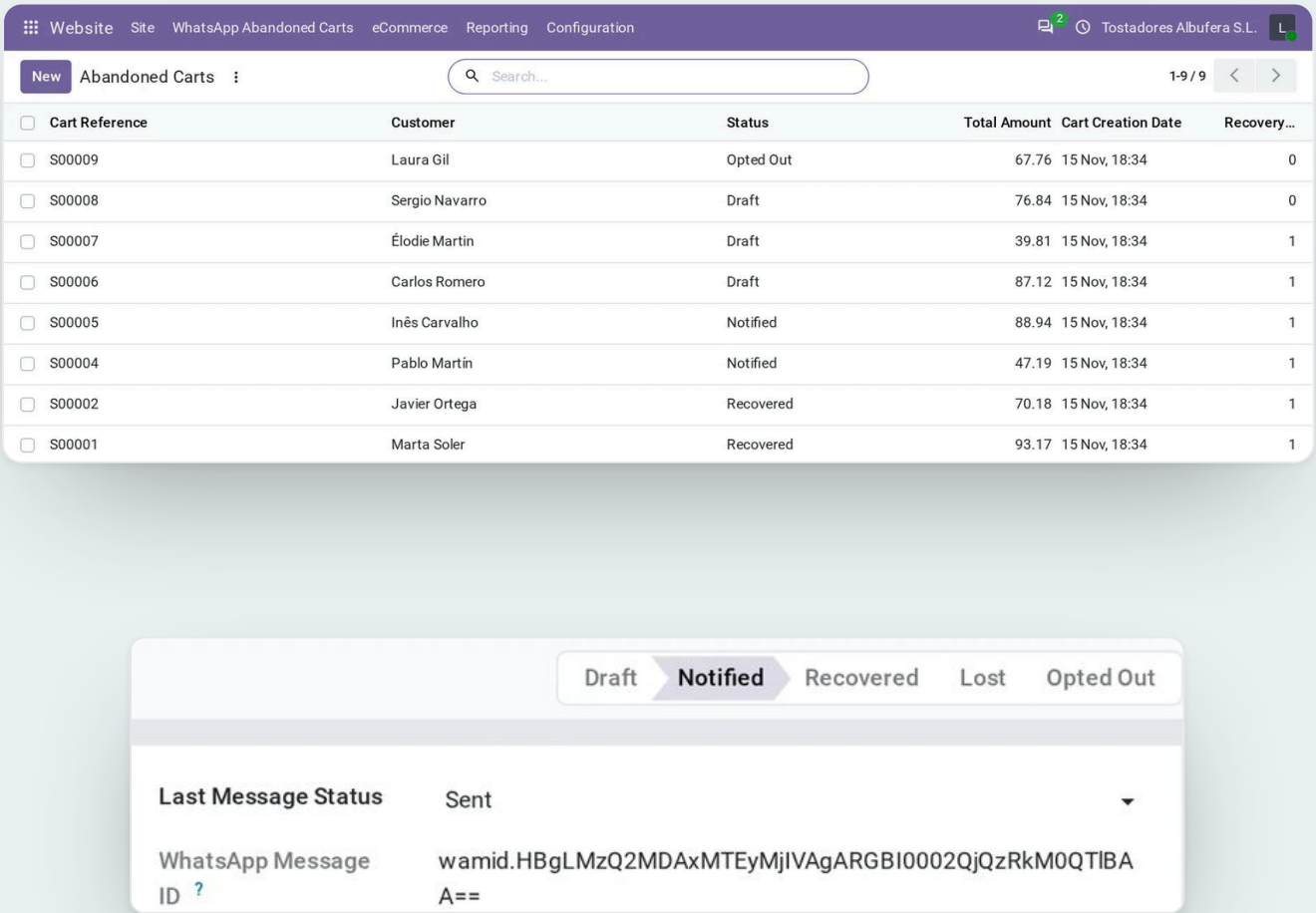
CONNECTOR GUIDE · MARKETING

WhatsApp Cart Alerts for Odoo

Every abandoned cart in your Odoo shop is logged and gets a WhatsApp reminder with your approved template, only if the customer gave permission.

Odoo 17 · 18 · 19 · 20 | 14-day trial, no card | Edition of 19-11-2026



Real Odoo 20 screenshot. The list of carts with their status and, when you open one, the detail of the message sent.

Contents

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

1	Who it is for and what it solves	3
2	The connector in figures	5
3	Where you see it in your Odoo	5
4	What you need before you start	6
5	The FlexigoTech Cloud trial	6
6	Connecting your WhatsApp number step by step	8
7	Connecting the shop's WhatsApp number	12
8	The Meta template and the sending settings	15
9	Each customer's permission to receive WhatsApp	18
10	How Odoo registers abandoned carts	23
11	The WhatsApp reminder: one message per cart	25
12	From the notified cart to the recovered or lost order	30
13	Cart analytics by status	34
14	Database copies, Odoo.sh and server changes	37
15	The data that goes out and comes back	39
16	What happens automatically	40
17	The WhatsApp number options and their defaults	41
18	Security and personal data	43
19	Several WhatsApp numbers and several companies	43
20	If something goes wrong	44
21	Other ways of doing it	45
22	Plans and price	46
23	Frequently asked questions	47
24	Glossary	49
25	Checklist and contact	51

This guide describes version 20.0.1.2.4 of the module (Odoo branch 20.0, commit 1f5b5f004). Everything in it comes from its published code, the platform's official documentation or real screenshots.

The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to WhatsApp. The module also has a version for Odoo 17, 18 and 19.

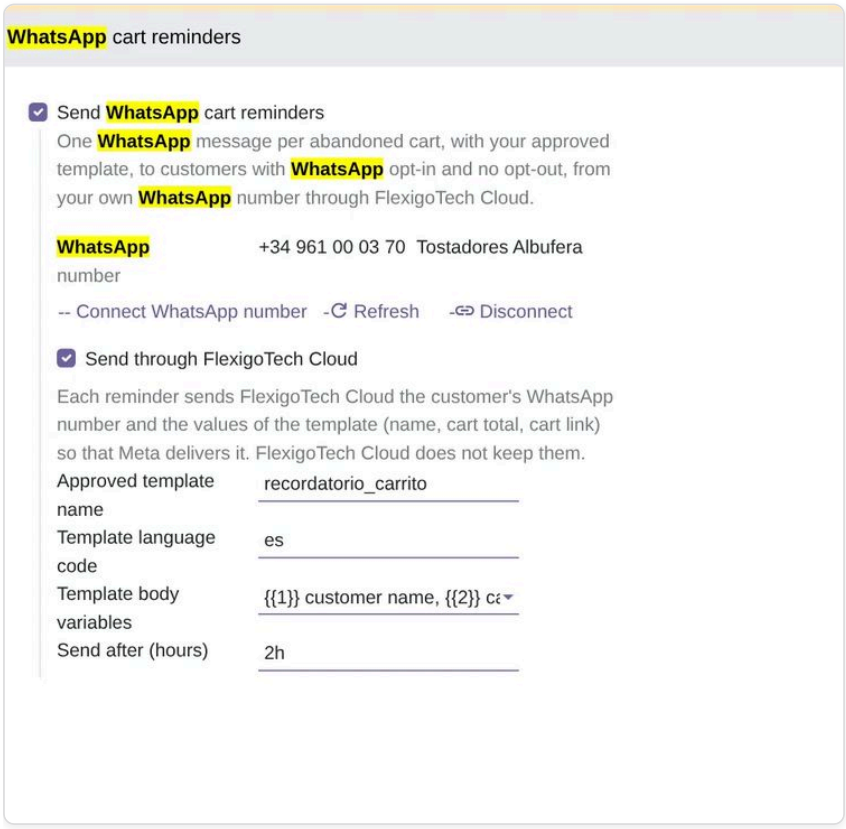
1 Who it is for and what it solves

> The connector requires a FlexigoTech Cloud subscription, with a 14-day trial and no card required. Without the trial or the subscription, no reminder is sent.

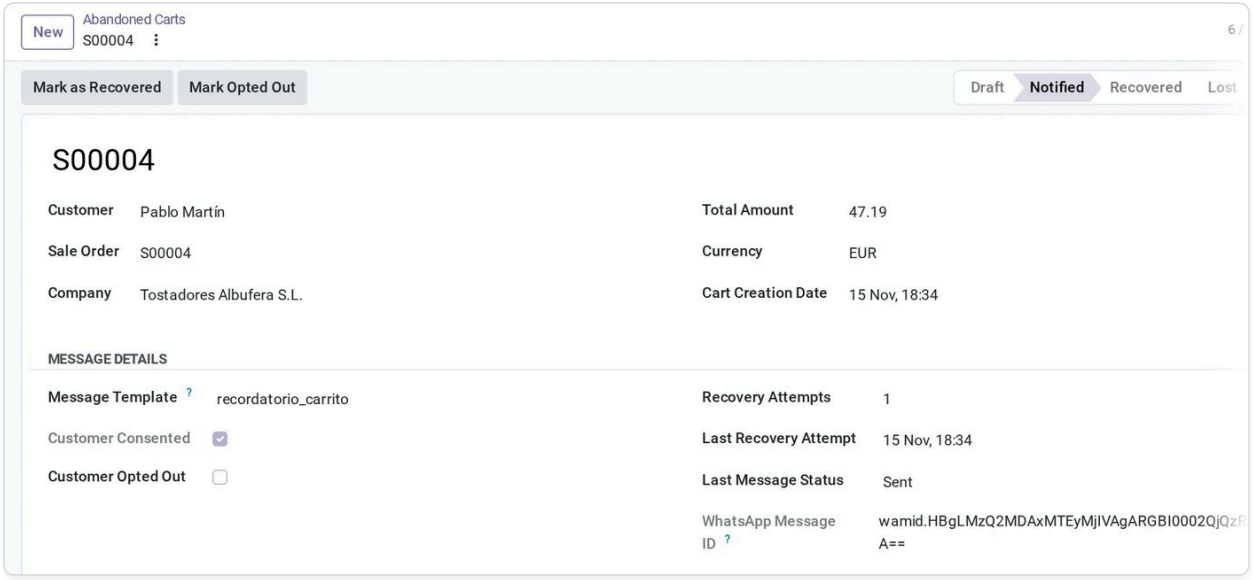
It is for businesses with an online shop in Odoo (e-commerce and sales) that already have a WhatsApp Business account, a number they can verify and a message template approved in Meta's WhatsApp Manager. Their customers must have agreed to receive messages via WhatsApp.

Without the connector, someone has to check which shop quotations were left unconfirmed, write to each customer one by one and note down who has been written to.

With the connector, every hour Odoo registers the abandoned carts of known customers created more than the time you set in **Send after (hours)** and sends one message per cart to the customers who gave you their permission. The cart keeps the result: the message ID returned by Meta or the error it returns.



- **Real Odoo 20 screenshot.** The **WhatsApp cart reminders** block with the number already connected.



- **Real Odoo 20 screenshot.** A cart in **Notified** status, with the **WhatsApp Message ID** returned by Meta.

What changes day to day

- Abandoned carts are registered automatically every hour, without checking quotations by hand.
- Each cart receives a single message, with whatever your template asks for: the customer's name, the total and the link to their cart.
- When the order is confirmed, the cart moves to **Recovered**; if it is cancelled, it moves to **Lost**. This happens whether or not the customer was messaged.
- If Meta rejects a send, the cart shows the error in **Last Error** and an administrator can send it again.
- The **WhatsApp** tab on the contact marks who accepts messages and who has opted out, and the connector only writes to those who accept.

What it does not do

- It does not read delivery or read confirmations, nor replies or opt-outs the customer sends via WhatsApp: consent and opt-out are marked by hand on each contact.
- It does not create or approve message templates: that is done in Meta's WhatsApp Manager. It supports up to 3 variables in the body and none in the header or the buttons.
- It does not automatically repeat a send that Meta rejected or one Meta did not answer. An administrator can resend the rejected one from the cart; on its own it only retries what did not reach Meta.
- It does not complete the country prefix: a number without an international prefix is not sent and the cart is left in **Failed**.
- It does not register carts of anonymous visitors or carts created before the reminders were switched on.
- It supports a single WhatsApp number per Odoo company.
- It sends a single reminder per cart, with no discount coupon, no minimum amount and no product exclusions.
- It does not measure which orders come in thanks to the message: **Recovered** only means the order was confirmed.
- Meta charges your company's Meta account for each message it delivers, separately from the subscription.

2 The connector in figures

4
Odoo versions (17, 18, 19 and 20)

1
scheduled task, every hour

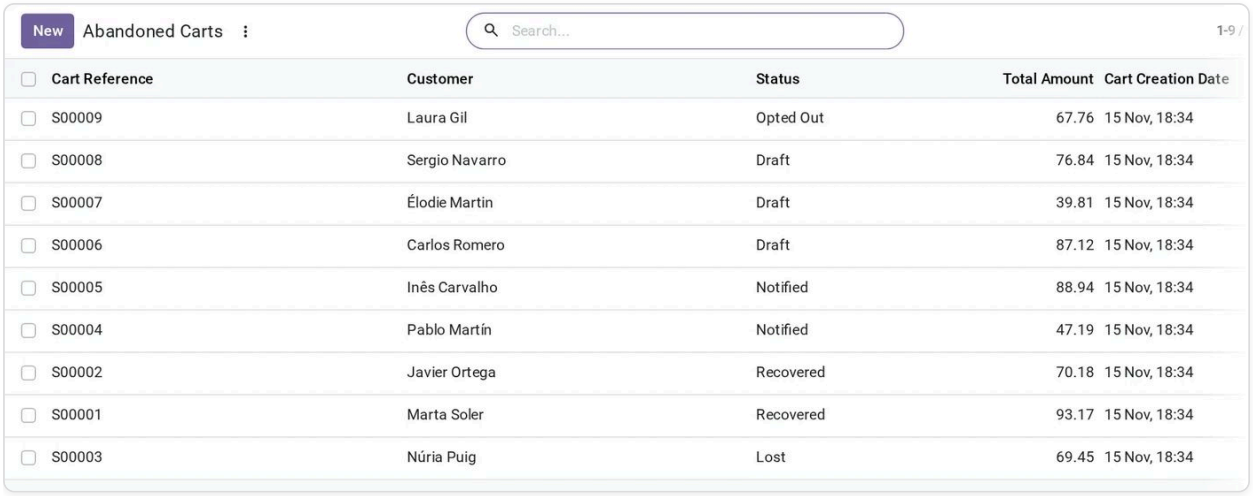
3
accounts on the Standard plan (10 with Pro)

3,452
lines of code in version 20.0 according to Odoo Apps, with FlexigoTech Cloud

69
automated tests on the 20.0 branch

It is published for Odoo 17.0, 18.0, 19.0 and 20.0 and requires the Odoo eCommerce and Sales apps, in addition to the FlexigoTech Cloud module. The module's tests simulate FlexigoTech Cloud and Meta, and with Meta's real API it has only been tested with a Meta test number. No real message has been sent to a customer yet.

3 Where you see it in your Odoo



Cart Reference	Customer	Status	Total Amount	Cart Creation Date
S00009	Laura Gil	Opted Out	67.76	15 Nov, 18:34
S00008	Sergio Navarro	Draft	76.84	15 Nov, 18:34
S00007	Élodie Martin	Draft	39.81	15 Nov, 18:34
S00006	Carlos Romero	Draft	87.12	15 Nov, 18:34
S00005	Inês Carvalho	Notified	88.94	15 Nov, 18:34
S00004	Pablo Martín	Notified	47.19	15 Nov, 18:34
S00002	Javier Ortega	Recovered	70.18	15 Nov, 18:34
S00001	Marta Soler	Recovered	93.17	15 Nov, 18:34
S00003	Núria Puig	Lost	69.45	15 Nov, 18:34

- **Real Odoo 20 screenshot.** The **Abandoned Carts** list with the status of each cart.

Website › WhatsApp Abandoned Carts	Menu in the top bar of the Website app. It groups the five lists below.
Abandoned Carts	Opens the cart list with the **Draft** filter applied.
Notified Carts	Opens the carts in **Notified** status: Meta accepted their reminder and the order is still neither confirmed nor cancelled.
Recovered Carts	Opens the carts in **Recovered** status: their order was confirmed or someone marked them by hand.
Lost Carts	Opens the list of carts whose order has been cancelled.

Cart Analytics	Opens **Cart Recovery Analytics**: a bar chart with the **Total Amount** of the carts by **Status** and a **Pivot** with the amount and attempts by status.

Outside its menu, the connector adds the **WhatsApp cart reminders** block to **Website › Configuration › Settings**. There you connect your WhatsApp number. On each contact's form it adds the **WhatsApp** tab, with **WhatsApp Opt-In** and **WhatsApp Opt-Out**. On each cart the buttons **Send Recovery Message**, **Mark as Recovered** and **Mark Opted Out** appear.

CONNECTOR GUIDE · WHATSAPP

4 What you need before you start

- A WhatsApp Business account and a number you can verify. When connecting you sign in with your account in Meta's sign-up window, choose your WhatsApp Business account and the number, and finish.
- A message template approved in Meta's WhatsApp Manager. The connector does not create or approve templates: you have to bring its name exactly as Meta shows it and its language code.
- The FlexigoTech Cloud subscription or its 14-day trial with no card required. Without it, **Connect WhatsApp number** does not open the sign-up window.
- 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.
- An administrator user. Only administrators can see and change the connector's settings.

> The connector does not create or approve your template in Meta, nor does it give you your customers' permission to write to them. You obtain that permission and mark it on each contact with **WhatsApp Opt-In**. What a customer replies via WhatsApp does not reach Odoo: you mark their opt-out on the contact. Meta charges your company's Meta account for each template message it delivers, and that charge is separate from the FlexigoTech Cloud subscription.

