupons and Store with Read; Custom events with Write. It is created in Connectif, in Store settings > API and IP access > API Keys > Create new API key. A key cannot be edited once created.
- The currency of your Connectif store, which you can check in Connectif under Store settings > Store details > Currency. Connectif does not provide it through its API, and the connector asks you for it.
- Odoo 17, 18, 19 or 20 on Odoo.sh or on your own server. Odoo Online does not work, because it does not allow installing third-party modules.
- A FlexigoTech Cloud subscription, with a 14-day trial and no card required. Without the trial or the subscription, the connector does not talk to Connectif. The API key is stored encrypted in FlexigoTech Cloud and not in your Odoo.
- An Odoo administrator user, who is the one who can accept the consent and enter the API key.

> The connector does not create any of the above in Connectif for you: neither the account, nor the store, nor the API key with its permissions. Nor does it set up your Connectif workflows.

3 Installation

The module is installed like any third-party Odoo module. An administrator is required.

How to get it

From its page on Odoo Apps (**https://apps.odoo.com/apps/modules/20.0/flexigo_connectif**) or from the connector's page on flexigotech.com. Choose the Odoo version you use: each version is a separate module.

The module depends on `flexigotech_cloud`, the connection to FlexigoTech Cloud. On Odoo Apps, the module's page lists it under «Community Apps Dependencies» and its price is already included; it is also free and has its own page (**https://apps.odoo.com/apps/modules/20.0/flexigotech_cloud**). Put both folders together in the same modules path and Odoo installs `flexigotech_cloud` at the same time.

On Odoo.sh

1. **Upload the folders to your repository**
   Copy `flexigo_connectif` and `flexigotech_cloud` into the branch of your project, in your modules folder, and push.
2. **Wait for Odoo.sh to build the branch**
   When it finishes, both modules are in the branch.
3. **Install the app**

In **Apps**, click **Update Apps List** (with developer mode), search for «Connectif» and click **Activate**.

On your server

1. **Copy the folders**
   Place `flexigo_connectif` and `flexigotech_cloud` in a folder that is in the `addons_path` of your Odoo.

2. **Restart Odoo**
   So that it reads the new modules.

3. **Install the app**
   In **Apps**, **Update Apps List**, search for «Connectif» and click **Activate**.

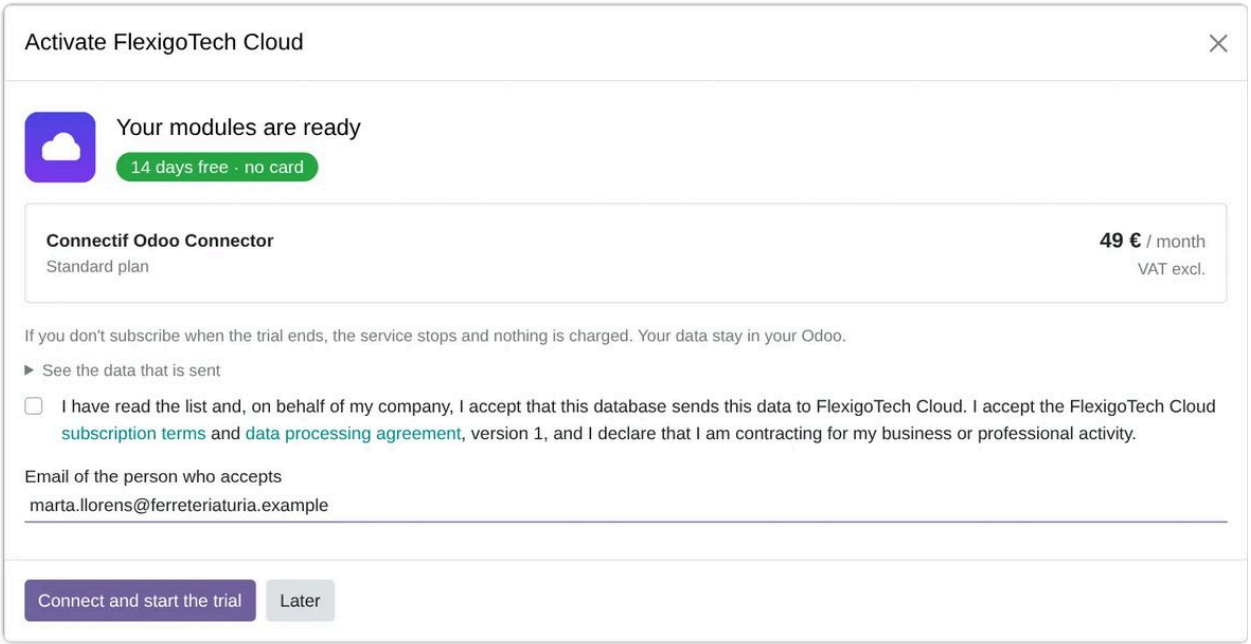
> When installing it, Odoo also installs the apps the module depends on: Contacts. If you already use them, nothing you have changes.

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4 Activate FlexigoTech Cloud: the 14-day trial

Calls to Connectif go through FlexigoTech Cloud, the FlexigoTech service that stores your credentials encrypted. Until the database is connected and the module has a trial or subscription, the connector does not talk to Connectif.

1. **Click Activate in the top bar**
   It appears as soon as you install the module. It opens the **Activate FlexigoTech Cloud** window, with the Standard plan and its 14 free days, no card required.



- **Real Odoo 20 screenshot.** The activation window: read the list of data, tick the box and enter your email.

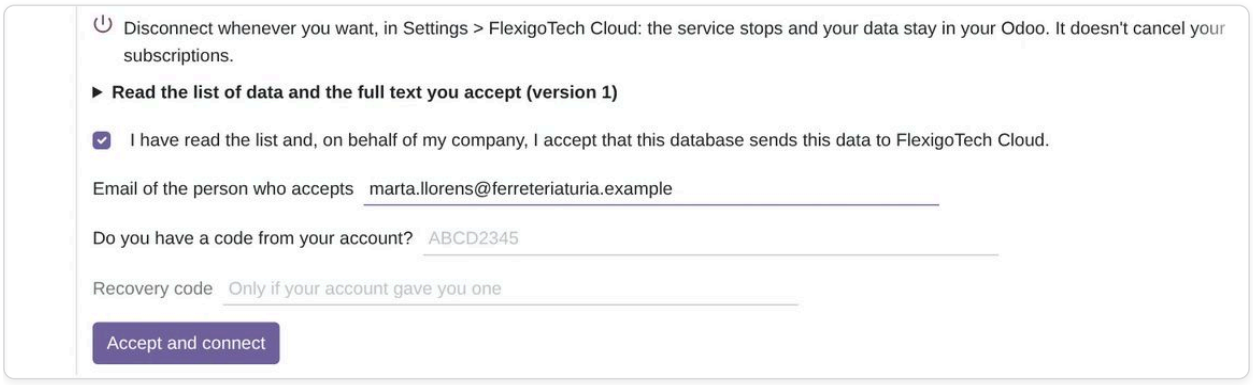
2. **Accept and enter your email**

Tick «I have read the list and, on behalf of my company…» (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3. **Click Connect and start the trial**
   Odoo registers the database in FlexigoTech Cloud and starts the module's trial. If you want to do it later, **Later** closes the window.

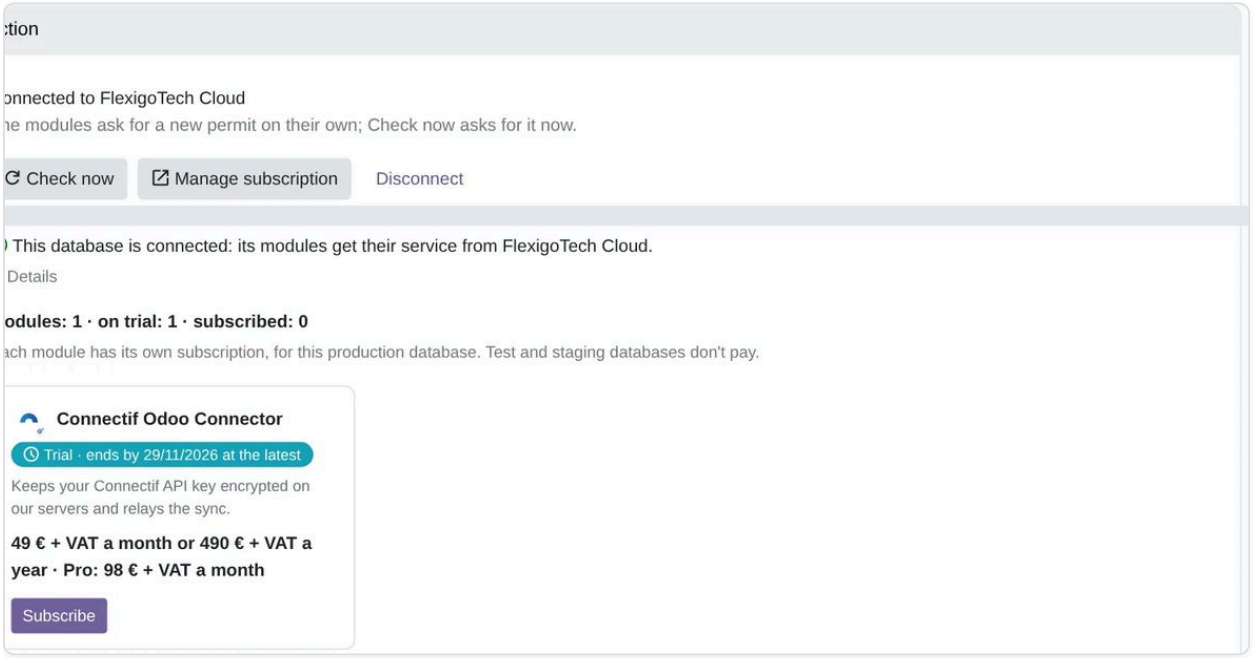
The same, from Settings

In **Settings › FlexigoTech Cloud** is the full list of what the database sends. Tick the box, enter the email and click **Accept and connect**. If you already have an account at app.flexigotech.com, the field **Do you have a code from your account?** links the database to it (the code is valid for 10 minutes).



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud, before connecting: the ticked box, the email and **Accept and connect**.

With the database connected, the **Modules** block shows each module with its state: **On trial** and the date it ends, **Subscribed**, etc. From there you choose the plan (Standard or Pro, monthly or yearly) and click **Subscribe**: payment is made on the Stripe page, outside Odoo.



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud with the database connected and the connector on trial.

PLAN	PRICE	INCLUDES
Standard	€49 per month or €490 per year	Support response within 1 business day, up to 3 accounts
Pro	€98 per month or €980 per year	Response within 4 business hours, up to 10 accounts and video call if needed

Prices exclude VAT. If you don't subscribe when the trial ends, the service stops and nothing is charged; your data stays in your Odoo. **Check now** requests permission immediately (otherwise the module renews it automatically every 6 hours).

> In a neutralised copy (staging) or in a database with demo data you cannot start a trial: Settings says so with "This database is a neutralised copy or has demo data, so trials can't be started here."

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5 Connect your store

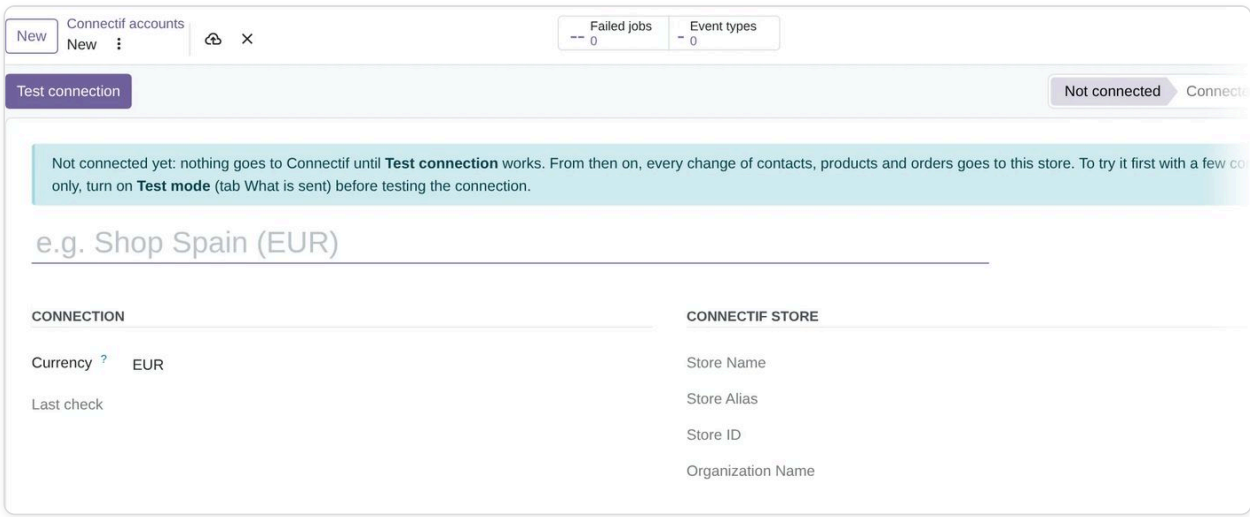
Each connection to Connectif is a store, and it is created in **Connectif › Accounts**.

1. **Open the stores menu**

   Go to **Connectif › Accounts**. The **Connectif accounts** list opens.

2. **Click New**

   The form for a new store opens. Enter the **Name** you will recognise it by in Odoo.