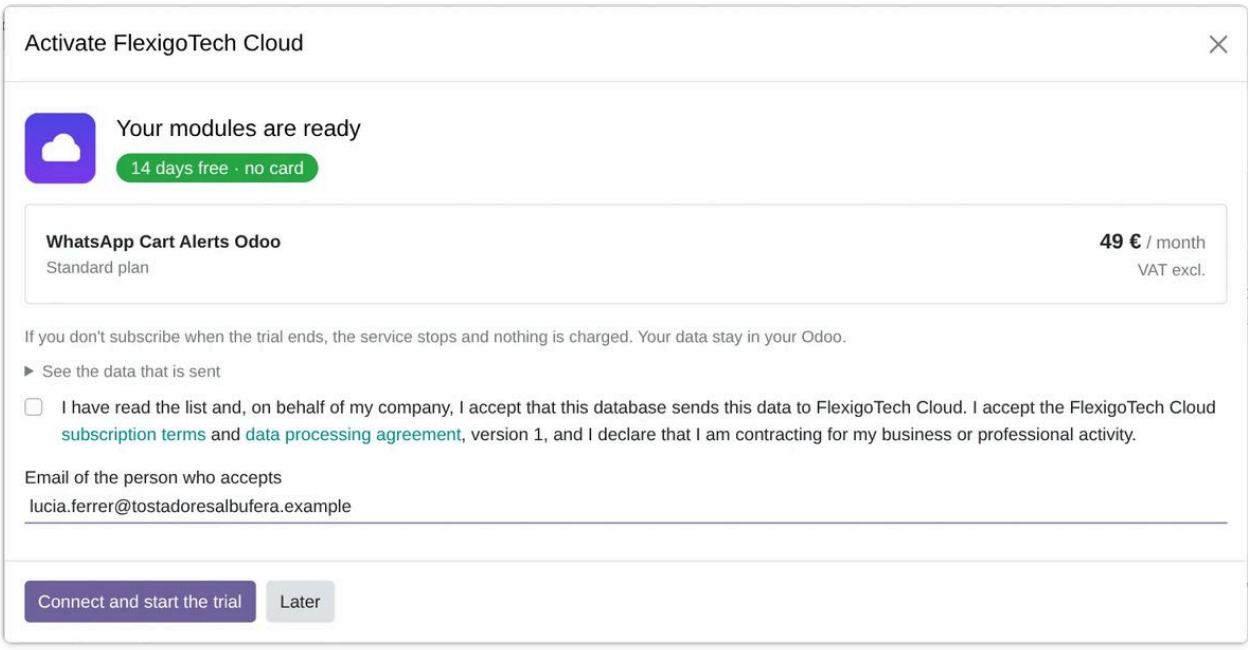
It is installed like any third-party Odoo module, on Odoo.sh or on your server. Odoo installs at the same time `flexigotech_cloud`, the connection to FlexigoTech Cloud, and the apps it depends on: eCommerce and Sales.

CONNECTOR GUIDE · WHATSAPP

5 The FlexigoTech Cloud trial

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 days free, 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**

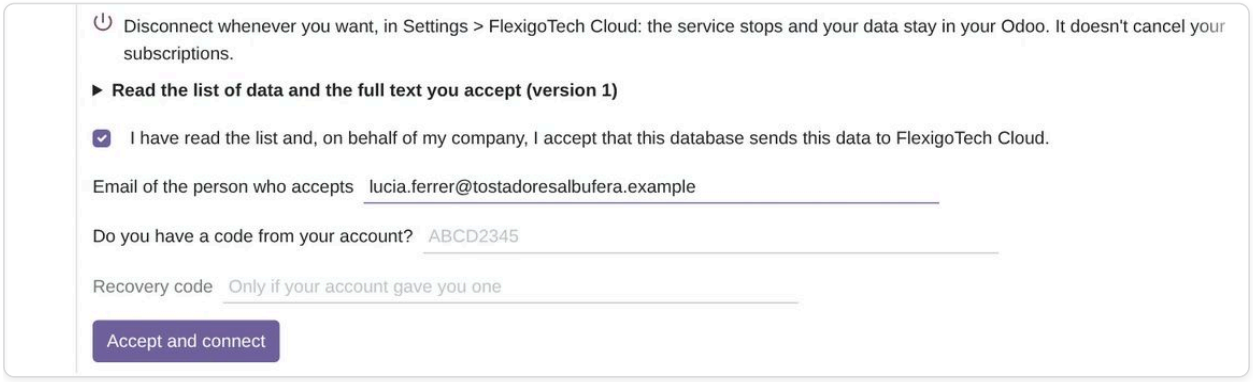
Tick "I have read the list and, on behalf of my company..." (it includes the terms of the subscription and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

Odoo registers the database with FlexigoTech Cloud and starts the module's trial. If you want to leave it for later, **Later** closes the window.

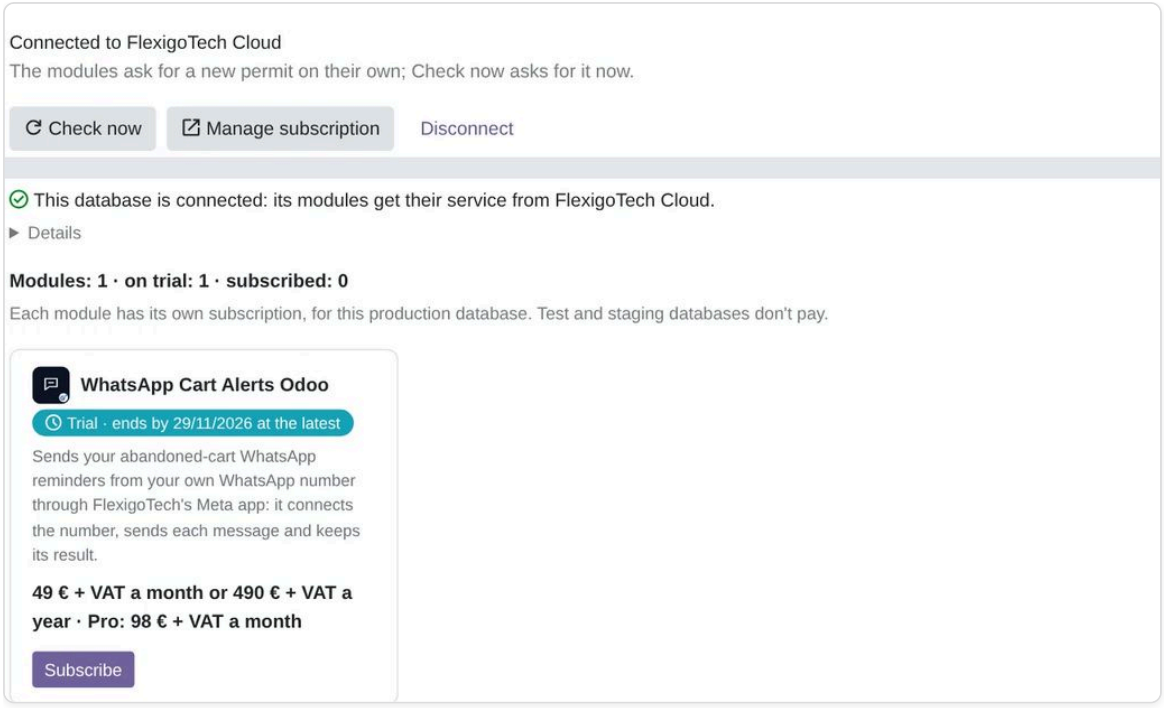
The same, from Settings

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 box ticked, the email and **Accept and connect**.

With the database connected, the **Modules** block shows each module with its status: **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 Stripe's page, outside Odoo.



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

Prices exclude VAT. If you do not 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).

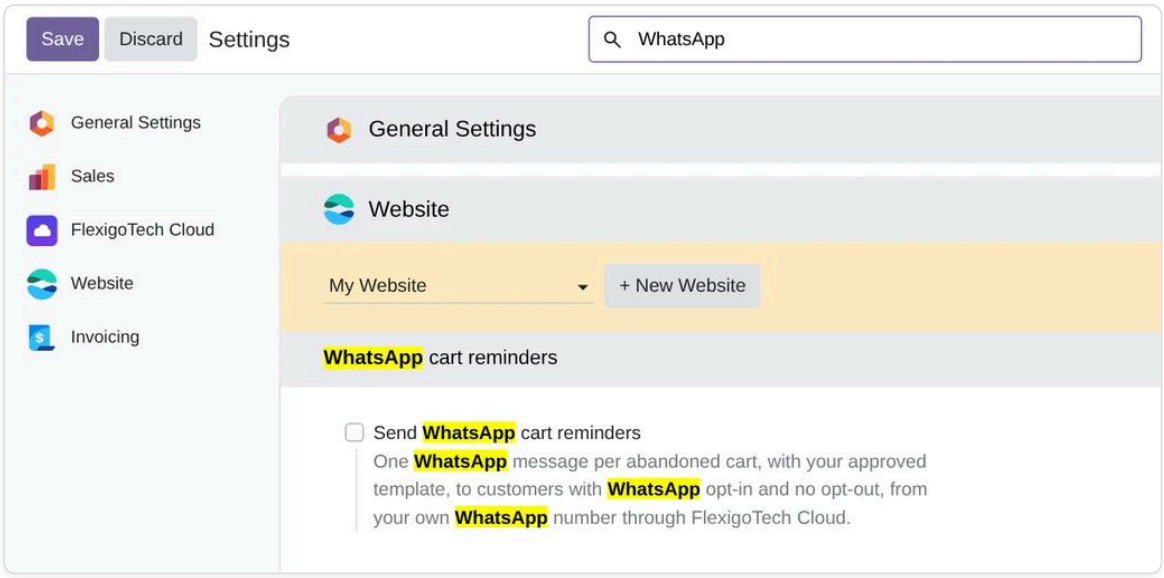
> You cannot start a trial on a neutralised copy (staging) or on a database with demo data: Settings says so with "This database is a neutralised copy or has demo data, so trials can't be started here."

CONNECTOR GUIDE · WHATSAPP

6 Connecting your WhatsApp number step by step

1. **Open the website settings**

   Go to **Website › Configuration › Settings** and find the **WhatsApp cart reminders** block. You can also find it in Settings by searching for WhatsApp.



- **Real Odoo 20 screenshot.** The **WhatsApp cart reminders** block in the website settings, with the **Send WhatsApp cart reminders** checkbox.

2. **Tick Send WhatsApp cart reminders**

   When you switch it on, Odoo records the moment and seals the database. Only carts created after that moment are registered.

3. **Tick Send through FlexigoTech Cloud**

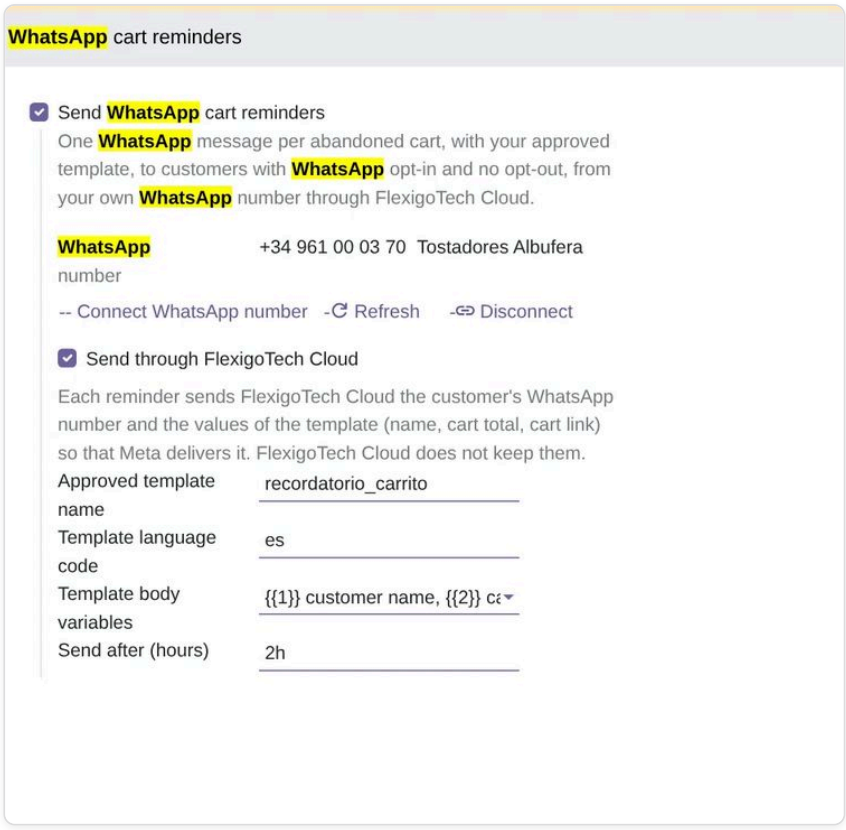
   This is your consent for each reminder to send the customer's WhatsApp number and the template values (name, cart total, link to the cart) to FlexigoTech Cloud, so that Meta can deliver it. FlexigoTech Cloud does not store them.

4. **Click Connect WhatsApp number**

   A new tab opens with a FlexigoTech Cloud page and Meta's sign-up window, which is valid for 30 minutes. You sign in with your account, choose your WhatsApp Business account and the number, and finish.

5. **Return to Odoo and click Refresh**

   Odoo fetches the connected number and its name, which appear next to **WhatsApp number**.



- **Real Odoo 20 screenshot.** The block with the connected number, next to the buttons **Connect WhatsApp number**, **Refresh** and **Disconnect**.

6 Fill in the template

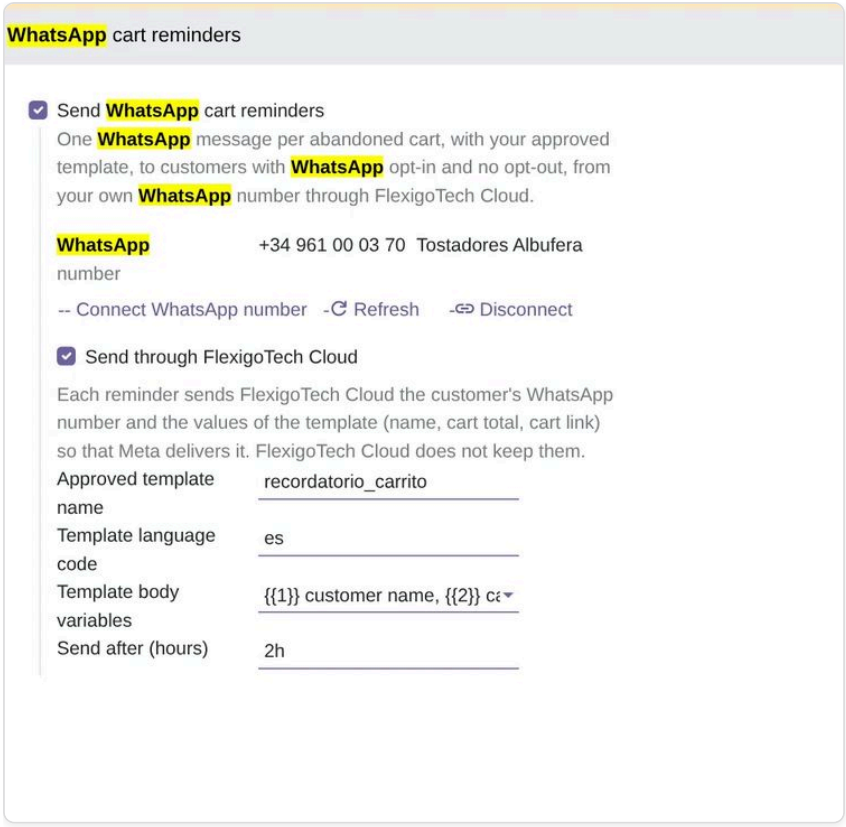
In **Approved template name** type the name exactly as Meta shows it, in lower case, with numbers and underscores, for example cart_reminder. In **Template language code** enter the language code, for example es, en_US or pt_BR. In **Template body variables** choose how many variables the body contains. If the name or the language are not valid, Odoo will not let you save.

7 Set Send after (hours) and save

It is the time that has to pass from when a cart is created until it is logged. It comes as 1 hour. In Odoo 20 it appears as 1h; in Odoo 17, 18 and 19, as 01:00.

8 Check the number

Check that the **WhatsApp number** and its name appear in the settings. There is no test button: the first cart that moves to **Notified** tells you it works. The message only goes out when everything is ready: sending switched on, **Send through FlexigoTech Cloud** ticked, a connected number, and the template name and language filled in.

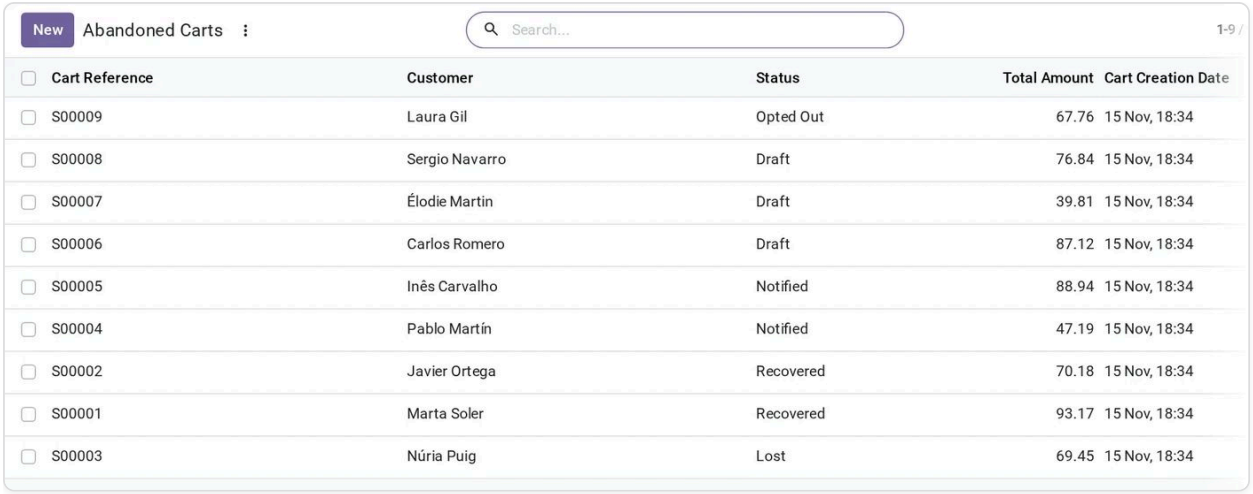


- **Real Odoo 20 screenshot.** The connected number, with its name, in the website settings.

> Only an administrator can accept the consent for **Send through FlexigoTech Cloud** or change the template details. **Connect WhatsApp number** requires the FlexigoTech Cloud subscription or its trial. The number's access key is stored encrypted by FlexigoTech Cloud, and Odoo never holds it.

After connecting, the connector works on its own. The scheduled task **WhatsApp: register abandoned carts and send their reminders** runs every hour: it registers abandoned carts, updates their status and sends pending reminders. If you change something in Meta, **Refresh** reads the number and its name again. **Disconnect** only appears with a connected number, asks for confirmation and deletes the connection and the number's key in FlexigoTech Cloud. Until you connect it again, no more reminders are sent.

> A duplicated database made with Duplicate or Restore as a copy, or under another name, sends nothing and cannot connect or disconnect the number. If that copy becomes your production, switch the reminders off, save and switch them back on.