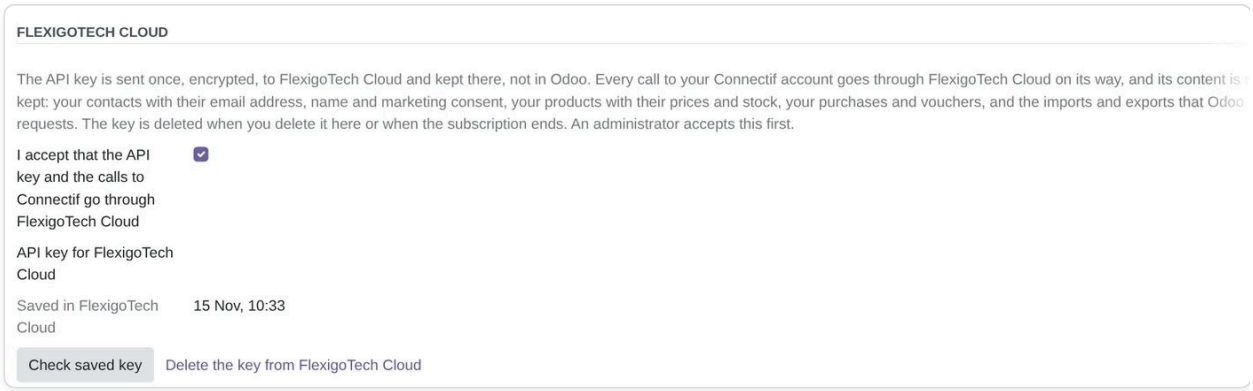
- **Real Odoo 20 screenshot.** The form for a new store, not yet connected.

3. **Choose the Currency and, if needed, the Language**

   The **Currency** must be that of your Connectif store, because all the amounts Odoo sends are in it. With the **Language** filled in, only the records in that language go to this store; if empty, records in any language go.

4. **Paste the API key**

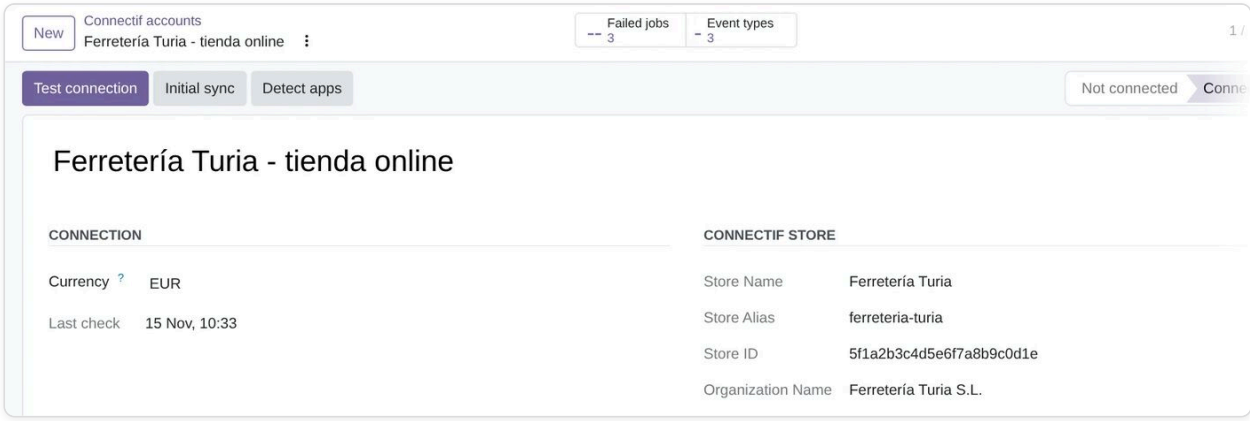
In the **FlexigoTech Cloud** section, accept that the API key and calls to Connectif go through FlexigoTech Cloud, and paste the key. It is sent only once, encrypted, and stored there.



- **Real Odoo 20 screenshot.** The store's **FlexigoTech Cloud** section, with the consent checkbox.

5 Save and click Test connection

Odoo asks Connectif about your store. If it responds, the **State** changes to **Connected** and the **Store Name**, **Store Alias**, **Store ID** and **Organization Name** are filled in.



- **Real Odoo 20 screenshot.** The connected store, with the data from the Connectif store.

> Only an Odoo administrator can accept the consent and enter the API key. Without the consent accepted, Odoo does not save the key and warns you with "Before the API key is saved, an administrator has to accept that the key and the calls to Connectif go through FlexigoTech Cloud. Nothing was sent.". If you change the key, the shop goes back to **Not connected** until you click **Test connection** again.

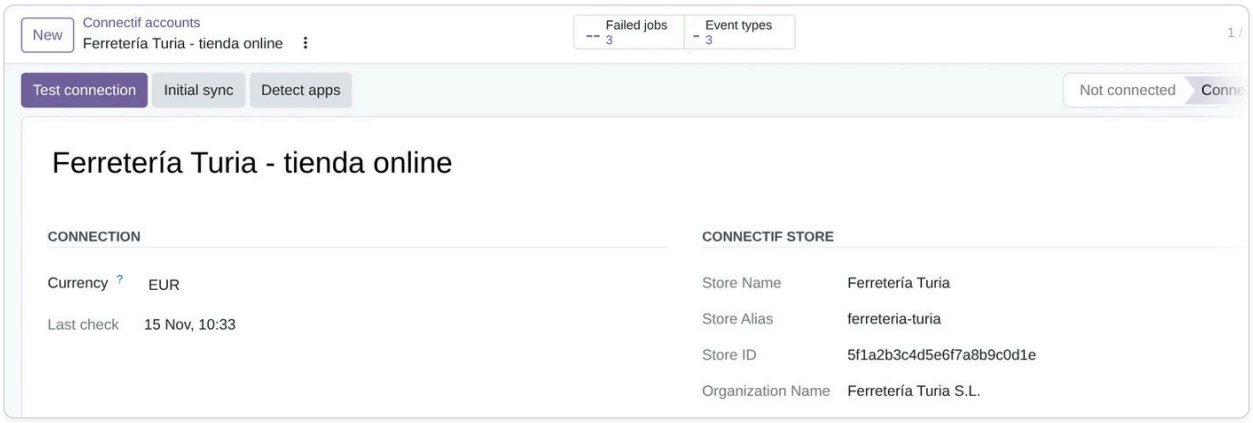
After connecting, data reaches Connectif through a queue processed every minute by the scheduled task **Connectif: process queue**. What Odoo already had before is sent with the **Initial sync** button, which only appears once the store is saved. The **Test connection** button repeats the check whenever you want.



- **Real Odoo 20 screenshot.** The **Connectif accounts** list with the connected store.

6 The store options

Each store in **Connectif › Accounts** has its own options, spread across tabs, and these are the ones you decide.