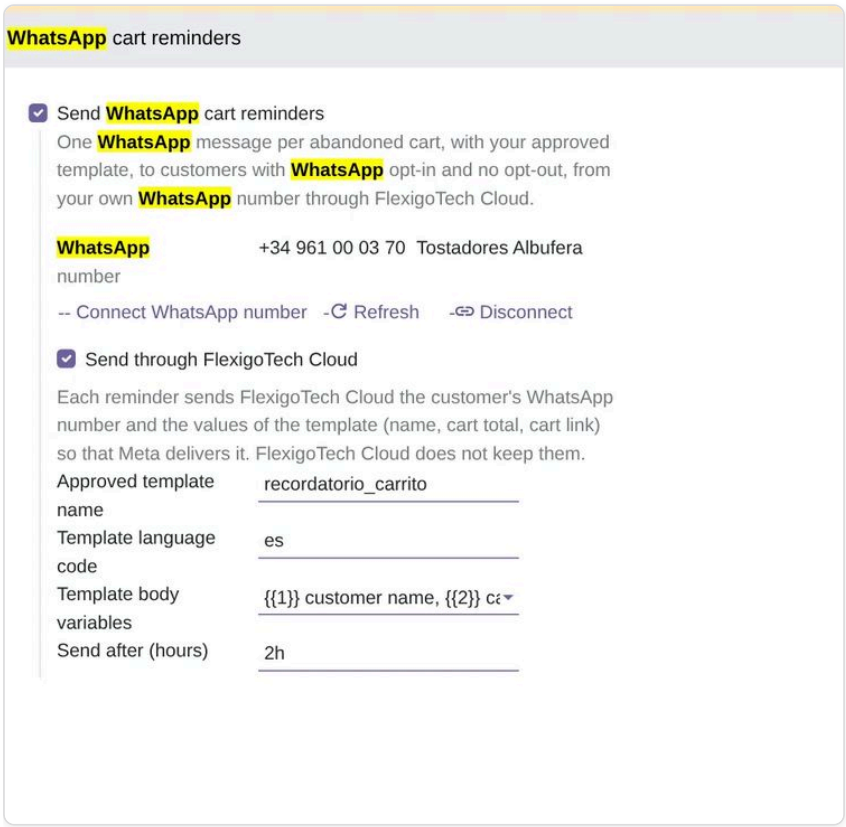


Cart Reference	Customer	Status	Total Amount	Cart Creation Date
S00009	Laura Gil	Opted Out	67.76	15 Nov, 18:34
S00008	Sergio Navarro	Draft	76.84	15 Nov, 18:34
S00007	Élodie Martin	Draft	39.81	15 Nov, 18:34
S00006	Carlos Romero	Draft	87.12	15 Nov, 18:34
S00005	Inês Carvalho	Notified	88.94	15 Nov, 18:34
S00004	Pablo Martín	Notified	47.19	15 Nov, 18:34
S00002	Javier Ortega	Recovered	70.18	15 Nov, 18:34
S00001	Marta Soler	Recovered	93.17	15 Nov, 18:34
S00003	Núria Puig	Lost	69.45	15 Nov, 18:34

- **Real Odoo 20 screenshot.** The list of WhatsApp abandoned carts, with their status and amount.

CONNECTOR GUIDE · WHATSAPP

7 Connecting the shop's WhatsApp number



- **Real Odoo 20 screenshot.** The **WhatsApp cart reminders** block with a connected number.

Where each piece of data comes from

WhatsApp number	Read only. It is filled in when you click **Refresh**. If none is connected, it shows "No number connected yet."
Number name	Read only. It appears next to the number, without a label of its own, and is also fetched with **Refresh**.

The buttons

Connect WhatsApp number	Opens Meta's sign-up window, served by FlexigoTech Cloud, in a new tab. It is valid for 30 minutes. You sign in with your account, choose your WhatsApp Business account and the number, and finish.
Refresh	Reads from FlexigoTech Cloud the connected number and its name, and saves them in the settings.
Disconnect	Deletes the connection and the number's key in FlexigoTech Cloud and removes the number from the settings. Asks for confirmation first. Only appears if a number is connected.

States

There are two situations. With no number connected, the settings say "No number connected yet." and **Disconnect** is not shown. With a number connected, the number and its name are shown, and you can disconnect it.

How to connect

1. **Turn on sending**
   Tick **Send WhatsApp cart reminders**. With the box unticked, nothing else in the block is shown.
2. **Click Connect WhatsApp number**
   Meta's sign-up window opens in a new tab.
3. **Finish the sign-up in Meta**
   Log in with your account, choose your WhatsApp Business account and the number.
4. **Return to Odoo and click Refresh**
   The number and its name appear.

> Odoo never stores the number's access key: FlexigoTech Cloud keeps it encrypted. **Connect WhatsApp number** requires a FlexigoTech Cloud subscription. When you disconnect, no more reminders are sent until you connect the number again. A copy of the database cannot connect or disconnect the number.

What you need before connecting

In Meta you need a WhatsApp Business account and a number you can verify. The connector uses FlexigoTech's Meta app, so you do not need to create your own app. The message template must be approved in Meta's WhatsApp Manager: the connector does not create or approve templates.

What each part stores

The number's access key is stored encrypted by FlexigoTech Cloud, and Odoo never holds it. When connecting, refreshing or disconnecting, FlexigoTech Cloud receives the Odoo company. For each send it keeps the reference, status, message ID and time for 90 days. The customer's number, the template and the variable values pass to Meta without being stored. After each run in which any message is sent or fails, Odoo sends FlexigoTech Cloud a health summary: how many messages were sent and failed and Meta's error codes, with no customer data.

When a send goes out

A reminder is only sent if everything holds at once: sending is on, **Send through FlexigoTech Cloud** is ticked, a number is connected, the template name and language are set, and you are in the database where sending was switched on.

The moment sending is switched on

When sending is switched on, Odoo records that moment and seals the database. Carts created before are not registered. If you switch it off and on again, the moment is reset and the task stops reminding about carts registered before. The recorded moment is not shown on any screen.

Database copies

- A neutralised copy, like Odoo.sh staging copies, turns reminders off.
- A copy made with Duplicate or Restore as a copy, or under a different database name, sends nothing and cannot connect or disconnect the number. The settings warn you: "This database is a copy of the one where WhatsApp cart reminders were turned on, so it sends nothing...".
- There are two copies that look identical to the original: a raw copy restored under the same name, where reminders must be turned off, and a copy made before reminders were switched on or the number was first connected, where you must not connect, disconnect or uninstall anything.
- If the copy becomes your production database: switch sending off, save and switch it back on.

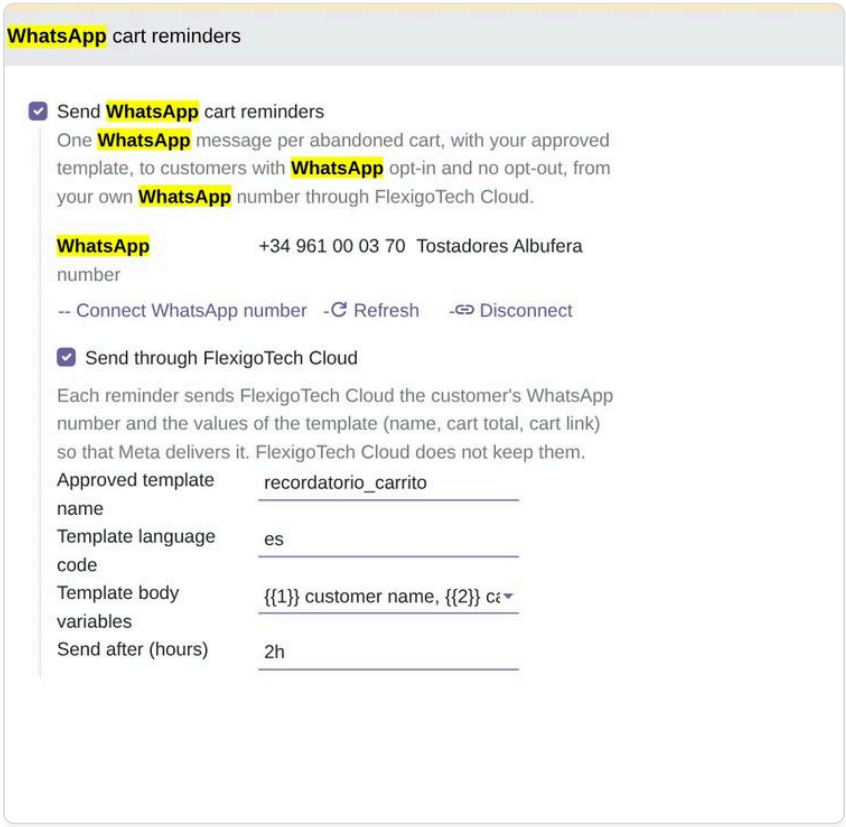
Disconnecting and uninstalling

Disconnect asks for confirmation: "FlexigoTech Cloud deletes the connection and the key of this number, and no more reminders are sent until you connect it again." Uninstalling the module deletes the connection and the key of each company's number in FlexigoTech Cloud, and it never does so from a copy. If the cloud does not answer, the uninstall carries on and the Odoo log tells you which companies are still connected, so that you can ask FlexigoTech support to remove them.

An example from start to finish

At Tostadores Albufera, an administrator goes to **Website › Configuration › Settings**, ticks **Send WhatsApp cart reminders** and clicks **Connect WhatsApp number**. They finish the sign-up in Meta and return to Odoo. They click **Refresh** and under **WhatsApp number** the shop's number appears, with the name Tostadores Albufera beside it. They tick **Send through FlexigoTech Cloud** and fill in the template. From then on, abandoned carts are registered under **Website › WhatsApp Abandoned Carts › Abandoned Carts**.

8 The Meta template and the sending settings



- **Real Odoo 20 screenshot.** The **WhatsApp cart reminders** block with sending on and the number connected.

Only administrators can see and change this block. Turning on **Send WhatsApp cart reminders** shows the remaining fields. With the box unticked, nothing else is shown.

Send WhatsApp cart reminders	Turns the company's sending on or off.
Send through FlexigoTech Cloud	Consent for each reminder to pass through FlexigoTech Cloud. It sends the customer's WhatsApp number and the template values (name, cart total, cart link) so that Meta can deliver it. FlexigoTech Cloud does not store them.
WhatsApp number	The connected number, with its name beside it, without a label. If there is none, it says "No number connected yet."
Approved template name	The template name as Meta shows it. It is required when sending is on, and the greyed-out example is "cart_reminder".
Template language code	The language of that template. It is required when sending is on and is set to en_US by default: change it if your template is in another language.
Template body variables	How many variables the template body uses: **No variables**, only the customer's name, name and cart total, or name, total and cart link.
Send after (hours)	The hours that pass from when a cart is created until it is logged. Two hours appear as 2h in Odoo 20 and as 02:00 in 17, 18 and 19.

Where the data comes from

The scheduled task **WhatsApp: register abandoned carts and send their reminders** runs every hour and is active. The number and its name are fetched from FlexigoTech Cloud by the **Refresh** button.

Buttons in the block

Connect WhatsApp number	Opens Meta's sign-up page, which is provided by FlexigoTech Cloud, in a new tab.
Refresh	Fetches the connected number and its name.
Disconnect	Deletes the number's connection and key in FlexigoTech Cloud and removes it from the settings. Only shown when a number is connected.

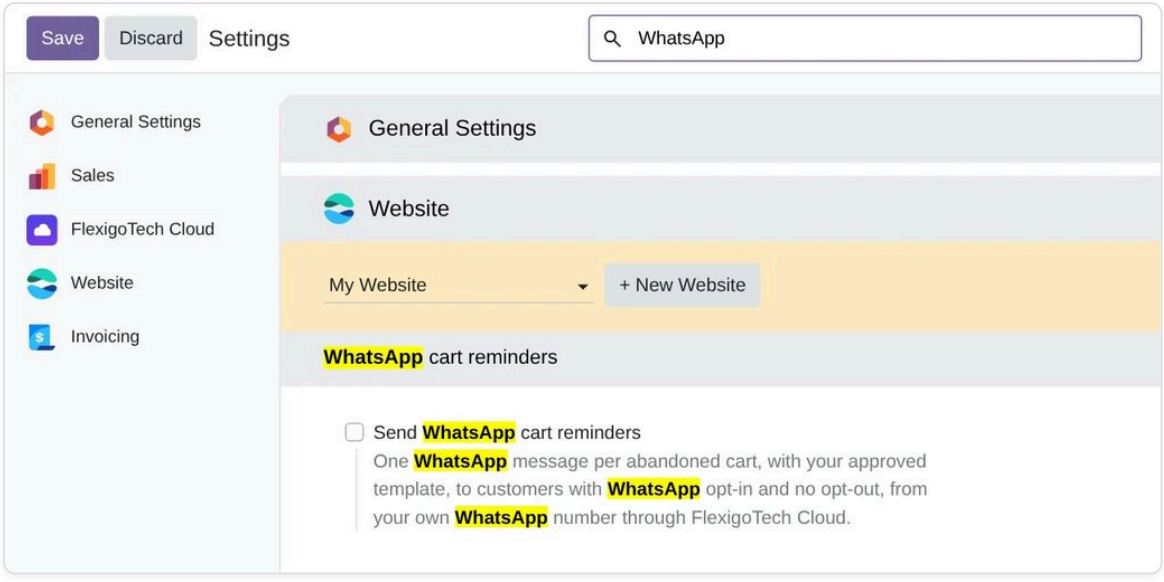
Sending statuses

Sending only goes out when it is switched on, the FlexigoTech Cloud box is ticked, a number is connected, the template name and language are set, and you are in the database where it was switched on.

How to connect

1. ### Turn on sending

   Tick **Send WhatsApp cart reminders** and **Send through FlexigoTech Cloud**.



- **Real Odoo 20 screenshot.** The **WhatsApp cart reminders** block before a number is connected.

2. ### Connect the number

   Click **Connect WhatsApp number** and finish the sign-up on Meta's page, which lasts 30 minutes.

3. ### Fetch the number

   Return to Odoo and click **Refresh**.

4. ### Fill in the template

   Enter the template name and language code, the variables and the waiting hours, then save.

> The module does not create or approve templates: the template must already be approved in Meta. If the name or language is not valid, Odoo will not let you save. Carts created before sending was switched on are not registered. If you switch it off and on again, the moment is reset and the task no longer reminds about carts registered before (the button still can).

What the template requires

The connector does not create templates. An approved template must exist in Meta's WhatsApp Manager, and in the settings you enter its name as Meta shows it, in lowercase, numbers and underscores (for example cart_reminder), and its language code (es, en_US, pt_BR). Otherwise Odoo will not let you save. For Meta, a cart reminder is a marketing template: that is how its template category guide classifies it. Its pricing page says it charges for each message it delivers, not those that fail to arrive, at a rate that depends on the category and the country prefix of the receiving number. It is charged to your company's account in Meta. The subscription pays FlexigoTech Cloud, not Meta.

The variables, in order

VARIABLE	WHAT IT HOLDS
{{1}}	The contact's name.
{{2}}	The cart total, with its currency.
{{3}}	The cart link.

Header and button variables are not filled in. If the template uses {{3}} and the cart has no order, the cart is set to **Failed**.

What the cart link does

- In Odoo 20, if that browser has no other cart open, the link opens the customer's cart as they left it.
- If the order is no longer a quotation, it tells the customer that cart has already been completed. In Odoo 20 the same happens if the order has a payment in progress.
- In Odoo 20, if the customer already has another open cart in that browser, Odoo moves the lines into the open cart and cancels the order from the link. On the next run the module marks that cart as **Lost**, even if the customer came back.
- In Odoo 17, 18 and 19, the link opens the cart page with an Odoo notice: the customer chooses either to recover their previous cart, which replaces the one currently open, or to merge it with that one. If they merge it with another open cart, Odoo cancels the order from the link and the module marks it as **Lost**.

When it does not send

- It only sends with sending switched on, **Send through FlexigoTech Cloud** ticked, a number connected, and the template name and language set, in the database where it was switched on.
- A copy made with Duplicate or Restore as a copy, or under another database name, sends nothing. It also cannot connect or disconnect the number, and the settings warn you.
- A neutralised copy, like Odoo.sh staging copies, turns reminders off.
- A raw copy restored under the same name cannot be told apart from the original: there, reminders must be turned off. The same applies to a copy made before sending was switched on or the number was first

connected: there, do not connect, disconnect or uninstall anything.

- If the copy becomes your production database, switch sending off, save and switch it back on.

What each part stores

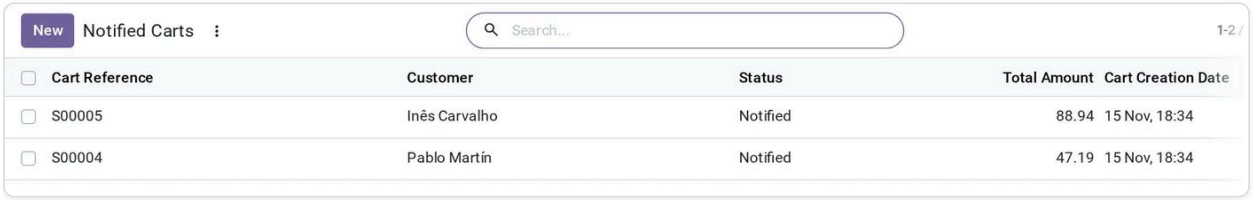
With each reminder, FlexigoTech Cloud receives the customer's WhatsApp number, the template name and language, the variable values and the order reference. It passes them to Meta without storing them. For each send it keeps the reference, status, message ID and time for 90 days. The number's access key is stored encrypted by FlexigoTech Cloud, and Odoo never holds it. After each run in which any message is sent or fails, Odoo reports how many messages were sent and how many failed, with Meta's error codes, with no customer data.

Disconnecting and uninstalling

Disconnect asks for confirmation ("FlexigoTech Cloud deletes the connection and the key of this number, and no more reminders are sent until you connect it again."). Uninstalling the module deletes the connection and the key of each company's number in FlexigoTech Cloud, never from a copy. If the cloud does not answer, the uninstall carries on and the Odoo log tells you which companies are still connected, so that you can ask FlexigoTech support to remove them.

An end-to-end example

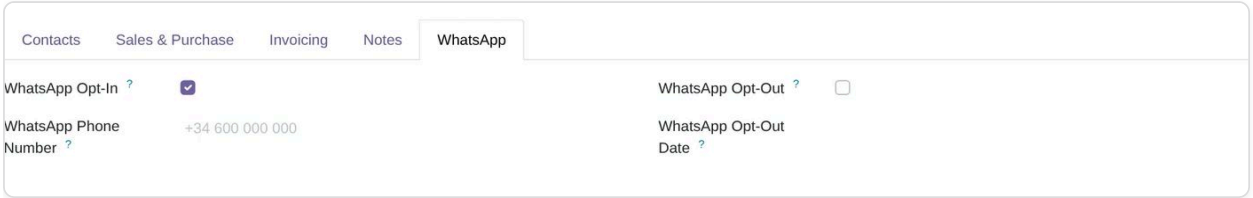
Tostadores Albufera connects the shop's number. It switches sending on, ticks **Send through FlexigoTech Cloud** and fills in the template. A customer, Pablo Martín, abandons a cart with a 1 l cold brew kit. After the waiting hours, the task, which runs every hour, registers the cart and sends the reminder. Pablo Martín appears in **Notified Carts** with the status **Notified**.



- **Real Odoo 20 screenshot.** The **Notified Carts** list with two carts in **Notified** status.

CONNECTOR GUIDE · WHATSAPP

9 Each customer's permission to receive WhatsApp



- **Real Odoo 20 screenshot.** **WhatsApp** tab of a contact with **WhatsApp Opt-In**, **WhatsApp Phone Number**, **WhatsApp Opt-Out** and **WhatsApp Opt-Out Date**.

These fields are on the contact's **WhatsApp** tab. The online shop does not provide a permission checkbox: you obtain the permission outside Odoo and mark it on each contact.

Where each piece of data comes from

No value arrives on its own. You tick **WhatsApp Opt-In** and type the **WhatsApp Phone Number** into the contact by hand. Whatever the customer replies on WhatsApp does not reach Odoo, so you also record their opt-out: either **WhatsApp Opt-Out** on the contact, or **Mark Opted Out** on the cart, which also fills in **WhatsApp Opt-Out Date**.

WhatsApp Opt-In	Checkbox, unticked by default. Indicates the customer has agreed to receive WhatsApp notifications.
WhatsApp Phone Number	The number the connector writes to. If you leave it empty, it uses the contact's phone.
WhatsApp Opt-Out	Checkbox, unticked by default. It records that the customer has asked not to receive WhatsApp notices.
WhatsApp Opt-Out Date	Date and time of the opt-out. **Mark Opted Out** on the cart fills it in; if you tick **WhatsApp Opt-Out** by hand, you enter it yourself.

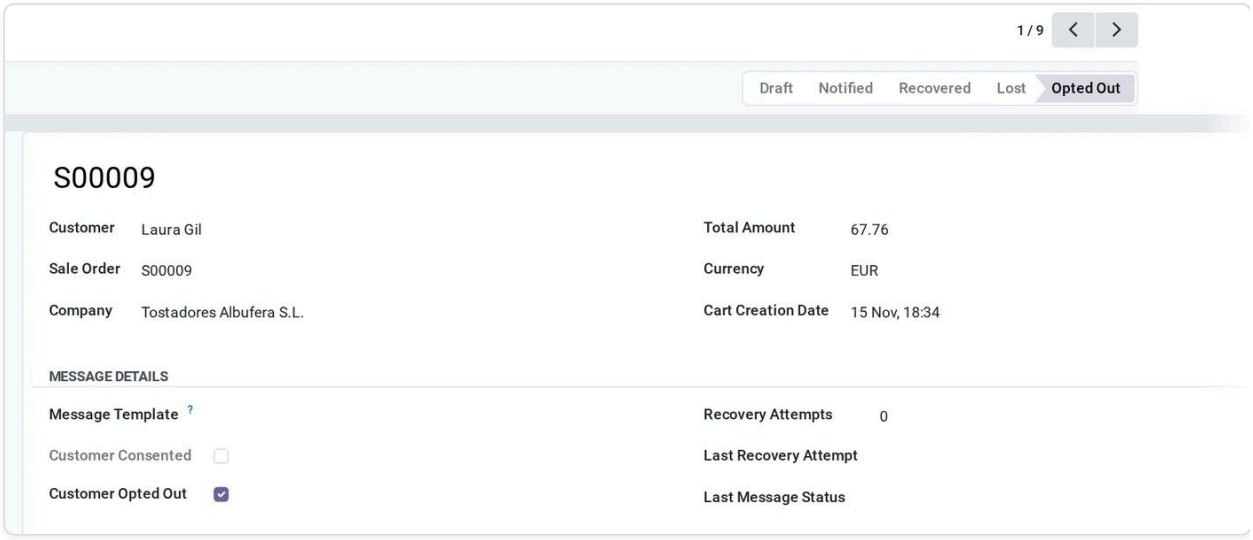
When a contact is messaged

- With **WhatsApp Opt-In** ticked and **WhatsApp Opt-Out** not ticked, the contact can receive the reminder.
- Without **WhatsApp Opt-In**, or with **WhatsApp Opt-Out** ticked, no message is sent to them.

Recording the opt-out from the cart

1 **Open the cart**

Go to **Website › WhatsApp Abandoned Carts › Abandoned Carts** and open the customer's cart.



- **Real Odoo 20 screenshot.** Cart of a customer with the **Customer Opted Out** box and the status **Opted Out**.

2 **Click Mark Opted Out**

The connector records the customer's opt-out and fills in **WhatsApp Opt-Out Date** on their contact.

> The number must include the international prefix (+ or 00 and the country code) and be between 8 and 15 digits. The connector does not complete it with the contact's country. Without it, the cart is set to **Failed** with "No WhatsApp number in international format (+ and country code) on the contact."

What the rules say and what the connector does

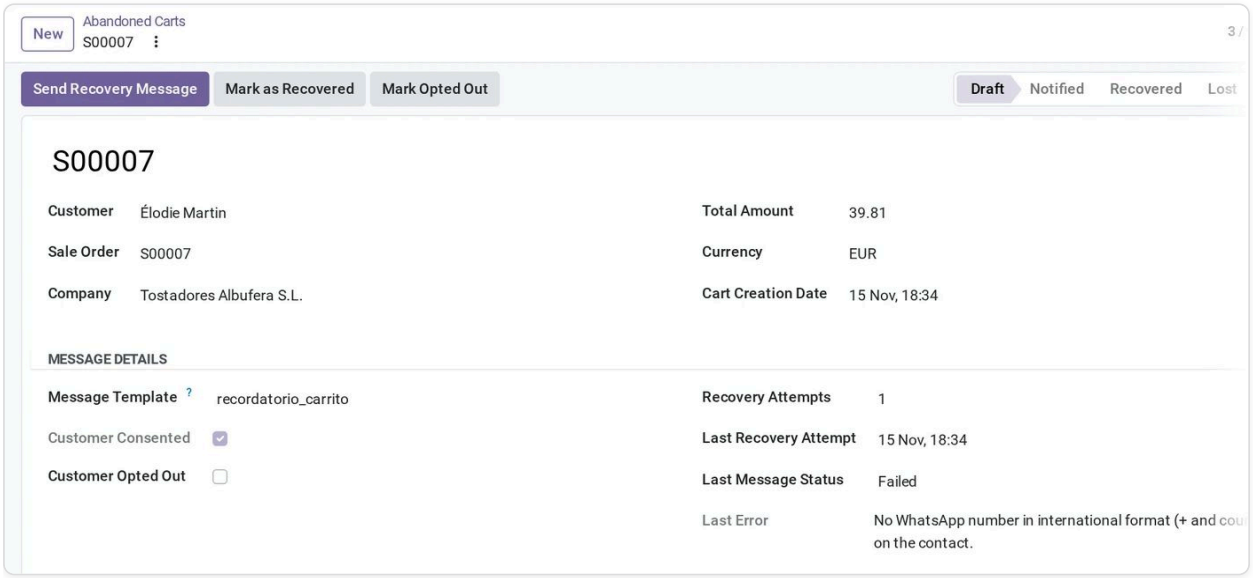
The WhatsApp Business policies (updated 23-09-2026) say you may only message people who gave you their number and agreed to receive your messages. They also require you to respect any request not to receive further messages, whether it is made on WhatsApp or elsewhere. The connector applies this with two checkboxes on the contact: it only sends if **WhatsApp Opt-In** is ticked and **WhatsApp Opt-Out** is not.

The permission states

CONTACT SITUATION	WHAT IT MEANS
WhatsApp Opt-In unticked	No permission. The connector does not message them.
WhatsApp Opt-In ticked and **WhatsApp Opt-Out** unticked	Permission granted. They can receive the reminder.
WhatsApp Opt-Out ticked	Opted out. They receive nothing, even if **WhatsApp Opt-In** is still ticked.

Number rules

The connector writes to the **WhatsApp Phone Number** on the contact's **WhatsApp** tab and, if it is empty, to their phone. The number must include the international prefix (+ or 00 and the country code) and be between 8 and 15 digits. The connector does not complete it with the contact's country: Meta would apply the shop's prefix and the message could reach someone else. Without the prefix, the cart is set to **Failed** with "No WhatsApp number in international format (+ and country code) on the contact."



- **Real Odoo 20 screenshot.** Cart in **Failed** with the error "No WhatsApp number in international format (+ and country code) on the contact."

Opt-outs

What the customer replies on WhatsApp does not reach Odoo, so you record their opt-out yourself. You can tick **WhatsApp Opt-Out** on the contact or click **Mark Opted Out** on the cart, which also fills in **WhatsApp Opt-Out Date**. On the cart, an opt-out appears as the status **Opted Out** and the **Customer Opted Out** box.

Where everything is

Permission data	**WhatsApp** tab of the contact: **WhatsApp Opt-In**, **WhatsApp Phone Number**, **WhatsApp Opt-Out** and **WhatsApp Opt-Out Date**.
Carts	**Website › WhatsApp Abandoned Carts** menu, with **Abandoned Carts**, **Notified Carts**, **Recovered Carts**, **Lost Carts** and **Cart Analytics**.
Settings	**Website › Configuration › Settings**, block **WhatsApp cart reminders**.

What FlexigoTech Cloud receives

With each reminder, FlexigoTech Cloud receives the customer's WhatsApp number, the template name and language, the variable values and the order reference. It passes them to Meta without storing them. For each send it keeps the reference, the status, the message ID and the time for 90 days.

An end-to-end example

1 Granting permission

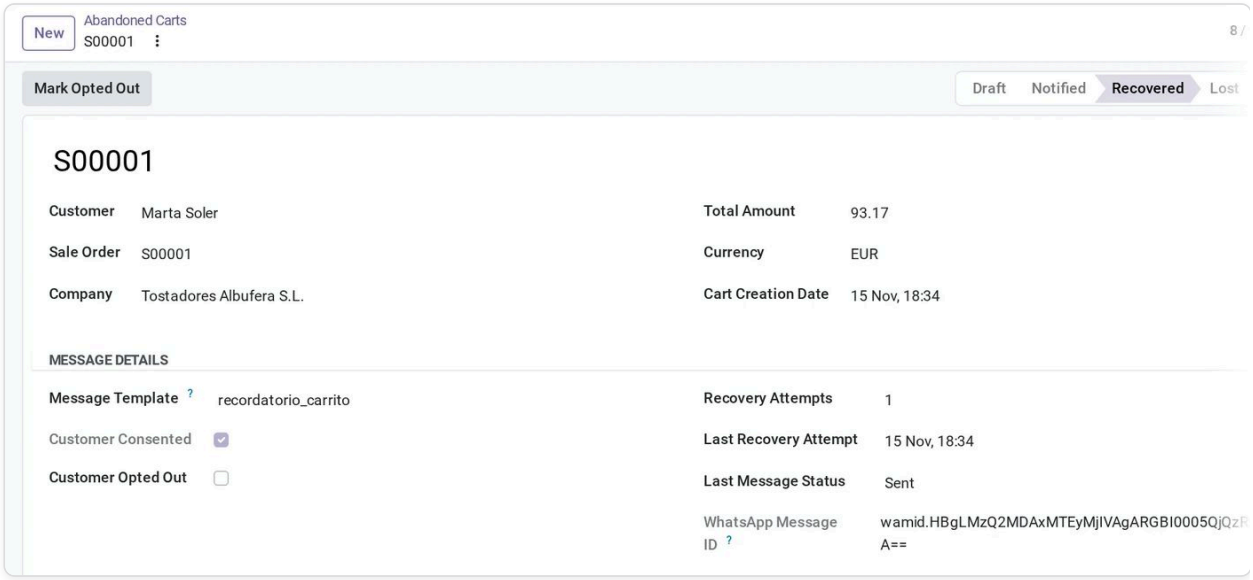
Marta Soler gave you her mobile and agreed to receive messages. On her contact you tick **WhatsApp Opt-In**. Her mobile is already in the contact's phone field, with the +34 prefix, so **WhatsApp Phone Number** can stay empty: the connector uses the phone.



- **Real Odoo 20 screenshot.** Marta Soler's contact with the **WhatsApp** tab.

2 Her cart is registered

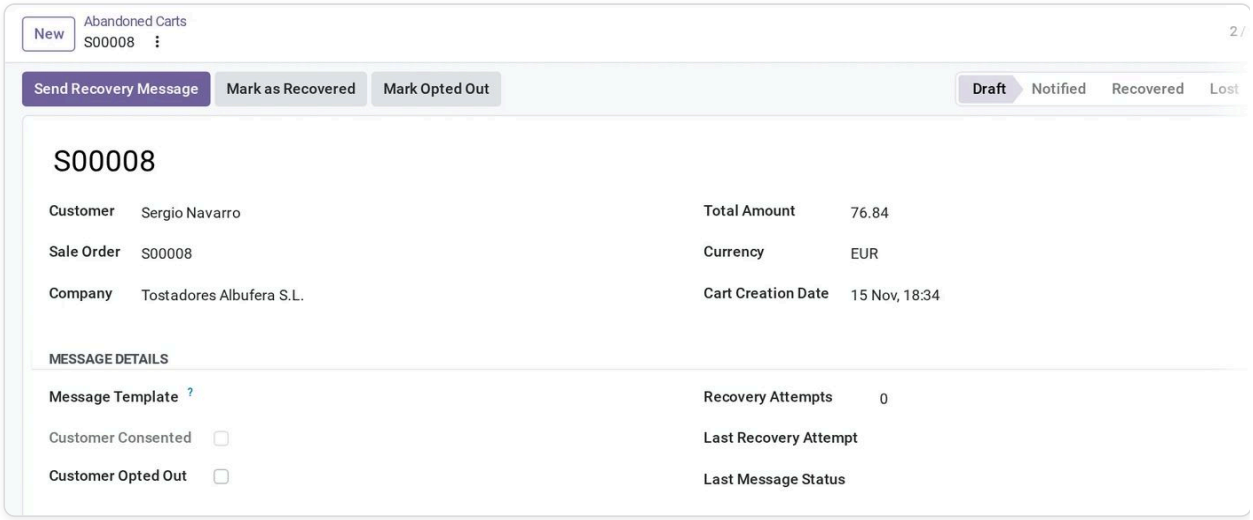
The scheduled task **WhatsApp: register abandoned carts and send their reminders** runs every hour: it registers her cart, sends her the reminder and the cart moves to **Notified**. When Marta pays, it moves to **Recovered**.



- **Real Odoo 20 screenshot.** Marta Soler's cart with **Customer Consented** and the status **Recovered**.

3 A customer without permission

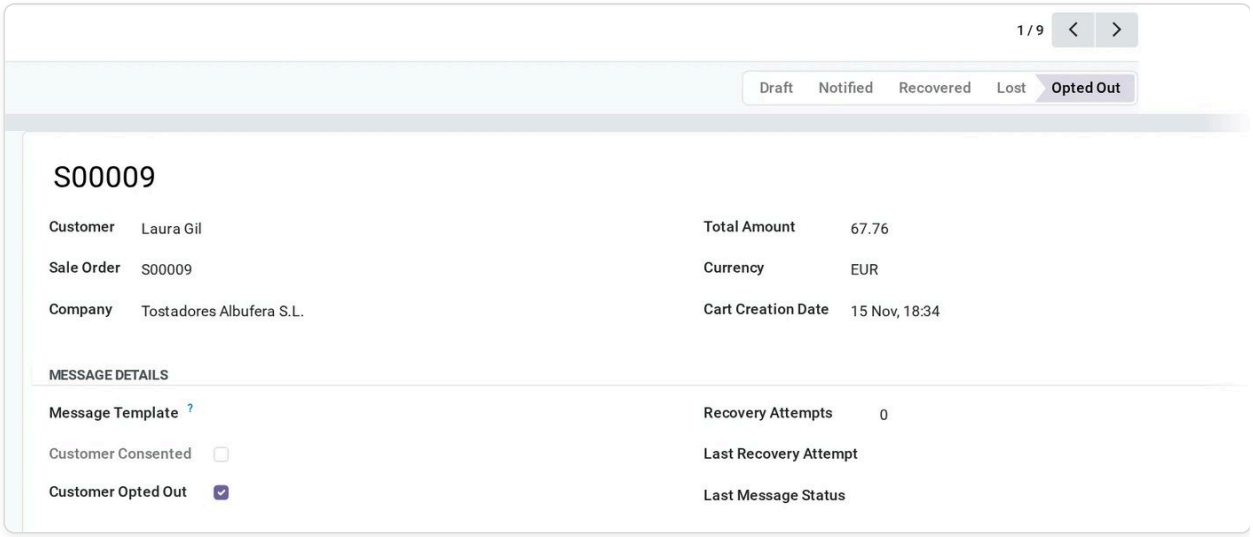
Sergio Navarro's cart, with neither **Customer Consented** nor **Customer Opted Out** ticked, stays in **Draft**. Until you tick his permission, he is not messaged.



- **Real Odoo 20 screenshot.** Sergio Navarro's cart with no permission ticked.

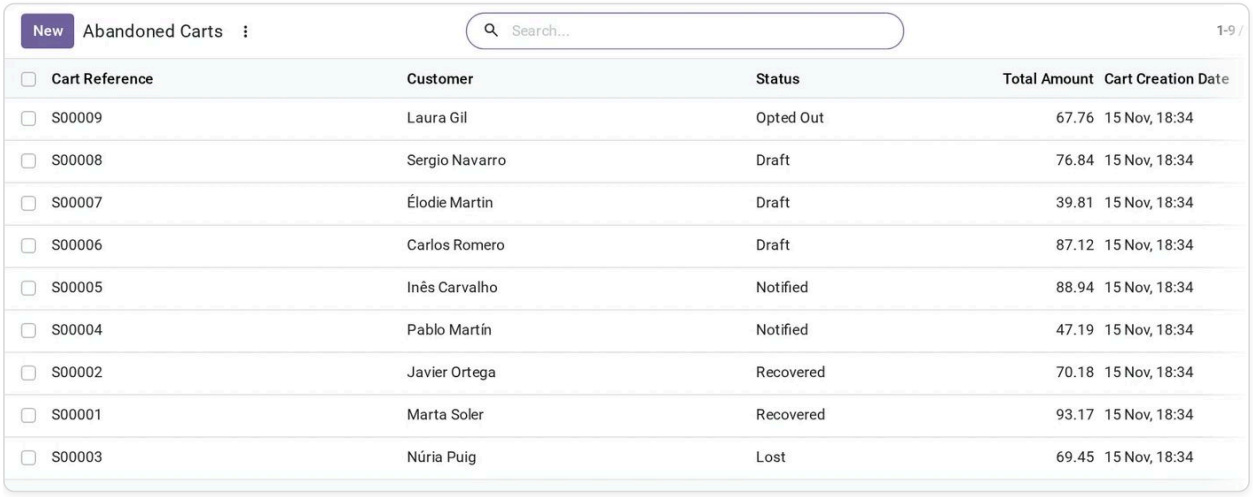
4 An opted-out customer

Laura Gil already had **WhatsApp Opt-Out** ticked when her cart was registered, so the cart went straight into **Opted Out** and she was not messaged. If another customer asks to opt out later, open their cart and click **Mark Opted Out**: the cart moves to **Opted Out** and the contact keeps the opt-out with its date.



- **Real Odoo 20 screenshot.** Laura Gil's cart in the **Opted Out** status.