- **Real Odoo 20 screenshot.** The store form, with **Test connection** and **Initial sync** at the top.

OPTION	WHEN CREATED	WHAT IT DOES
Language	Empty	Only records in that language go to this store. Empty: any language.
Currency	The company's	The currency of your Connectif store. All the amounts Odoo sends are in it.
Default store	On for the first store of the company	Receives what no other store of the company takes. There is one per company.
Test Mode	Off	On: only contacts with the **Test tag**, and their purchases and events, are sent to Connectif.
Contacts, **Products**, **Purchases** and **Custom events**	On	You choose which kinds of data the store sends.
Read unsubscriptions	Off	Reads the newsletter status and bounces from Connectif. It is turned on the first time the connection works.
Contacts to send	Contacts with email address	Only the contacts that match the filter go to this store.
Names	The first word as first name and the rest as last name	The other option sends the full name as the first name. Companies always send the full name.
External ID	Odoo ID	Alternatives: **Contact reference** or **None**. With an external ID, a changed email moves the same contact, with its history, to the new address.
Newsletter status	Leave it as Connectif has it	Sent when Odoo knows nothing about the consent. An email on the blacklist is always sent as unsubscribed.
Delete in Connectif when deleted in Odoo	Off	When you delete a contact in Odoo, it is also deleted in this store.

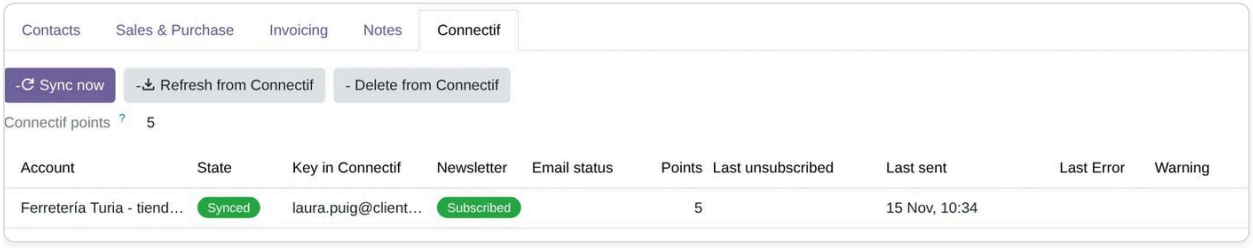
OPTION	WHEN CREATED	WHAT IT DOES
Product level	One per product (lowest price variant)	The alternative is one per variant.
Products to send	Products that can be sold	Products outside the filter are hidden in Connectif, never deleted.
Catalog	API: every change is sent	In feed mode, Connectif reads an XML file and Odoo does not call the product API.
Delete cancelled purchases	On	A purchase that is cancelled or fully refunded is deleted from Connectif.
Trigger purchase workflows	On	New purchases trigger the Connectif purchase event workflows.
Invoices	Off	Sends as purchases the customer invoices that do not come from a sales order or from the point of sale.
Invoice source	Other	Choose between **Online store**, **Point of Sale**, **Marketplace**, **Third party** and **Other**.

The other options are explained in their sections. If you change the product ID, products sent earlier with other IDs are hidden in Connectif.

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7 Contacts and consent

A contact travels from Odoo to Connectif with its consent, and Connectif sends back to Odoo the unsubscribes, bounces and points.



- **Real Odoo 20 screenshot.** The **Connectif** tab of a contact, with the status, the newsletter and the dates of the last unsubscribe and the last send.

Each time you create a contact or change one of the data fields that are sent, Odoo puts it in the job queue of the store it goes to. The **Connectif: process queue** task sends it, and runs every minute. If you do not want to wait, use **Sync now** on the contact. Unsubscribes and consent changes are read by the **Connectif: read consent** task: it runs every 15 minutes and reads each store when it is its turn, every 6 hours by default (**Read every (hours)** in the **Consent** tab).

Sync now	Sends the contact to all the stores it goes to, even if nothing has changed.
Refresh from Connectif	Reads the contact now in each store it is in and applies what Connectif says, for example an unsubscribe.

Delete from Connectif	Deletes the contact from all the Connectif stores that have it. Odoo stops sending it until you press **Sync now**.

In the **Connectif** tab you see, for each store, the send **State** (for example **Synced**), the email status and the last unsubscribe. The **Connectif points**, the last send and the last error also appear.

Who controls consent

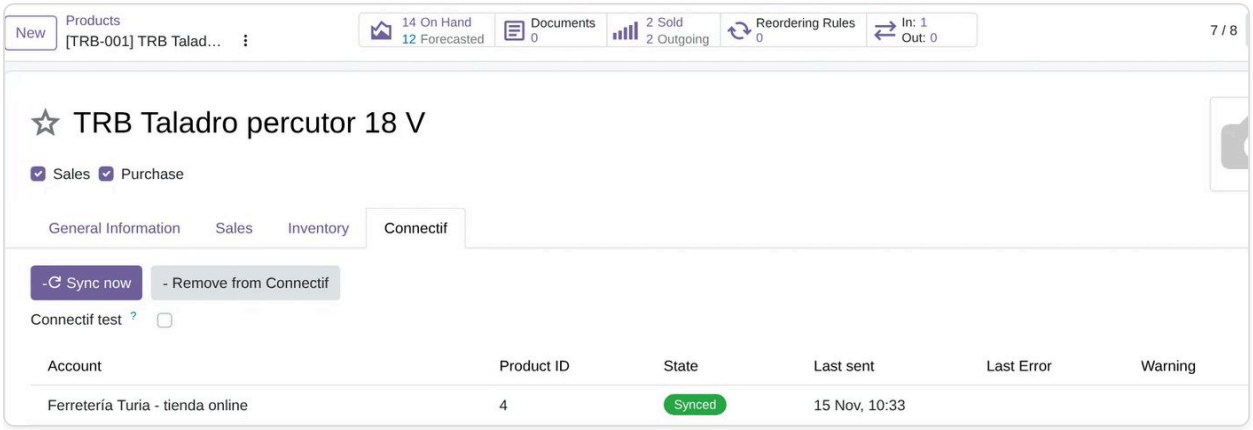
The most recent change wins. If the contact unsubscribed in Connectif after the last subscription in Odoo, Odoo puts it on the blacklist. If Odoo subscribed it later, nothing is done. If Odoo is going to subscribe an email that has already unsubscribed in Connectif, it checks first and does not subscribe it.

> A contact without a valid email is not sent and gives the error «The contact ... has no valid email.». Only Connectif users can use these buttons: everyone else sees «Only Connectif users can do this.». A contact belonging to a company goes only to that company's stores.

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8 Catalogue and product feeds

The connector takes your Odoo products to the Connectif store, with their prices, pricelists and stock, and keeps them reconciled.



- **Real Odoo 20 screenshot.** The **Connectif** tab of a product record, with the account, the product ID and the **Synced** status.

Where each piece of data comes from

- When you create, modify or delete a product, or a variant, the connector puts it in the queue and sends it to the store. The sending is done by **Connectif: process queue**, which runs every minute.
- **Connectif: reconcile products** checks the catalogue once a day.
- **Connectif: build product feeds** builds the feeds every hour.
- Changes to the lines of a pricelist also cause a new reconciliation.

On the product record

Connectif test	Checkbox. With the store in test mode, only the products ticked here and those in test purchases are sent.
Sync now	Sends the product at that moment to all the stores of your companies that accept it.
Remove from Connectif	Deletes the product and its variants from each store that has it, with its history. Odoo stops sending it until you press **Sync now**.

States

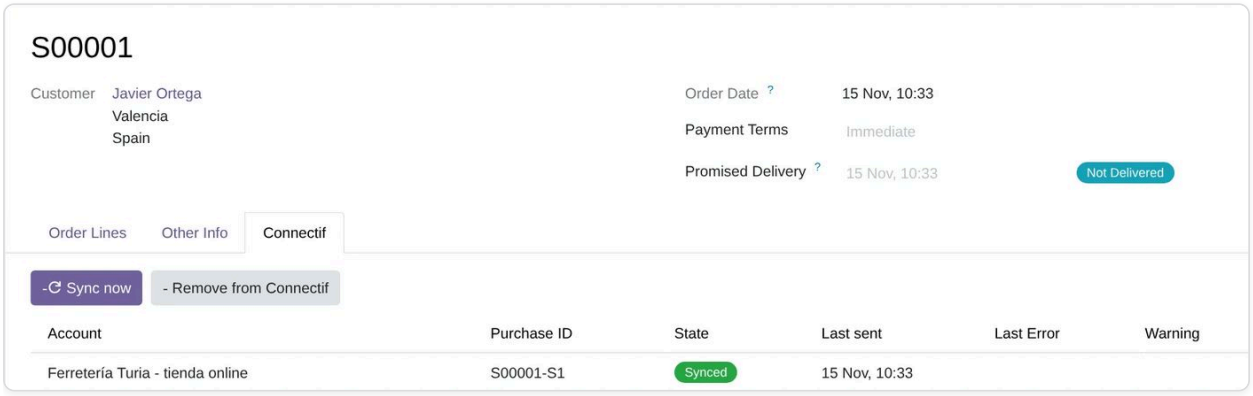
Synced	The last send went well.
Error	The last send failed. The reason is in **Last Error**.
Deleted	The product is no longer in Connectif.

> If you delete a product in Odoo, it is not deleted in Connectif: it is hidden, with no stock and on the blacklist. To delete it there, use **Remove from Connectif**. Only Connectif users can do this: otherwise you get "Only Connectif users can do this."

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9 Purchases and invoices

With the corresponding Odoo apps installed, the connector sends to Connectif the purchases from sales orders, online store, point of sale and invoices, so that the customer has their purchase history.



- **Real Odoo 20 screenshot.** The **Connectif** tab of a sales order, with **Sync now** and **Remove from Connectif**.

Where each purchase comes from

- Sales orders: a confirmed order is a purchase in Connectif, with its changes and its cancellation. Sales is required.
- Online store: a web order carries the cart of its visit, so that Connectif marks that cart as bought and not abandoned. eCommerce is required.

- Point of sale: an order paid with a customer is a purchase, and its returns modify it. Each point of sale has the option **Send orders to Connectif**, in the Point of Sale settings, which is on by default. Point of Sale is required.
- Invoices: posted customer invoices that do not come from a sales order or from the point of sale. It is optional and off by default. Invoicing is required.

The scheduled task **Connectif: process queue** sends what is pending every minute. If you want to send a purchase now, use the button on its record.

Buttons on the Connectif tab

Sync now	Sends the purchase now to the stores of your companies. It also serves to send it again after removing it.
Remove from Connectif	Deletes the purchase and its activity from each Connectif store that has it. Odoo stops sending it until someone presses **Sync now**.

What is sent and what is not

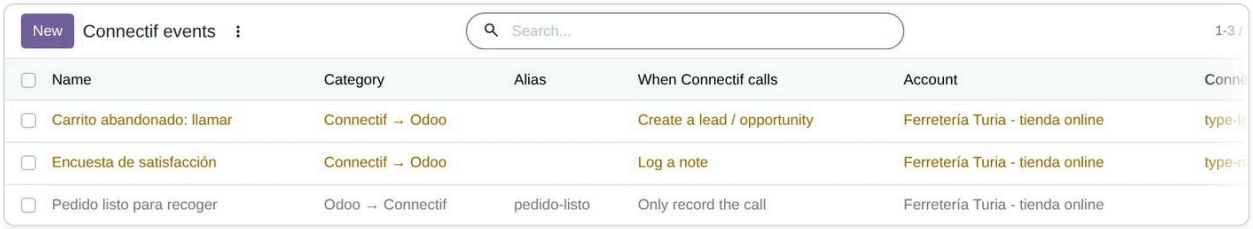
If you change the order, the purchase is deleted in Connectif and created again with the new data. If the document stops being a purchase, it is deleted. If you delete the document in Odoo, its purchase also disappears from Connectif.

> A document that is not confirmed, that is cancelled or that is fully refunded is not sent as a purchase. Neither is one without the customer's email, or anything in test mode. An anonymous point of sale sale or one from an excluded point of sale generates no work; **Sync now** explains the reason. A credit note is not a purchase: it modifies the purchase of the invoice it reverses.

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10 Events and workflows

In **Connectif › Events** you define what Odoo does when a Connectif workflow calls it and which Odoo events are sent to Connectif.



- **Real Odoo 20 screenshot.** The **Connectif events** list with one type that creates an opportunity, another that records a note and another that sends to Connectif.

Connectif-to-Odoo event types receive calls from Connectif workflows. Each call is stored in **Received webhooks**, and the queue applies it according to what you choose in **When Connectif calls**. Odoo-to-Connectif event types are triggered by a server action or an Odoo automation rule.

The job queue is processed by the scheduled task **Connectif: process queue**, which runs every minute.

Event type buttons

Create in Connectif	Creates the type in Connectif. It is hidden if the type is already in Connectif.
Recreate in Connectif	Deletes the type in Connectif and creates it again. It serves to give it a new address or webhook token. Afterwards you must choose the new type in the Connectif workflows that used it.

Button on the received call

Reprocess	Applies the call again. A note, an activity or a server action that was already done is not repeated.