10 How Odoo registers abandoned carts



Cart Reference	Customer	Status	Total Amount	Cart Creation Date
S00009	Laura Gil	Opted Out	67.76	15 Nov, 18:34
S00008	Sergio Navarro	Draft	76.84	15 Nov, 18:34
S00007	Élodie Martin	Draft	39.81	15 Nov, 18:34
S00006	Carlos Romero	Draft	87.12	15 Nov, 18:34
S00005	Inês Carvalho	Notified	88.94	15 Nov, 18:34
S00004	Pablo Martín	Notified	47.19	15 Nov, 18:34
S00002	Javier Ortega	Recovered	70.18	15 Nov, 18:34
S00001	Marta Soler	Recovered	93.17	15 Nov, 18:34
S00003	Núria Puig	Lost	69.45	15 Nov, 18:34

- **Real Odoo 20 screenshot.** The **Abandoned Carts** list with a cart in each status.

The scheduled task **WhatsApp: register abandoned carts and send their reminders** runs every hour. It registers the website quotations in draft, with lines and from a known customer, created since the sending was switched on and more than **Send after (hours)** ago. The hours count from the order date, the one Odoo sets when the cart is created. There is one record per order: the same order is never registered twice.

That same task records every hour how each cart has ended up: order confirmed, **Recovered**; order cancelled, **Lost**; customer opted out, **Opted Out**.

Record buttons

Send Recovery Message	It only shows when the cart is in **Draft** and an administrator can use it. If it does not send, it tells you why.
Mark as Recovered	Hidden when the cart is already in **Recovered**.
Mark Opted Out	It is hidden once the customer is already marked as opted out. It also fills in **WhatsApp Opt-Out Date** on the contact.

States

- **Draft**: registered, with no message accepted by Meta.
- **Notified**: Meta has accepted the message.
- **Recovered**: the order has been confirmed, or you have marked it.
- **Lost**: the order has been cancelled.
- **Opted Out**: the customer does not want to receive any more notifications.

To see only one state, use the search filters or the **Notified Carts**, **Recovered Carts** and **Lost Carts** menus. The **Abandoned Carts** menu opens with the **Draft** filter applied.

> There is no button to mark a cart as lost. A notified cart that nobody cancels stays in **Notified**.

Which carts are included and which are not

The task runs every hour and per company. Carts from anonymous visitors, and those from before the reminders were turned on, are not included. A contact who was already opted out when the cart was registered has the **Customer Opted Out** box ticked and the cart goes into **Opted Out**. **Customer Consented** is ticked if the contact accepted WhatsApp and is not opted out.

What each status means

Draft	The cart is registered and nothing has been sent to it, or the send failed or never reached Meta. The message can be sent from here.
Notified	Meta accepted the message. The cart stores the **WhatsApp Message ID** and **Last Message Status** shows **Sent**.
Recovered	The order was confirmed. The task records it every hour, whether or not the customer was messaged.
Lost	The order was cancelled while the cart was in **Draft** or **Notified**. In Odoo 20, if the customer opens the link and already had another cart open in that browser, Odoo moves the lines to that cart and cancels the order from the link. The module then records it as **Lost** on the next pass, even though the customer has come back. In Odoo 17, 18 and 19 this happens if the customer chooses to merge it with the cart they have open.
Opted Out	The customer asked not to receive notifications. The task marks this only on carts that are still in **Draft**. Manually, use **Mark Opted Out**.

Rules and conditions

- The message is only attempted for carts in **Draft** whose contact accepted WhatsApp, whose order is still a quotation, and which have never been attempted, or whose attempt was left half-finished more than 5 minutes ago.
- One message per cart. Each pass sends up to 100 carts and runs for at most 60 seconds; if more remain, the task runs again straight away.
- The number comes from **WhatsApp Phone Number** on the **WhatsApp** tab of the contact or, if that is empty, from their phone. It must have an international prefix and 8 to 15 digits. Without it, the cart ends up in **Failed** with "No WhatsApp number in international format (+ and country code) on the contact.".
- If Meta rejects the message, the cart stays in **Draft** with **Failed** and the reason in **Last Error**. It can be sent again from the cart.
- If Meta does not answer, the cart ends up in **Failed** with "No answer from Meta: the message may or may not have been sent, so it is not sent again.". That cart is not resent, not even from the button, because the message may have arrived.
- If the message does not reach Meta, the cart stays as it was and a later pass sends it.
- If the template uses {{3}} and the cart has no order, it ends up in **Failed**.

The **Send Recovery Message** button warns you with "Customer has opted out from notifications", "Customer has not consented to receive messages", "The order is no longer a cart." or "This cart is being sent right now.", as the case may be. If the settings are off or incomplete, or the database is a copy of the one where they were turned on, it tells you that the reminders are off or not fully set up.

The task registers the carts. If an administrator creates one by hand with **New**, the task does not notify it: it only goes out with **Send Recovery Message**. And if its customer belongs to another company, Odoo does not save it

and warns you in English: "Partner … belongs to different company", with the customer's name.

Record fields and tabs

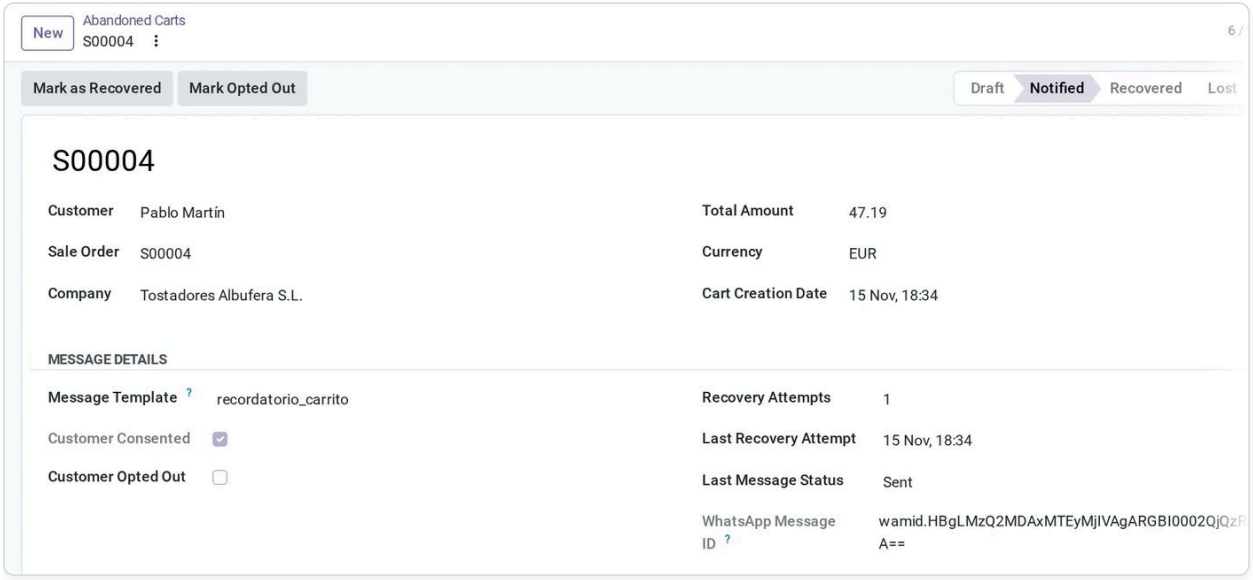
Form title	The web order number. In the list it is the **Cart Reference** column.
Total Amount	The order total when the cart was registered. It is not updated afterwards.
Cart Creation Date	When the task registered the cart. It is not the order date.
Message Details	**Message Template**, **Recovery Attempts**, **Last Recovery Attempt**, **Last Message Status** and **Last Error**.
Cart Items	The products in the cart.

An end-to-end example

Pablo Martín leaves a cart on the website with a 1 l cold brew kit and goes away. Once the hours set in **Send after (hours)** have passed, the task registers the cart in **Draft**, with the company Tostadores Albufera S.L. and the amount in EUR. Pablo has **WhatsApp Opt-In** ticked, so the reminder template is sent to him in the same pass. Meta accepts it: the cart moves to **Notified**, with **Last Message Status** on **Sent** and the **WhatsApp Message ID**. If Pablo confirms the order, the next pass puts it in **Recovered**. If he cancels it, in **Lost**.

CONNECTOR GUIDE · WHATSAPP

11 The WhatsApp reminder: one message per cart



- **Real Odoo 20 screenshot.** A cart in **Notified**, with the last status **Sent** and the WhatsApp message ID.

Where the send comes from

The scheduled task **WhatsApp: register abandoned carts and send their reminders** runs every hour. It registers new carts and writes to each cart in **Draft** whose contact has opted in to WhatsApp and has never been tried. One message per cart. You can also send it yourself with the **Send Recovery Message** button.

Cart buttons

Send Recovery Message	Tries to send now. It only appears with the cart in **Draft** and can be used by an administrator. If it cannot send, it tells you why.
Mark as Recovered	Moves the cart to **Recovered**. It is hidden when it is already in that state.
Mark Opted Out	Marks the customer as opted out. It is hidden when the customer is already opted out.

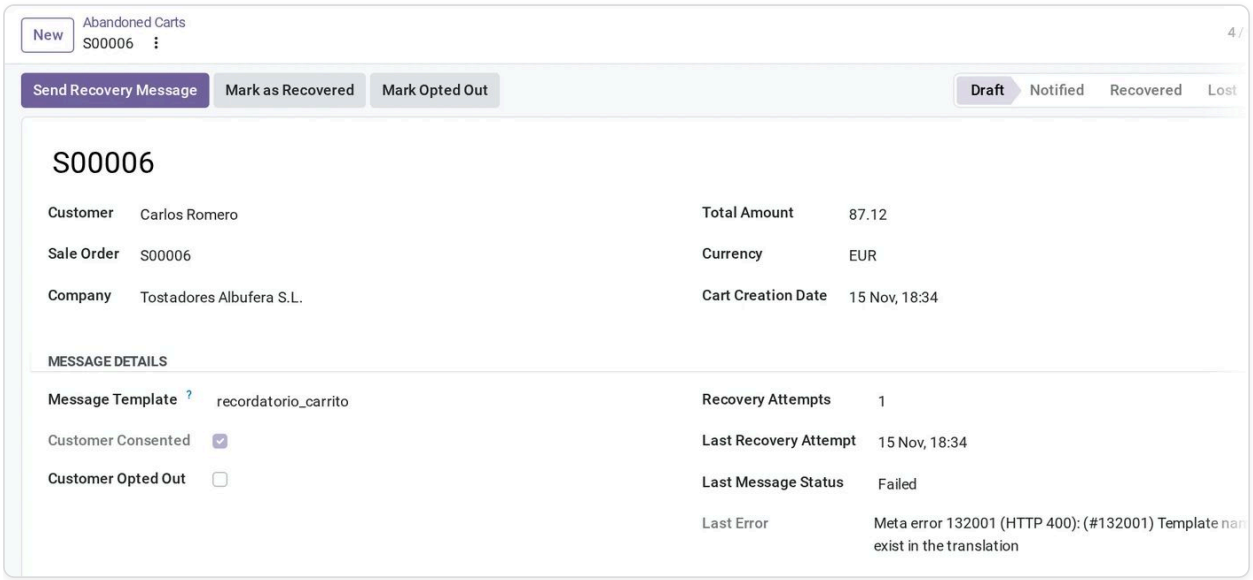
What stays on the cart

RESPONSE	STATUS AND LAST MESSAGE STATUS	WHAT IS STORED
Meta accepts the message	**Notified** and **Sent**	The **WhatsApp Message ID**
Meta rejects the message	Stays in **Draft** and **Failed**	**Last Error** with Meta's code and text
Meta does not answer	Stays in **Draft** and **Failed**	**Last Error**: the message may have gone out and is not repeated

While sending, the last status is **Pending**. Each attempt adds one to **Recovery Attempts** and records **Last Recovery Attempt**.

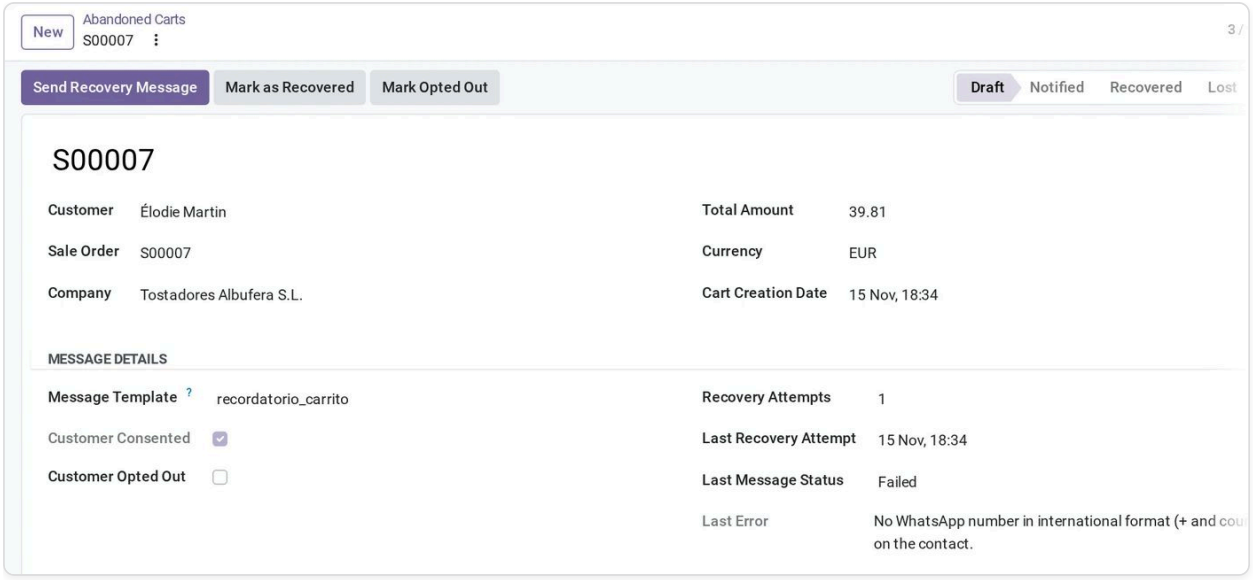
If sending fails

A send that Meta rejected can be sent again from the cart. One that Meta did not answer is not repeated, not even with the button, because it may have arrived. If the message does not reach Meta (for example, no WhatsApp number is connected or the cloud does not respond), the cart stays as it was and the scheduled task sends it on a later run.



- **Real Odoo 20 screenshot.** A cart in **Draft** with **Failed** and the **Last Error** returned by Meta.

> The same cart never receives two messages. The contact's number must include an international prefix; otherwise the cart is set to **Failed** and nothing is sent.



- **Real Odoo 20 screenshot.** Cart in **Failed** because the contact has no number in international format.

Cart statuses and what each one means

STATUS	WHAT IT MEANS
Draft	Registered cart to which no message has been sent yet. If Meta rejected the send, it stays here with **Failed**.
Notified	Meta accepted the message and its ID was saved.
Recovered	The order was confirmed. It can also be marked by hand with **Mark as Recovered**.
Lost	The order was cancelled. There is no button to mark it: a notified cart that nobody cancels stays in **Notified**.
Opted Out	The customer asked not to receive reminders. The scheduled task records this on the carts that are still in **Draft**.

Every hour the scheduled task records these changes on all registered carts of the company, whether or not a message was sent to them. In Odoo 20, if the customer comes back through the link and already had another open cart in that browser, Odoo moves the lines to the open cart and cancels the order from the link (in Odoo 17, 18 and 19, if the customer chooses to merge the two). That cart is recorded as **Lost** on the next run even if the customer came back.

Rules and conditions

- Messages are only sent to contacts with **WhatsApp Opt-In** ticked and without **WhatsApp Opt-Out**, on the contact's **WhatsApp** tab.
- The connector does not add any permission checkbox to the shop: you obtain the permission yourself and mark it on each contact.
- What the customer replies on WhatsApp does not reach Odoo. Their opt-out is marked by hand on the contact or with **Mark Opted Out**, which also fills in **WhatsApp Opt-Out Date**.
- The number is taken from the contact's **WhatsApp Phone Number** or, if it is empty, from their phone. It must include an international prefix (+ or 00 followed by the country code) and have 8 to 15 digits.
- Each run sends up to 100 carts and spends 60 seconds on sending. If more remain, the scheduled task runs again straight away.

Why the button does not send

The **Send Recovery Message** button tells you the reason with one of these messages:

- "Customer has opted out from notifications"
- "Customer has not consented to receive messages"
- "The customer has no WhatsApp number in international format (+ and country code)."
- "The template uses the cart link ({{3}}) and this cart has no order."
- "The order is no longer a cart."
- "This cart is being sent right now."
- "FlexigoTech Cloud has no WhatsApp number connected for this company: connect it in the Website settings. Nothing was sent."

Reminders that are switched off or not fully configured, and a database that is a copy of the one where they were switched on, also show a warning. Without a subscription, the warning takes you to subscribe.

Errors stored on the cart

"Meta error <code> (HTTP <status>): <Meta text>"	Meta rejected the message. The cart stays in **Draft** and can be sent again.
"No answer from Meta: the message may or may not have been sent, so it is not sent again."	Meta did not answer. The send is not repeated.
"FlexigoTech Cloud refused the message: check the template name and language in the Website settings and the customer's number."	Check the template name and language in the website settings and the customer's number.
"No WhatsApp number in international format (+ and country code) on the contact."	The number is missing the country prefix. It is not completed automatically, because Meta would use the shop's prefix and could reach someone else.

What the template contains

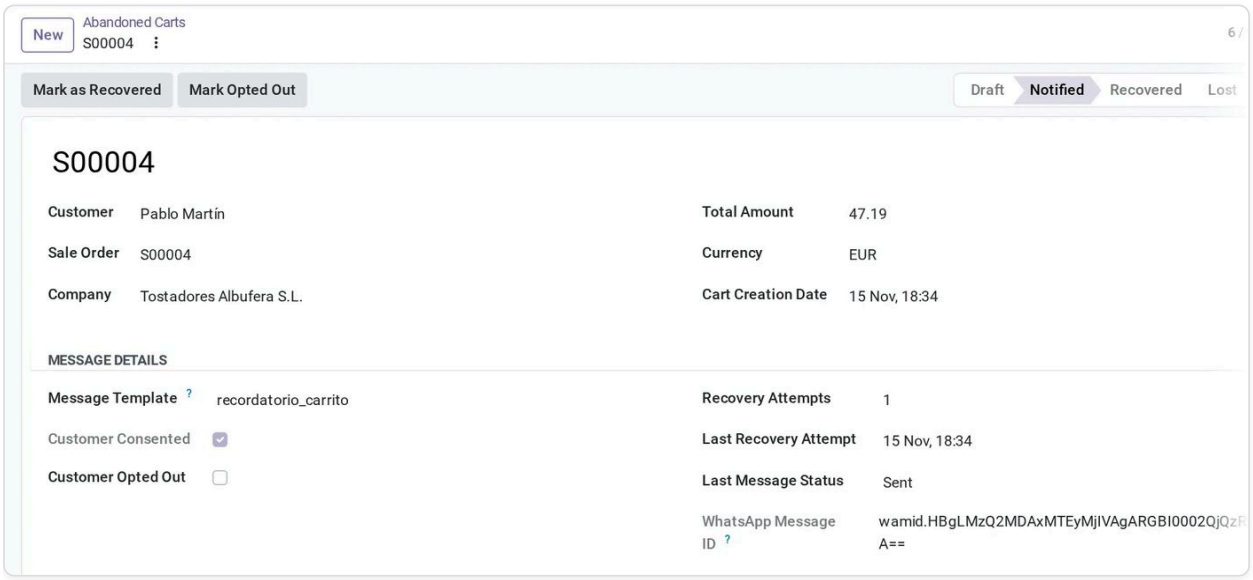
The body variables are filled in this order: {{1}} the contact's name, {{2}} the cart total with its currency and {{3}} the link to their cart. If the order is no longer a quotation (or, in Odoo 20, has a payment in progress), the link tells the customer that this cart has already been completed. No header or button variables are filled in.