States of a call

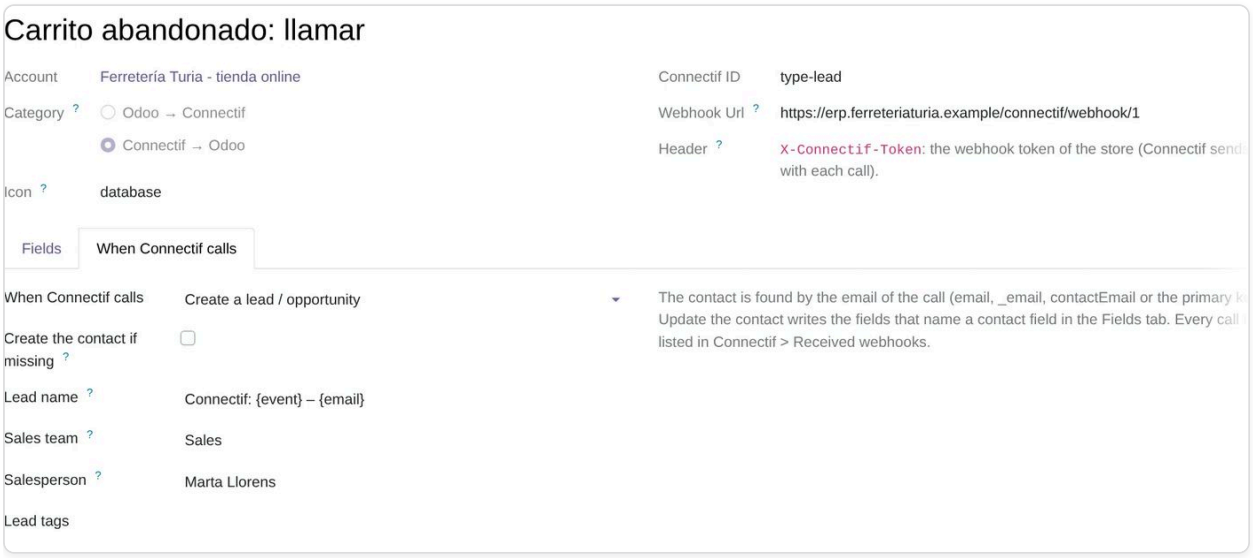
- **Received**: the call is recorded and waits for the queue.
- **Done**: Odoo applied what the event type asked for.
- **Ignored**: the call had no effect.
- **Failed**: something failed. The reason is in the call's **Error** field.

> A type already created in Connectif cannot be modified: its name, category, alias, icon and account do not change. It is deleted and a new one is created. With the option **Run a server action**, only system administrators can choose the action.

11 CRM opportunities from Connectif

A Connectif flow can call Odoo to create a lead or opportunity in the CRM, or to leave a note on the contact.

Each call arrives at an event type in the Connectif to Odoo category. The event types are listed under **Connectif › Events**, and each call received is stored in **Connectif › Received webhooks**. What Odoo does with the call is decided by **When Connectif calls** on that event type.



- **Real Odoo 20 screenshot.** The event type "Abandoned cart: call" with the action to create a lead / opportunity.

There is no scheduled task or button on this path: the call is triggered by the Connectif flow whenever it wants. To create a lead, **When Connectif calls** must be set to **Create a lead / opportunity**. That option only appears if the CRM is installed.

Event type buttons

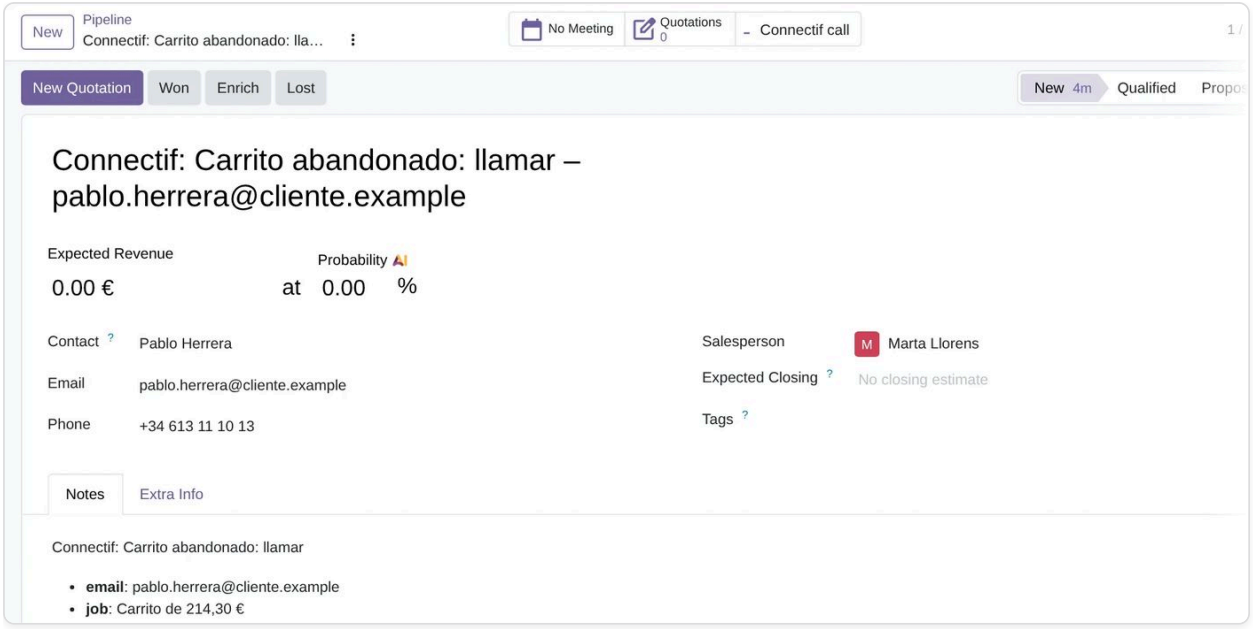
Create in Connectif	Registers the event type in Connectif. Hidden if the type is already in Connectif. Only Connectif managers can see it.
Recreate in Connectif	Deletes the type in Connectif and creates it again, with a new webhook address and token. Hidden while the type is not in Connectif. Afterwards you need to select the new type in any Connectif flows that used it.

States

The event type has no states of its own. If Connectif calls with an old token or to an old address, Odoo rejects the call and flags the type; **Recreate in Connectif** fixes it.

What Odoo creates

The lead name defaults from a template using the event type and the contact's email. You can change it in **Lead name**. In the opportunity from the example, the Connectif call is linked manually with the button **Connectif call**.



- **Real Odoo 20 screenshot.** The opportunity created by the call, with the button **Connectif call**.

> Only Connectif users can link a lead to a Connectif call, and only system administrators can make a call run a server action. An event type already created in Connectif cannot be modified: you delete it and create a new one.

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12 Coupons and mailing lists

Odoo coupon program codes go to Connectif coupon sets, and newsletter lists carry subscriptions and unsubscribes in both directions.



- **Real Odoo 20 screenshot.** The **Mailing lists** tab of the store.

Where each piece of data comes from

- Coupon codes come from Odoo's Coupons and Loyalty programs. You send them yourself with the button **Export codes to Connectif** on the program's Connectif tab, or they are sent automatically if the program has **Export new codes automatically** enabled. While the store is in test mode, automatic exports wait.
- Consent and unsubscribes from Connectif are read by the task **Connectif: read consent**, every 6 hours by default for each store.
- Changes to the Email Marketing lists (subscriptions, unsubscriptions, members) are sent to Connectif when saved, through the queue. The queue is processed by the task **Connectif: process queue**, every minute.

Program button

Export codes to Connectif	Queues the program's codes that are not yet in the coupon set, including those Connectif rejected earlier. The queue completes the sending.

Direction of unsubscribes

An unsubscribe read from Connectif that is later than the last subscription in Odoo unsubscribes that email from the store's lists. If the contact subscribed in Odoo after that, the subscription takes precedence.

> Codes can only be imported into a multi-use coupon set, and the store of the set must belong to the same company as the program. The Connectif tab of a program can only be changed by Connectif users. Otherwise Odoo shows "Only Connectif users can change the Connectif tab of a program."

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13 Website and eCommerce

With Website, eCommerce or Blog installed, the connector puts the Connectif script on your site's pages and tells it what each visitor does.

The data does not arrive through a scheduled task or a button. It is sent from the pages themselves, as the visitor browses. Each store is linked to a website, and the script goes on every page of that website.

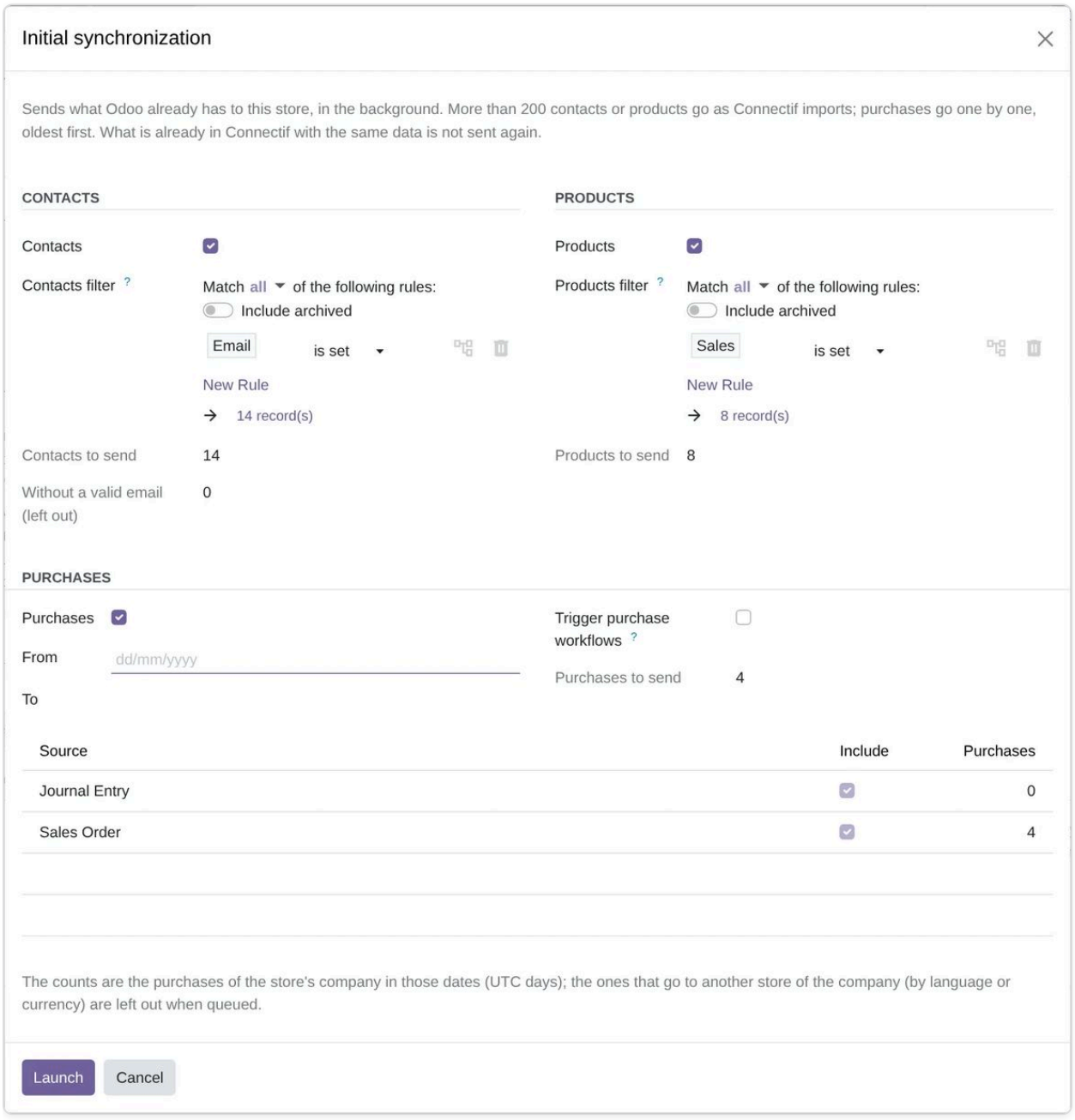
What is sent

Website	The Connectif script and its tags go at the top of the body of each page. If the store is in test mode, only a logged-in visitor whose contact has the test tag sees it.
New account registration	If a visitor without a session gets an account (sign-up, invitation or OAuth sign-in), Connectif is notified on the next page. A user created by someone with a session, from Settings or when granting portal access, does not count as a registration.
Logged-in visitor	Their customer data is sent. From the newsletter only the unsubscribe is sent, because subscriptions go through the API first.
eCommerce	Products viewed, products searched and the cart, with one line per product and totals including taxes and shipping.
Blog	A blog or blog post page informs Connectif of its blog and its tags.

> These parts are not handled from a dedicated record: they have no buttons or states. They are activated when the corresponding app is installed and adjusted in the **Website** tab of the store, in **Connectif › Accounts**. If something fails while preparing the data for a page, the page is still shown, without the Connectif data.

14 Initial sync and job queue

The initial sync sends a store what Odoo already has, and the job queue processes it in the background, with retries and visible errors.



- **Real Odoo 20 screenshot.** The **Initial sync** wizard with the groups of contacts, products and purchases.

Open the store in **Connectif › Accounts** and click **Initial sync**. The wizard shows how many contacts and products will be sent. When you click **Launch**, it queues one job per data type and the queue does the rest.