Record fields and tabs

Message Details	**Message Template**, **Customer Consented**, **Customer Opted Out**, **Recovery Attempts**, **Last Recovery Attempt**, **Last Message Status**, **WhatsApp Message ID** and **Last Error**.
Cart Items	The products in the cart.
Total Amount	The order total when the cart was registered. It is not updated afterwards.
Cart Creation Date	When the task registered the cart, not the order date.

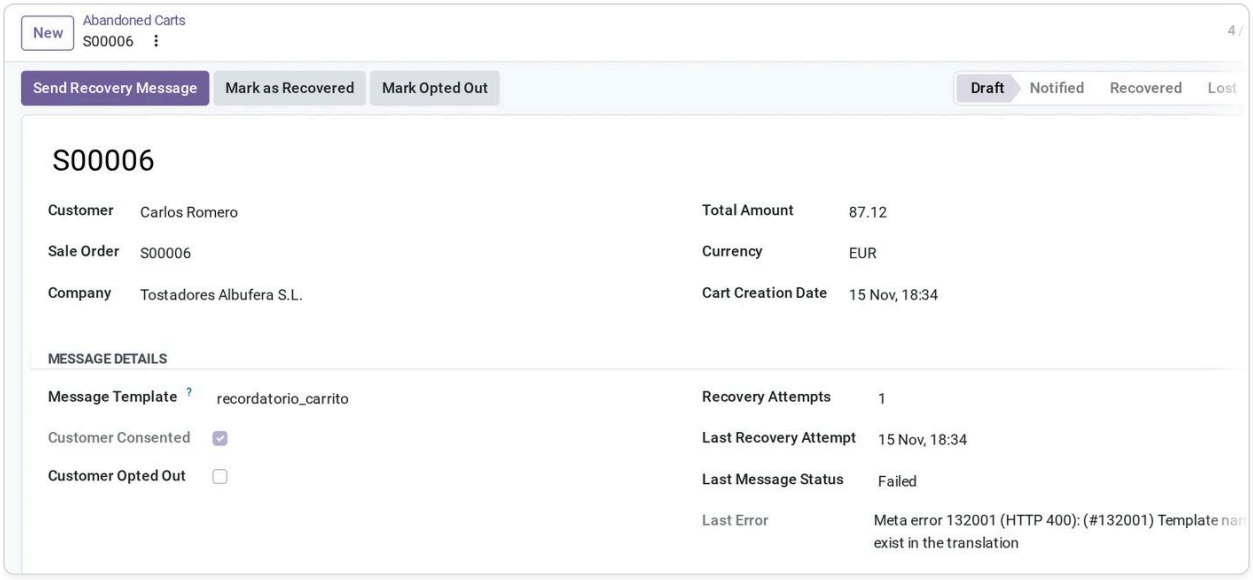
An end-to-end example

Pablo Martín's cart, with a 1 l cold brew kit, was registered in **Draft** once the waiting hours had passed. The scheduled task wrote to his number with the recordatorio_carrito template. Meta accepted the message, so the cart moved to **Notified**, with **Last Message Status Sent** and the ID saved.



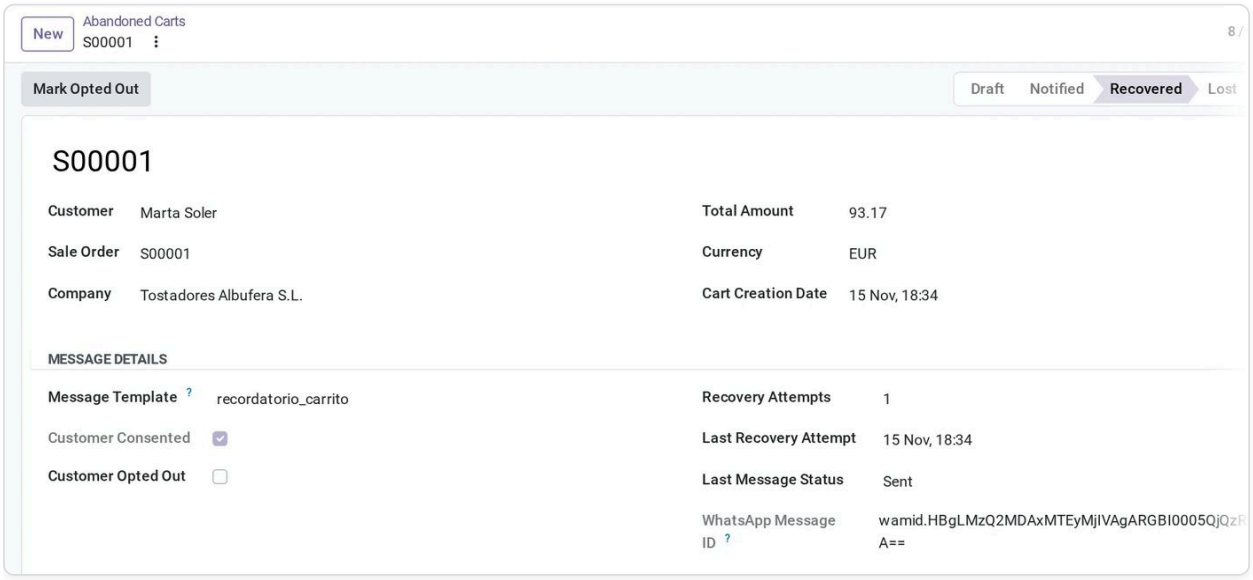
- **Real Odoo 20 screenshot.** Pablo Martín's cart in **Notified**, with the message ID saved.

Carlos Romero's cart was left in **Draft** with **Failed** and a **Last Error** with the code and text Meta returned. As Meta rejected it, it can be sent again with the **Send Recovery Message** button.



- **Real Odoo 20 screenshot.** Carlos Romero's cart in **Draft** with the error returned by Meta.

12 From the notified cart to the recovered or lost order



- **Real Odoo 20 screenshot.** Marta Soler's cart in **Recovered**: only the **Mark Opted Out** button remains.

The scheduled task **WhatsApp: register abandoned carts and send their reminders** runs every hour and records the outcome of all registered carts of the company, whether or not they were messaged. The two form buttons are for marking by hand.

Recovered	Every hour, when the order has been confirmed, from **Draft** or **Notified**.
Lost	Every hour, when the order has been cancelled, from **Draft** or **Notified**.
Opted Out	Every hour, for carts still in **Draft** whose customer has opted out.
Mark as Recovered	Form button. Not shown if the cart is already in **Recovered**.
Mark Opted Out	Form button. Not shown if **Customer Opted Out** is already ticked. Ticks that box and the contact's opt-out, with its date.

Which statuses exist

Draft	Registered cart to which no message has been sent yet.
Notified	Meta has accepted the reminder message.
Recovered	The order has been confirmed.
Lost	The order has been cancelled.
Opted Out	The customer does not want to receive reminders.

To see the carts in each status, use the menus **Abandoned Carts**, **Notified Carts**, **Recovered Carts** and **Lost Carts**, under **Website › WhatsApp Abandoned Carts**. **Abandoned Carts** opens with the **Draft** filter applied.

1. **Open the cart**

   Access it from **Website › WhatsApp Abandoned Carts › Abandoned Carts** or from the list for its status.

2 **Press the button you need**

Mark as Recovered or **Mark Opted Out**. Only the ones that can be used in that status appear.

> There is no button to mark a cart as **Lost**: the task does it when the order is cancelled. A notified cart that nobody cancels stays at **Notified**.

What each status means

Draft	Initial status. The cart is registered and the message has not gone out yet, or it went out and Meta rejected it (then the cart stays here with **Failed**).
Notified	Meta has accepted the message. The cart stores **Sent** in **Last Message Status** and the **WhatsApp Message ID**.
Recovered	The web order has been confirmed.
Lost	The order has been cancelled. This also happens when the customer opens the reminder link and that cart is merged with another one they had open in their browser (in Odoo 20 only; in 17, 18 and 19, only if the customer chooses so): Odoo moves the lines to that cart, cancels the order from the link and, on the next run, the module records it as **Lost** even though the customer came back.
Opted Out	The customer has asked not to receive notices. It is reached through the task (for carts that are still in **Draft**) or with **Mark Opted Out**.

When a cart is registered

Every hour, per company, the quotation of a website sale that meets all of these conditions is registered: it is in draft, it has lines, it belongs to a known customer (not the public website user), it belongs to that company, it was created after the reminders were switched on, and it is older than the time in **Send after (hours)** (1 hour by default). Hours are counted from the order date, the one Odoo sets when the cart is created. Carts from anonymous visitors and those created before the reminders were switched on are not included. There is one record per order: the same order is never registered twice.

When the customer is messaged

The task messages each cart in **Draft** whose contact accepted WhatsApp, whose order is still a quotation, and which has never been attempted (or whose attempt was left half-done more than 5 minutes ago). It is one message per cart. Each run sends up to 100 messages or 60 seconds of sending, and if more remain the task runs again straight away. What Meta rejected or did not answer is not repeated automatically.

The number comes from **WhatsApp Phone Number** on the contact's **WhatsApp** tab or, if it is empty, from its phone field. It must include an international prefix (+ or 00 and the country code) and have between 8 and 15 digits. The module does not complete it with the contact's country, because Meta would use the store's prefix and the message could reach someone else.

When a send fails

Meta rejects the message	The cart stays in **Draft**, with **Failed** in **Last Message Status** and, in **Last Error**, "Meta error <code> (HTTP <status>): <Meta text>". It can be sent again from the cart.

Meta does not answer	**Failed** with "No answer from Meta: the message may or may not have been sent, so it is not sent again.". It is not sent again, not even from the button, because it may have arrived.
FlexigoTech Cloud does not accept the template or the number	**Failed** with "FlexigoTech Cloud refused the message: check the template name and language in the Website settings and the customer's number."
The contact has no international prefix	**Failed** with "No WhatsApp number in international format (+ and country code) on the contact."
The message does not reach Meta (no connected number, no service, cloud busy or down, Meta unreachable)	The cart stays as it was and a later run sends it.

The same order is never sent twice: each order always carries the same reference and FlexigoTech Cloud does not repeat an accepted send. Each attempt adds one to **Recovery Attempts** and records **Last Recovery Attempt**.

The Send Recovery Message button

Send Recovery Message only appears with the cart in **Draft** and an administrator can use it. If it cannot send, it says why:

- "Customer has opted out from notifications"
- "Customer has not consented to receive messages"
- "WhatsApp cart reminders are off or not fully set up in the Website settings, or this database is a copy of the one where they were turned on."
- "The customer has no WhatsApp number in international format (+ and country code)."
- "The template uses the cart link ({{3}}) and this cart has no order."
- "The order is no longer a cart."
- "This cart is being sent right now."
- "FlexigoTech Cloud has no WhatsApp number connected for this company: connect it in the Website settings. Nothing was sent."
- "FlexigoTech Cloud could not send it now (...): nothing was sent, try again in a few minutes."

Without a subscription, the button shows the notice to subscribe.

The customer's permission

The module only writes to contacts with **WhatsApp Opt-In** ticked and without **WhatsApp Opt-Out**, on the contact's **WhatsApp** tab. The online store has no permission checkbox: whoever sells obtains it and ticks it on each contact. What the customer replies on WhatsApp does not reach Odoo, so their opt-out is marked by hand on the contact or with **Mark Opted Out** on the cart, which also fills in **WhatsApp Opt-Out Date**.

What the cart form shows

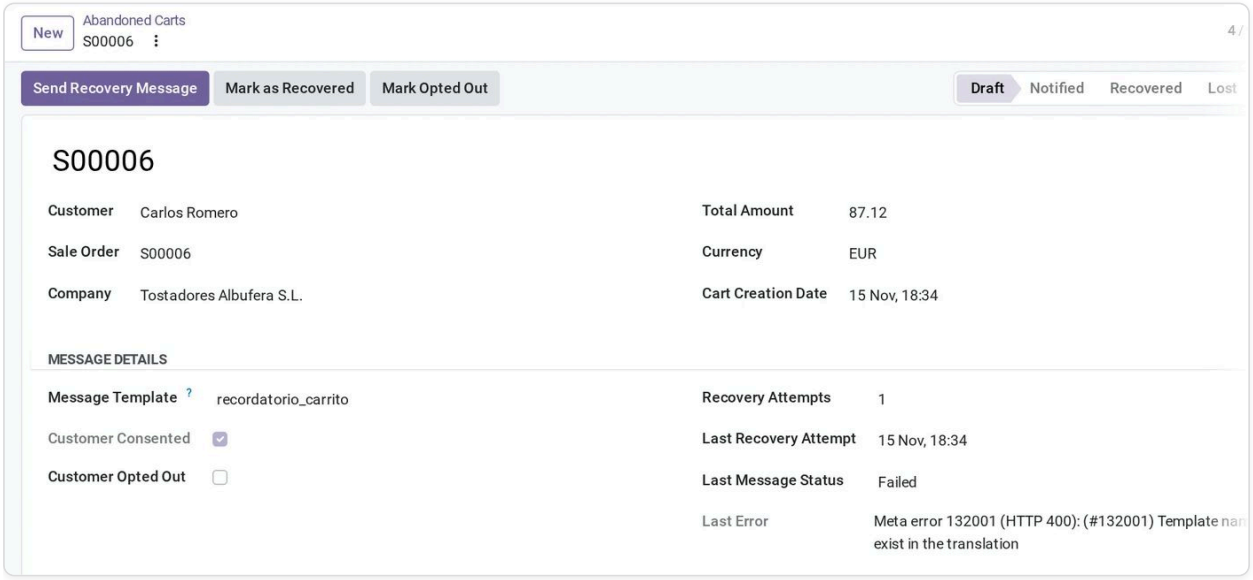
Customer and **Sale Order**	The contact and the web order.
Company, **Total Amount** and **Currency**	The **Total Amount** is the order's total when it was registered and is not updated afterwards.

Cart Creation Date	When the task registered the cart, not the date of the web order.
Message Details	**Message Template**, **Customer Consented**, **Customer Opted Out**, **Recovery Attempts**, **Last Recovery Attempt**, **Last Message Status** (**Pending**, **Sent** or **Failed**), **WhatsApp Message ID** and **Last Error**.
Cart Items	The products in the cart.

An end-to-end example

Marta Soler, with **WhatsApp Opt-In** ticked, leaves her cart (1 kg of Ethiopian coffee and a handmade cup) and does not check out. After the waiting hours have passed, the task registers it in **Draft** and sends her the message with the recordatorio_carrito template. Meta accepts it, so the cart moves to **Notified**, with **Sent** and its **WhatsApp Message ID**. Marta confirms the order and, on the next run, the cart moves to **Recovered**: from there only the **Mark Opted Out** button remains.

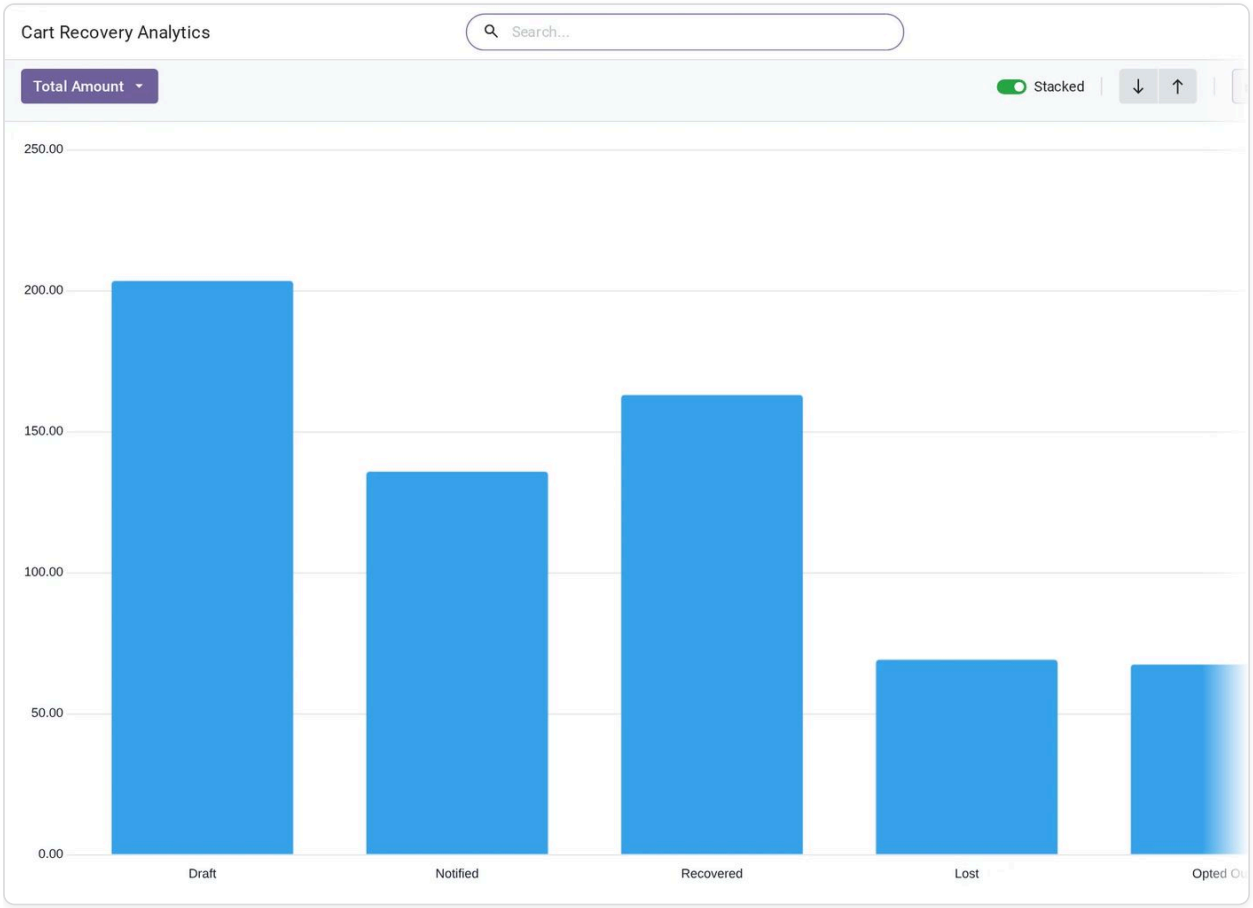
The same message was sent to Núria Puig and her order was cancelled. The cart moves to **Lost** and appears in **Lost Carts**, even though she had been messaged. Carlos Romero has **Failed** because Meta rejected the message: the cart stays in **Draft**, the reason is recorded in **Last Error** and it can be retried with **Send Recovery Message**.