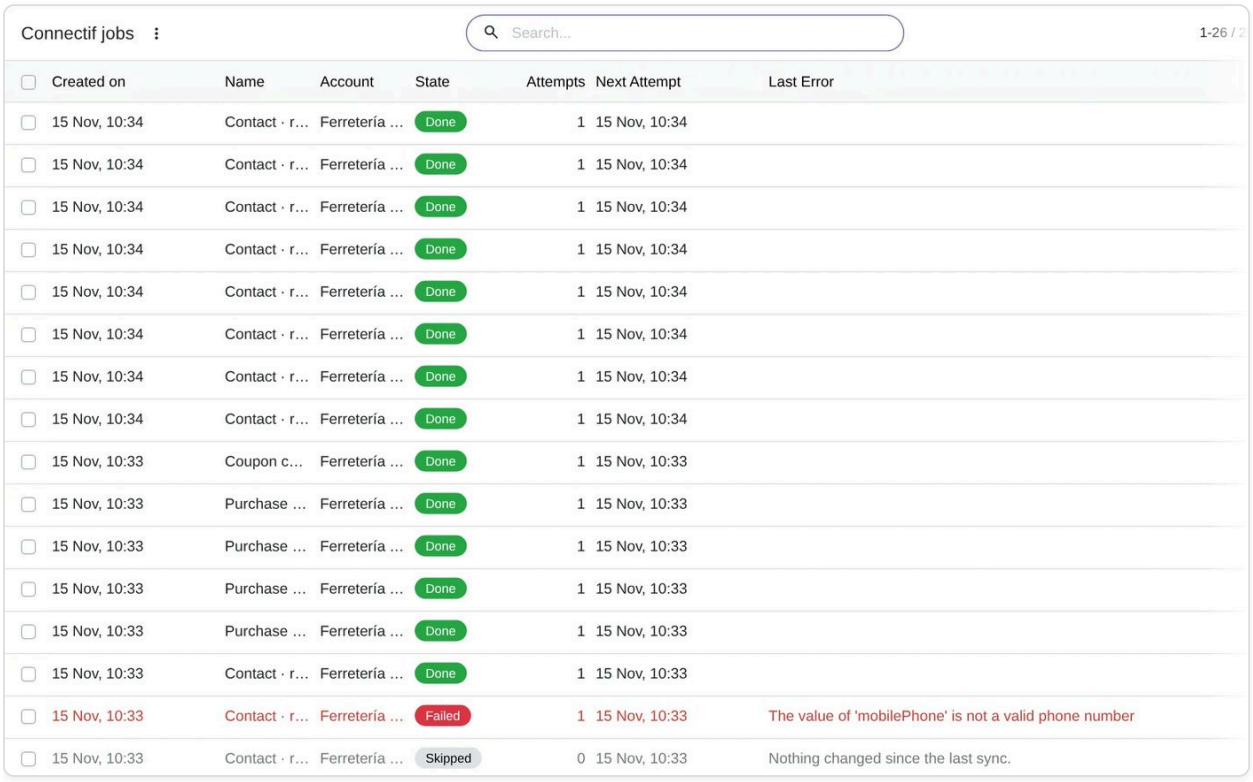
The queue is processed by the scheduled task **Connectif: process queue**, every minute. You can see the jobs in **Connectif › Jobs**.

Launch	Queues the sending of whatever you have ticked: **Contacts**, **Products** or **Purchases**.
Retry	On a failed or skipped job, puts it back in the queue so it runs right away.

Mark as resolved	Takes a failed job out of the failed list when you have fixed it by hand or it no longer matters.

Job states

- **Pending**: waiting for its turn.
- **Running**: being processed.
- **Done**: finished successfully.
- **Failed**: finished with an error, shown in **Last Error**.
- **Skipped**: not sent.



- **Real Odoo 20 screenshot.** The **Connectif jobs** list, with jobs in **Done**, **Failed** and **Skipped** status.

1. **Open the store**
   Go to **Connectif › Accounts** and open the store.
2. **Click Initial sync**
   The wizard opens.
3. **Mark what to send**
   Choose **Contacts**, **Products** or **Purchases**.
4. **Click Launch**
   The jobs are queued and shown.
5. **Check Connectif › Jobs**
   Look at the **State** of each job and retry the failed ones with **Retry**.

> Only Connectif managers can launch an initial sync. If you tick nothing, you see "Choose what to send: contacts, products or purchases." If one is already running for that data type, you cannot start another until it finishes.

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15 What happens automatically

The connector comes with four scheduled tasks, all active when installed.

TASK	FREQUENCY	WHAT IT DOES
Connectif: process queue	Every minute	Sends the pending jobs (contacts, products, purchases, events) to Connectif. It shares the turn between the shops so that the initial sync of one does not hold up another.
Connectif: read consent	Every 15 minutes	Queues the reading of the contacts of each shop whose interval has elapsed, to bring in unsubscribes, bounces, points and newsletter status.
Connectif: build product feeds	Every hour	Generates the product XML feed for the shops that use it.
Connectif: reconcile products	Every day	Recalculates the products the shop already has in Connectif and resends the ones that have changed (pricelists, exchange rates, catalogue settings).

Frequencies are changed in **Settings** › **Technical** › **Automation** › **Scheduled Actions**. To see that menu you need to activate developer mode.

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16 If something fails

These are the most common cases and where to look for each.

The store's buttons do nothing or warn there is no connection	Without the free trial or the FlexigoTech Cloud subscription, the connector does not talk to Connectif. Activate it from **Settings**, in the **FlexigoTech Cloud** block.
The store shows Error	Connectif has answered 401 or 403: the API key no longer works. The queue will not touch that store until you click **Test connection** again. Paste the key again and test once more.
"Only Connectif users can do this."	Your user does not have the Connectif user permission. Ask an administrator. If the warning mentions Connectif administrators, the administrator permission is needed.
"Before the API key is saved, an administrator has to accept that the key and the calls to Connectif go through FlexigoTech Cloud. Nothing was sent."	An administrator has to accept that step before the key can be saved.

A contact, product or purchase does not reach Connectif	Open **Connectif › Jobs** and check the **State**, the **Attempts** and the **Last Error**. On the record itself, the **Connectif** tab shows **State**, **Last sent**, **Last Error** and **Warning**.
A job shows as Failed	Fix the cause and click **Retry**. If you have already fixed it by hand or it no longer matters, click **Mark as resolved**.
A Connectif call does not create what you expected in Odoo	Check **Received webhooks**: each call stores its **State** and, if it failed, the **Error**.

FlexigoTech Cloud may pause the passing of calls to Connectif. A pause is not a Connectif failure: the job is not marked as failed or deleted, and the queue retries it later.

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17 Support

Write to us to install, configure or with any question. With the Standard plan we reply within 1 business day; with the Pro plan, within 4 business hours, and if needed we can go through it by video call. Tell us your Odoo version, the module version and, if there is an error, its full text.

Email

To install it, set it up or for any question.
comercial@flexigotech.com

On the web

The connector page, with the guide and the prices.
flexigotech.com/en/connectif-connector-odoo.html

On Odoo Apps

The module page on the Odoo store.
apps.odoo.com

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