- **Real Odoo 20 screenshot.** Carlos Romero's cart in **Draft** with **Failed** and Meta's **Last Error**.

13 Cart analytics by status

Open **Website › WhatsApp Abandoned Carts › Cart Analytics**. The **Cart Recovery Analytics** view opens: a bar chart of the **Total Amount** of the carts by **Status** and a **Pivot** with the amount and attempts per status.



- **Real Odoo 20 screenshot.** The cart recovery analytics, with the total amount per status.

Where the data comes from

The data comes from the carts registered by the scheduled task **WhatsApp: register abandoned carts and send their reminders**, which runs every hour. That same task records every hour the status each cart has reached. The analytics are not fed by any button.

The states

Draft	Registered cart not yet messaged.
Notified	Meta accepted the reminder message.
Recovered	The order was confirmed.
Lost	The order was cancelled.
Opted Out	The customer asked not to receive notices.

The cart buttons

Send Recovery Message	Only appears with the cart in **Draft** and an administrator can use it.
Mark as Recovered	Hidden when the cart is already in **Recovered**.
Mark Opted Out	Hidden when the customer is already marked as opted out.

Reviewing a status

1. **Open the analytics**
   Check the chart to see which status holds the most amount.
2. **Open the list for the status**
   Use **Notified Carts**, **Recovered Carts** or **Lost Carts** to see the carts one by one.
3. **Open a cart**
   There you see **Message Details** and **Cart Items**.

> The analytics do not calculate a recovery rate for notified carts. A notified cart that nobody cancels or confirms stays at **Notified**, because there is no button to mark it as lost.

What each status means

Draft	This is the initial status. A cart moves to **Notified** when Meta accepts the message. If Meta rejects it, it stays in **Draft** with **Failed** and the reason in **Last Error**.
Notified	Meta accepted the message and its identifier was stored in **WhatsApp Message ID**.
Recovered	The order was confirmed. It is recorded every hour on all registered carts, whether or not they were messaged.
Lost	The order was cancelled, from **Draft** or from **Notified**. It also happens if the customer opens the link while already having another cart open in their browser and the two are merged (in Odoo 20, automatically; in 17, 18 and 19, only if the customer chooses so): Odoo moves the lines to the open cart, cancels the order from the link and the cart is recorded as **Lost** on the next run, even though the customer came back.
Opted Out	The customer is marked as opted out. The task records it on those still in **Draft**.

Rules and conditions

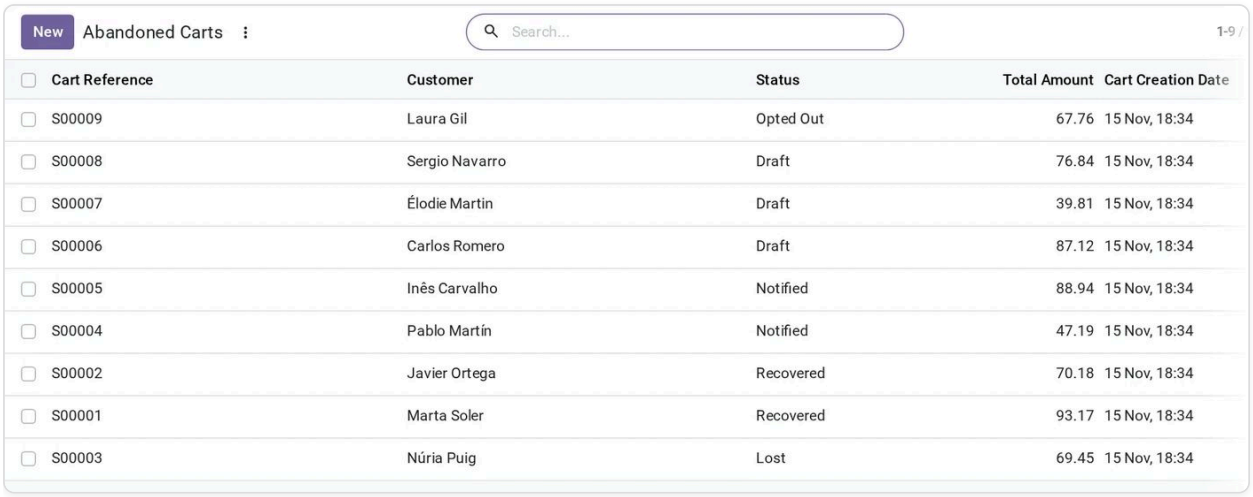
- The analytics amount is the order total when the cart was registered. It is not updated afterwards.
- A cart in **Recovered** does not have the **Mark as Recovered** button. If the customer is already opted out, it does not have **Mark Opted Out**.
- Marking a cart as opted out fills in **WhatsApp Opt-Out Date** on the contact. What the customer replies on WhatsApp does not reach Odoo, so their opt-out is marked by hand.
- A cart in **Notified** that nobody cancels or confirms stays at **Notified**.

Cart fields

Cart Creation Date	When the task registered the cart, not the order date.
Recovery Attempts and **Last Recovery Attempt**	Each attempt adds one and records the date.
Last Message Status	**Pending** while it is being sent, **Sent** when Meta accepts it and **Failed** when it fails.
Customer Consented	Read-only checkbox set by the module.
Last Error	The reason for the last failure.

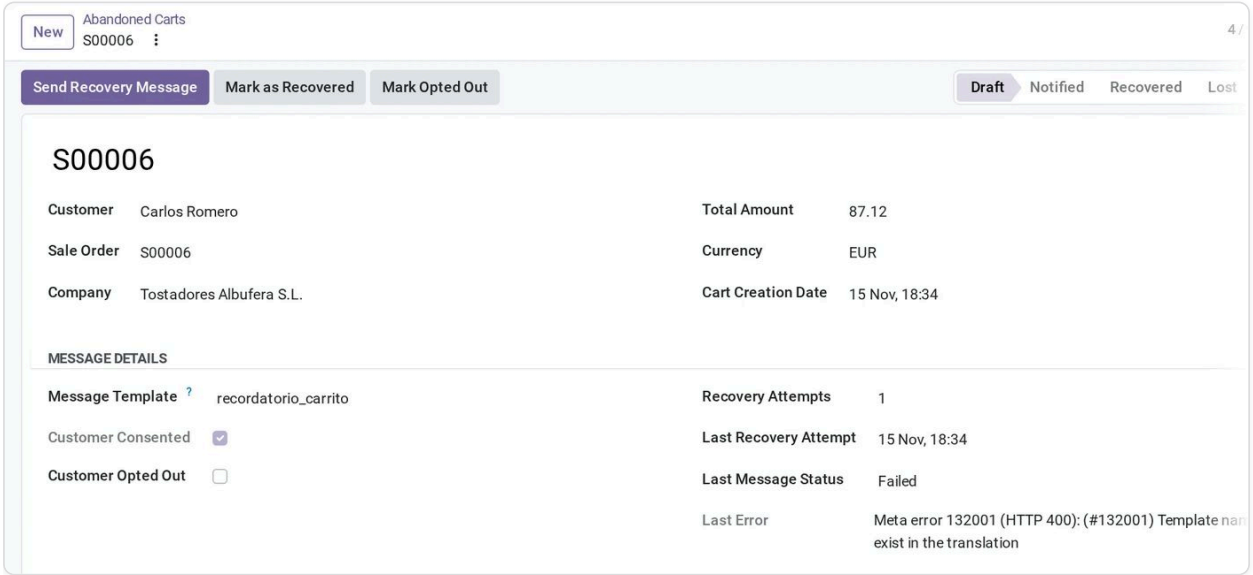
An end-to-end example

In the example list, Pablo Martín and Inês Carvalho are in **Notified**. Marta Soler and Javier Ortega are in **Recovered**: their order was confirmed. Núria Puig is in **Lost**. Laura Gil is in **Opted Out**. Carlos Romero, Élodie Martin and Sergio Navarro are still in **Draft**.



- **Real Odoo 20 screenshot.** The abandoned cart list with their statuses.

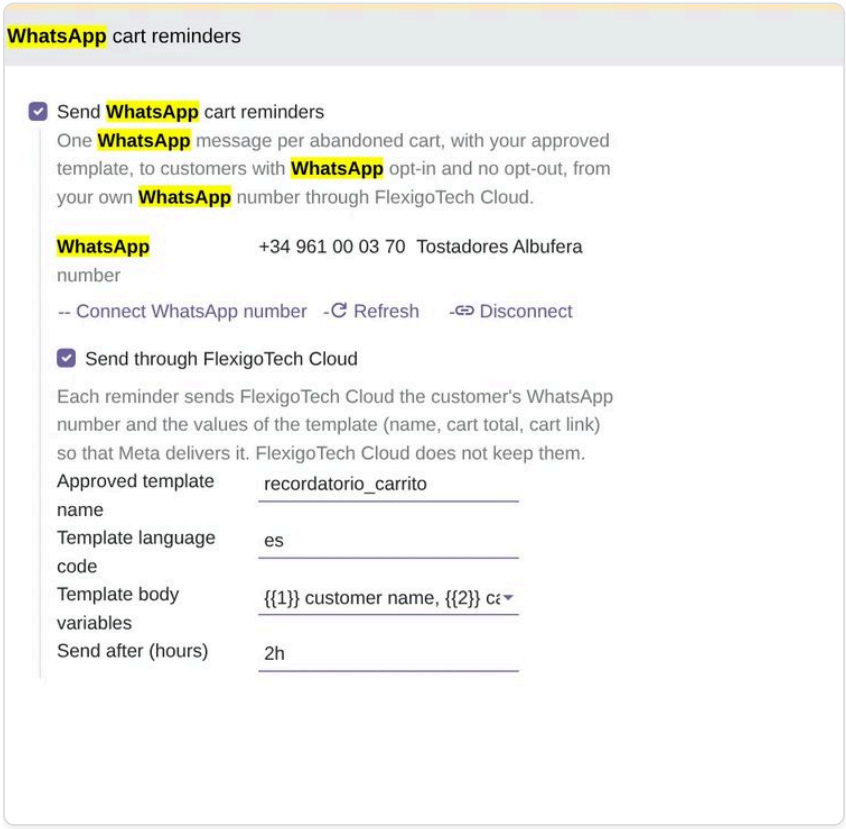
Carlos Romero's cart stayed in **Draft** because Meta rejected it. **Last Error** shows the code and the text Meta returned, and **Last Message Status** shows **Failed**. A cart rejected by Meta can be sent again with **Send Recovery Message**.



- **Real Odoo 20 screenshot.** Cart in **Draft** with **Last Message Status** set to **Failed**.

Élodie Martin's cart is also in **Draft** with **Failed**: the contact has no number in international format, and it shows "No WhatsApp number in international format (+ and country code) on the contact.".

14 Database copies, Odoo.sh and server changes



- **Real Odoo 20 screenshot.** Website settings showing the connected number and the buttons **Connect WhatsApp number**, **Refresh** and **Disconnect**.

When you turn sending on, the moment and the database where you did it are saved. If the database that starts up afterwards is not that one, it is treated as a copy: it sends nothing and the settings warn you with the text "This database is a copy of the one where WhatsApp cart reminders were turned on, so it sends nothing...". This happens with the Odoo.sh staging database, with a database made with Duplicate or Restore as a copy, and with a database that has a different name.

Where each piece of data comes from

The database stamp and the switch-on time are saved when **Send WhatsApp cart reminders** is switched on in **Website › Configuration › Settings**. Carts created before that moment are not registered. The scheduled task **WhatsApp: register abandoned carts and send their reminders** runs every hour, and in a copy it sends nothing.

Connection buttons

Connect WhatsApp number	Opens the Meta sign-up window. A copy cannot use it.
Refresh	Fetches the connected number and its name.
Disconnect	Deletes the connection and the number's key. Only visible with a connected number. A copy cannot use it.

If the copy becomes your production database

1. **Switch sending off**
   Untick **Send WhatsApp cart reminders** in the settings.

2. **Save**
   Save the settings with the checkbox off.

3. **Switch it back on**
   Tick the box again and save. The moment is recorded again and the database becomes the original.

Two copies that Odoo cannot tell apart from the original

- A raw copy (pg_dump) restored under the same name: reminders must be switched off in it.
- A copy made before sending was switched on or the number was first connected: do not connect, disconnect or uninstall anything in it.

> Do not connect, disconnect or uninstall the module from a copy that Odoo does not recognise as a copy. FlexigoTech Cloud sees both databases as the same one, and you could cut off the number of the original database.

When a database counts as a copy

When sending is switched on, the module saves the moment and a stamp of the database. On each run it checks whether the current database is the stamped one. If it is not, it counts as a copy: it sends nothing and cannot connect or disconnect the number. Duplicate and Restore as copy give the copy a new identifier, and that is enough to detect it. A raw copy keeps the identifier, and then only its name tells it apart.

The states

Original database	This is where sending was switched on. It sends when everything is ready: switched on, **Send through FlexigoTech Cloud** ticked, a connected number, and the template name and language.
Neutralised copy (Odoo.sh staging)	Reminders are left switched off.
Copy with a different name or duplicated	Sends nothing and cannot connect or disconnect the number. The settings warn you.
Raw copy with the same name	Odoo cannot tell it apart from the original. Reminders must be switched off in it.
Copy made before switching on or first connecting	Odoo cannot tell it apart from the original. Do not connect, disconnect or uninstall anything in it.

Rules and conditions

- Sending only goes out if everything is ready and in the database where it was switched on.
- A copy can neither connect nor disconnect the number, because FlexigoTech Cloud sees the copy and the original as the same database and would wipe out the original's connection.

- On uninstall, the module deletes the connection and key of each company in FlexigoTech Cloud, and it never does this from a copy.
- If the cloud does not respond during uninstall, the uninstall carries on and the Odoo log says which companies remain connected. Their disconnection must be requested from FlexigoTech support.

Record fields

Send WhatsApp cart reminders	Checkbox in the website settings. Only administrators see and change it. Switching it on records the moment and the database.
Switch-on moment	Not shown on any screen. Carts created before it are not registered, and switching off and on again renews it.
WhatsApp number	The connected number, read-only, with its name beside it and no label.
Send through FlexigoTech Cloud	Consent checkbox to send the reminder data through FlexigoTech Cloud.

An end-to-end example

The company Tostadores Albufera has its number connected in production. It duplicates the database for testing and, in the duplicate, the settings warn that it is a copy: there nothing is sent and the number cannot be connected or disconnected. Later the company decides the duplicate will be its production database. It unticks **Send WhatsApp cart reminders**, saves, ticks it again and saves. From that moment the database is the original and starts registering abandoned carts.

CONNECTOR GUIDE · WHATSAPP

15 The data that goes out and comes back

DATA	DIRECTION	WHEN
Cart reminder: customer's WhatsApp number, template name and language, values for the variables (contact name, cart total, cart link) and order reference	From Odoo to Meta, through FlexigoTech Cloud	Every hour, with the task **WhatsApp: register abandoned carts and send their reminders**, or when pressing **Send Recovery Message** on a cart in **Draft**
Send result: WhatsApp Message ID, Last Message Status and, if it fails, Last Error	From Meta to Odoo, through FlexigoTech Cloud	In the same send, when Meta replies
Connected WhatsApp number and its name	From FlexigoTech Cloud to Odoo	When pressing **Refresh** in the website settings
Registering the company's number	From Odoo to FlexigoTech Cloud, which opens the Meta sign-up window	When pressing **Connect WhatsApp number**
Removal of the connection and the number's key	From Odoo to FlexigoTech Cloud	When pressing **Disconnect**, after confirming
Run health: how many messages were sent and failed, and the Meta error codes, without any customer data	From Odoo to FlexigoTech Cloud	After each run in which any message is sent or fails

All calls go through FlexigoTech Cloud, which passes them to Meta's WhatsApp Cloud API using FlexigoTech's Meta app. FlexigoTech Cloud stores the number's access key encrypted, and Odoo never holds it. The data of each reminder goes to Meta without FlexigoTech Cloud storing it. For each send it keeps the reference, the status, the message ID and the time for 90 days. What the customer replies on WhatsApp does not reach Odoo. Without a trial or subscription, nothing is registered or sent.

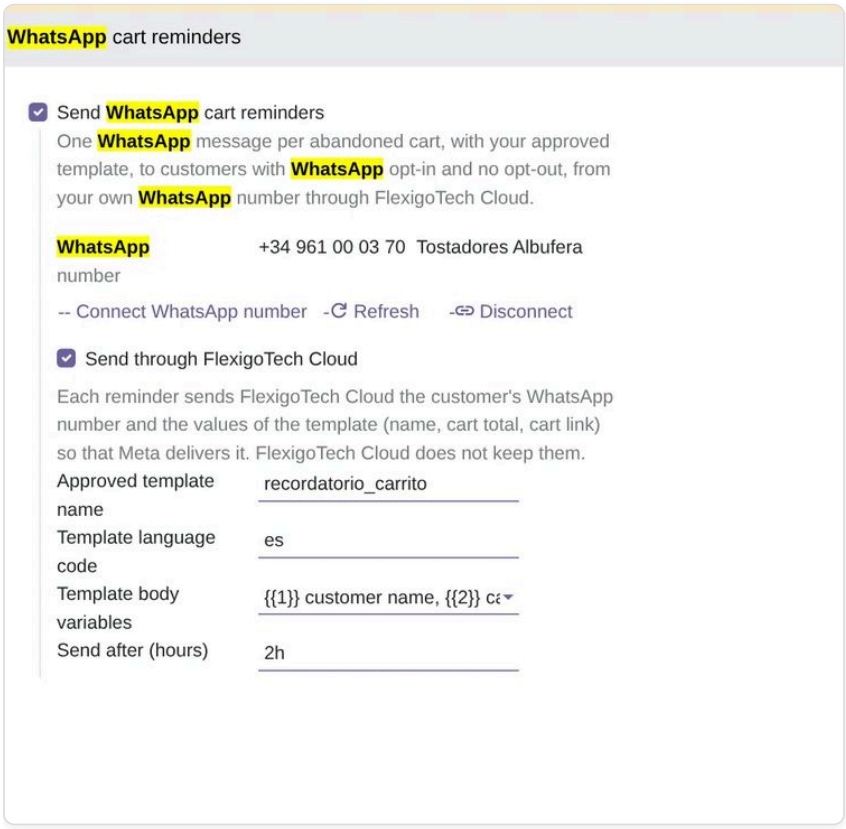
16 What happens automatically

TASK	FREQUENCY	WHAT IT DOES
WhatsApp: register abandoned carts and send their reminders	Every hour; active from the start	For each company with reminders switched on, it registers new abandoned carts. It records how the already registered ones ended: order confirmed, **Recovered**; order cancelled, **Lost**; customer opted out, **Opted Out**. It sends a WhatsApp message to each new cart whose customer accepted WhatsApp and has not opted out.

Each run sends up to 100 messages and stops sending after 60 seconds. If carts are still waiting to be notified, the task runs again straight away. If the message does not reach Meta, the cart stays as it was and the run an hour later sends it. Without the FlexigoTech Cloud service the task does nothing.

Frequencies are changed in **Settings › Technical › Automation › Scheduled Actions**, with developer mode activated.

17 The WhatsApp number options and their defaults



- **Real Odoo 20 screenshot.** The **WhatsApp cart reminders** block with the connected number and the template options.

OPTION	DEFAULT	WHAT IT DOES
Send WhatsApp cart reminders	Off	Switches sending on. With it off, nothing else in the block is shown. When switched on, only carts created from that moment are registered and reminded.
Send through FlexigoTech Cloud	Unticked	This is your consent for each reminder to go through FlexigoTech Cloud with the customer's number and the template values. Without ticking it, nothing is sent.
WhatsApp number	No number: "No number connected yet."	Read-only. Shows the connected number and, next to it, its name. It is filled in with **Connect WhatsApp number** and **Refresh**.
Approved template name	Empty	The name of your template as Meta shows it, for example "cart_reminder". It is required while sending is switched on.
Template language code	en_US	The language of the template, for example es, en_US or pt_BR. It is required while sending is switched on.
Template body variables	**No variables**	Choose which values fill the template body: **No variables**, the customer's name, the cart name and total, or the name, the total and the link to the cart.

OPTION	DEFAULT	WHAT IT DOES
Send after (hours)	1 hour (1h in Odoo 20; 01:00 in 17, 18 and 19)	How long has to pass from when the cart is created for the task, which runs every hour, to log it and send the reminder. It is set in hours: two hours appear as 2h in Odoo 20 and as 02:00 in 17, 18 and 19.

The template name and language must be filled in, otherwise Odoo will not let you save. The reminder is only sent once everything is ready: sending switched on, consent ticked, a connected number and the template set, in the database where you switched it on.

What is done by hand

TAB OR GROUP	BUTTONS
WhatsApp cart reminders block	**Connect WhatsApp number**, **Refresh** and **Disconnect**

Connect WhatsApp number	Opens a FlexigoTech Cloud page in a new tab with Meta's sign-up window, valid for 30 minutes. Sign in with your account, choose your WhatsApp Business account and the number, and finish. It asks for the FlexigoTech Cloud subscription.
Refresh	Back in Odoo, it fetches the connected number and its name.
Disconnect	Only visible with a connected number. It asks for confirmation, deletes the connection and the access key of the number in FlexigoTech Cloud, and removes the number from the settings. No more reminders are sent until you connect it again.

All the module's configuration is in that block of the settings. What is not visible on screen is the moment you switched sending on, which Odoo stores automatically and uses so as not to register carts created before. If you switch sending off and on again, that moment is set again.

> A copy of the database sends nothing and cannot connect or disconnect the number. The settings warn you about this. If the copy becomes your production database, switch sending off, save and switch it on again.

18 Security and personal data

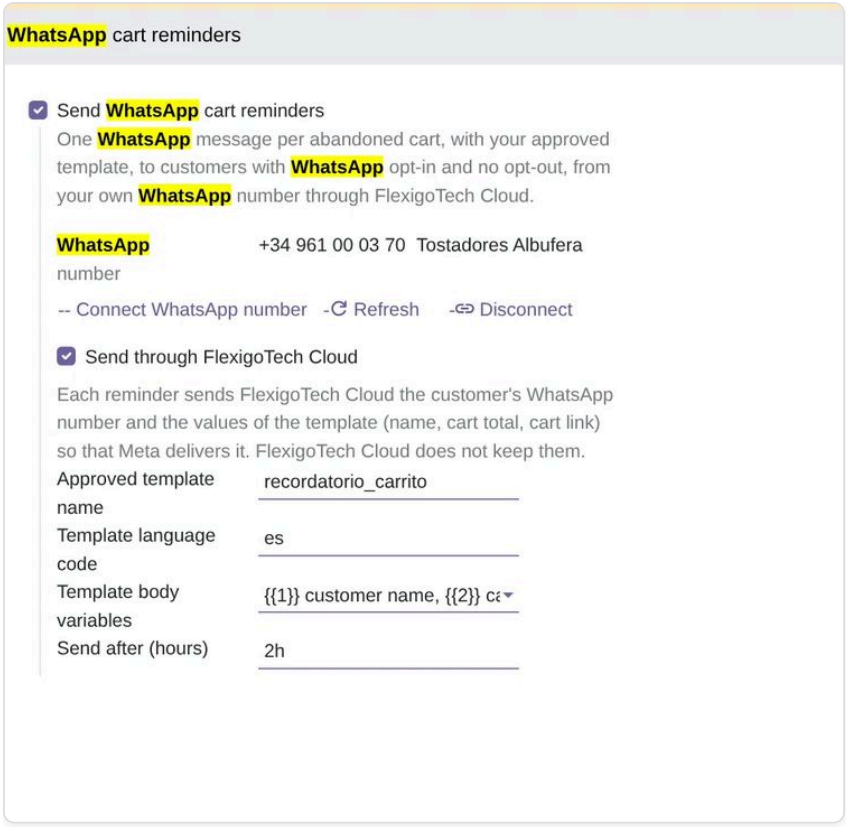
- The access key of your WhatsApp number is not stored in your Odoo. FlexigoTech Cloud obtains it from Meta when you connect the number through Meta's sign-up and stores it encrypted.
- You obtain the customer's consent. The online shop has no permission checkbox: you tick it on the contact's **WhatsApp** tab, with **WhatsApp Opt-In**. The module only writes to contacts with that box ticked and without **WhatsApp Opt-Out**.
- You record a customer's opt-out. What they reply on WhatsApp does not reach Odoo: you mark it by hand on the contact or with **Mark Opted Out** on the cart, which also fills in **WhatsApp Opt-Out Date**.
- Internal users can read the carts of their companies. Only an administrator of Settings can change them, which is why only they can use the cart buttons. The settings block is also restricted to administrators.
- Each user sees only the carts of the companies they belong to.
- With each reminder, FlexigoTech Cloud receives the customer's WhatsApp number, the name and language of the template, the values of the variables and the order reference. All of this is passed on to Meta without being stored.
- For each sent message, FlexigoTech Cloud keeps the reference, the status, the message ID and the time for 90 days.
- When you connect, refresh or disconnect the number, FlexigoTech Cloud receives the Odoo company. When you activate FlexigoTech Cloud, it receives the company name and the email of whoever accepts its data notice, with the date and version of the accepted text.
- Carts and contacts remain in your Odoo: the module does not delete or anonymise them.
- After each run in which some message is sent or fails, Odoo tells FlexigoTech Cloud how many messages were sent and how many failed, along with Meta's error codes, without customer data.
- If you uninstall the module, the connection and the access key of each company's number are deleted in FlexigoTech Cloud. If the cloud does not respond, the uninstall still goes ahead and the Odoo log states which companies remain connected, so you can ask FlexigoTech support to delete them.

19 Several WhatsApp numbers and several companies

Each company in your Odoo connects one WhatsApp number, and only one. The connection, the template name, its language and the other options are in **Website › Configuration › Settings**, in the **WhatsApp cart reminders** block, and are saved for the company you are working with. Each company connects, refreshes or disconnects its number separately.

The number of accounts per connector depends on the FlexigoTech Cloud plan: up to 3 with Standard and up to 10 with Pro.

Every hour, the task registers and notifies the carts of each company with reminders switched on, and only those of that company. Users see only the carts of the companies they belong to, and in the cart search you can group by **Company**.



- **Real Odoo 20 screenshot.** The **WhatsApp cart reminders** block with the connected number of the company Tostadores Albufera.

CONNECTOR GUIDE · WHATSAPP

20 If something goes wrong

A cart is Failed and you don't know why	Open the cart in **Website › WhatsApp Abandoned Carts › Abandoned Carts**. **Last Error** shows the reason: what Meta replied or what the cart is missing.
A cart stays in Draft and is not notified	If the customer has not given permission, they are not messaged. If the message did not reach Meta, the cart stays as it was and the task tries again on the next run. A cart registered before switching reminders off and on again is no longer notified by the task: send it with **Send Recovery Message**.
A cart shows as Opted Out and receives no message	The customer opted out of WhatsApp. Nothing is sent to them while this remains the case. You see it on the contact's record, in **WhatsApp Opt-Out**.
The customer receives nothing and their cart does not change	Check on the contact's record that **WhatsApp Opt-In** is ticked and that they have a number with an international prefix, in **WhatsApp Phone Number** or in the phone field. Without permission, nothing is sent.
Nothing is sent for any cart	Check in **Website › Configuration › Settings** that sending is switched on, with **Send through FlexigoTech Cloud** ticked, the number connected and the template set, and that the module is still on trial or subscribed in **Settings › FlexigoTech Cloud**. Without a trial or subscription, nothing is registered or sent.
A cart went from Notified to Lost	This is not a sending fault: the order was cancelled. It also happens if the customer opened the link with another open cart and the two were merged. If you know they ended up buying, mark it with **Mark as Recovered**.

A cart is Notified and the customer says they did not receive it	**Sent** means Meta accepted the message, not that it was delivered: the module does not receive delivery or read notices. Check the contact's number.

The scheduled task **WhatsApp: register abandoned carts and send their reminders** sends at most 100 messages per run and stops sending after 60 seconds. If carts remain, it runs again straight away. An attempt with no saved response after 5 minutes is considered dead and is sent again.

Other messages you may see

"Meta error 132001 (HTTP 400): (#132001) Template name does not exist in the translation"	Meta cannot find the template with that name in that language, or it is not approved. The cart stays in **Draft** with **Failed**. Check **Approved template name** and **Template language code** in WhatsApp Manager and send it again with **Send Recovery Message**.
"No WhatsApp number in international format (+ and country code) on the contact."	The contact's number does not include + and a country prefix. Correct it on the contact's record and send again with **Send Recovery Message**.

CONNECTOR GUIDE · WHATSAPP

21 Other ways of doing it

METHOD	WHAT IT INVOLVES
By hand, from the WhatsApp Business app	Someone searches Odoo for each unconfirmed quotation and messages each customer, one by one.
Odoo alone	Odoo, including Community, can send an abandoned cart reminder by email. Odoo Enterprise 20 includes "WhatsApp-eCommerce", which sends a template by WhatsApp to abandoned carts every hour, but it requires the WhatsApp app from Enterprise and your own Meta app with its keys (App ID, App Secret, Account ID, Phone Number ID and Access Token). In Odoo Enterprise 17, 18 and 19, "WhatsApp-eCommerce" only sends a template when the order is confirmed.
This connector	Works on Community and Enterprise, from 17 to 20, without your own Meta app: you connect your number through Meta's sign-up window. It registers abandoned carts and sends one message per cart using your approved template. It requires the FlexigoTech Cloud subscription.

If you already send reminders with another tool, the connector only registers carts created from the moment you switch reminders on, so earlier ones remain where you manage them. If you also have Odoo's abandoned cart email switched on, the connector does not turn it off: the customer may receive both the email and the WhatsApp.

22 Plans and price

€9

License per Odoo version.

+ FlexigoTech Cloud

STANDARD

€49/month

or €490 a year

First response within 1 working day

PRO

€98/month

or €980 a year

First response within 4 working hours

Video call if needed

14-day trial, no card

Prices exclude VAT

The module license is per Odoo version. FlexigoTech Cloud is paid monthly or yearly, and the 14-day trial does not require a card. With Standard, up to 3 WhatsApp numbers; with Pro, up to 10.

23 Frequently asked questions

What exactly does the connector do?

Every hour it registers the abandoned carts of your online shop and sends one WhatsApp message per cart, using your approved template, to customers who accepted WhatsApp and have not opted out.

Does it work without the FlexigoTech Cloud subscription?

No.

Is there a free trial?

Yes, 14 days without a card. If you do not subscribe at the end, the service stops and nothing is charged.

Does it work on Odoo Online?

No. Odoo Online does not allow installing third-party modules. It works on Odoo.sh or on your own server.

Does it need Odoo Enterprise?

No. It works on Community and Enterprise: it depends on Website eCommerce and Sales, which are in both, and on the FlexigoTech Cloud module.

Which Odoo versions does it work with?

It is published for Odoo 17.0, 18.0, 19.0 and 20.0.

How much does it cost?

The module license costs €9 per Odoo version and the FlexigoTech Cloud subscription, excluding VAT, is €49 per month or €490 per year with the Standard plan, or €98 per month or €980 per year with Pro. The module does not work without the subscription.

How many WhatsApp numbers does each plan allow?

Up to 3 accounts with the Standard plan and up to 10 with Pro. Each company in your Odoo connects a single number.

What is the difference between Standard and Pro?

Besides the accounts (3 versus 10), the first support reply arrives within 1 working day with Standard and within 4 working hours with Pro, which includes a video call if needed.

What do I need on Meta's side?

A WhatsApp Business account, a number you can verify, and an approved message template in Meta's WhatsApp Manager.

Do I have to create my own Meta app?

No. The connector uses FlexigoTech's Meta app: you sign in with your account in Meta's sign-up window, choose your WhatsApp Business account and the number, and finish.

Does the connector create or approve the message template?

No. The template must already be approved on Meta. In the settings you enter its name as Meta shows it and its language code.

Which variables can the template contain?

Up to three in the body, in this order: the contact's name, the cart total with its currency, and the link to the cart. No variables are filled in the header or the buttons.

Does Meta charge me for the messages?

Yes. Meta charges your company's account on Meta for each template message it delivers, not for those that do not arrive. The rate depends on the template category (a cart reminder is marketing) and on the country prefix of the number receiving it. That charge is separate from the FlexigoTech Cloud subscription.

Who does the connector message?

Only contacts with **WhatsApp Opt-In** ticked and without **WhatsApp Opt-Out**, on the contact's **WhatsApp** tab.

Does the connector get my customers' permission?

No. The online shop has no consent checkbox: you obtain consent yourself and mark it on each contact.

What happens if a customer opts out via WhatsApp?

Whatever the customer replies on WhatsApp does not reach Odoo. You mark their opt-out on the contact or with **Mark Opted Out** on the cart.

Which carts are recorded?

Quotations from the website in draft, with lines and from a known customer, created after the reminders were switched on and more than **Send after (hours)** ago, which is 1 hour by default. Carts from anonymous visitors are not included.

How often are carts recorded and sent?

Every hour, with a single scheduled task. Each run sends up to 100 messages and works for at most 60 seconds; if more remain, it runs again straight away.

How often does a cart's status change?

Every hour the task records whether the order was confirmed (**Recovered**), cancelled (**Lost**) or the customer opted out (**Opted Out**), whether or not a message was sent to the customer.

What about carts created before installation?

They are not included. Only carts created after you switch on **Send WhatsApp cart reminders** are recorded.

Can a customer receive two messages for the same cart?

No. One message is sent per cart, and the same order is never recorded or sent twice.

Are failed messages resent automatically?

Messages that Meta rejected or did not answer are not resent automatically. One that Meta rejected can be sent again from the cart with **Send Recovery Message**. One that Meta did not answer is not repeated, because it may have arrived.

What if the customer's number has no country code?

The connector does not complete it. The cart is left in **Failed** with the error "No WhatsApp number in international format (+ and country code) on the contact." and nothing is sent.

Where can I see how each send went?

On the cart: the **WhatsApp Message ID** if Meta accepted it, or **Last Error** if it rejected it. Meta accepting a message does not mean it was delivered: the module does not read deliveries or reads. The lists are under **Website › WhatsApp Abandoned Carts**.

Does it read delivery confirmations or customer replies?

No. The module does not know whether a message was delivered or read, and whatever the customer replies on WhatsApp does not reach Odoo.

What data does FlexigoTech Cloud store?

The customer's number, the template and the variables pass to Meta without being stored. For each send it keeps the reference, the status, the message ID and the time for 90 days.

Where is my number's access key stored?

It is stored encrypted by FlexigoTech Cloud. Odoo never holds it.

Can I use it on a test database or a copy?

A copy sends nothing and cannot connect or disconnect the number, and the settings warn you about this. If the copy becomes your production, switch off sending, save and switch it back on.

What happens if I disconnect the number?

Disconnect asks for confirmation and deletes the connection and the number's key in FlexigoTech Cloud. No more reminders are sent until you connect the number again.

And if I uninstall the module?

Uninstalling deletes the connection and the number's key for each company in FlexigoTech Cloud, and never does so from a copy. If the cloud does not respond, the uninstall still goes ahead and the Odoo log states which companies remain connected, so you can ask FlexigoTech support to disconnect them.

Has it been tested with real customers?

No real message has yet been sent to a customer. The module's tests simulate FlexigoTech Cloud and Meta, and the live Meta API has only been tested with a Meta test number.

CONNECTOR GUIDE · WHATSAPP

24 Glossary

Meta	The company that owns WhatsApp. It delivers the messages, approves the templates and charges for each delivered template message.
WhatsApp Business	The WhatsApp account type for businesses. You need one and a number you can verify.

WhatsApp Manager	Meta's panel where message templates are created and approved. The connector does not create them.
WhatsApp Cloud API	Meta's interface through which messages are sent. FlexigoTech Cloud uses it on your behalf.
Message template	The text approved by Meta that is sent as a reminder. To Meta, a cart reminder is a marketing template.
Template name	The name as shown by Meta, in lowercase letters, digits and underscores, for example cart_reminder.
Language code	The template's language, for example es, en_US or pt_BR. Together with the name it must be valid for Odoo to let you save.
Variables	The placeholders in the template body: {{1}} contact name, {{2}} cart total, {{3}} link to the cart. They are not filled in the header or the buttons.
FlexigoTech Cloud	The online service that passes each reminder to Meta. It requires a subscription or the 14-day trial without a card.
WhatsApp number	The number you write to your customers from. On the contact, the number that is written to, with its international prefix.
Connect WhatsApp number	The settings button that opens Meta's sign-up window, valid for 30 minutes.
Abandoned cart	A website shop quotation in draft, with lines and from a known customer, created more than the time set in **Send after (hours)** ago.
Send after (hours)	The number of hours that must pass after a cart is created before it is recorded. 1 hour by default.
WhatsApp Opt-In	Contact checkbox: the customer agreed to receive WhatsApp messages. Without it, they are not messaged.
WhatsApp Opt-Out	Contact checkbox: the customer asked not to receive any more. You mark it, because their replies do not reach Odoo.
Draft	The status of a recorded cart whose message Meta has not yet accepted.
Notified	The status of a cart whose message Meta accepted.
Recovered and Lost	Recovered: the order was confirmed. Lost: the order was cancelled.
WhatsApp Message ID	The identifier Meta gives when it accepts a message. It is stored on the cart.
Database copy	A duplicated database, restored as a copy or renamed. It sends nothing and cannot connect or disconnect the number.

25 Checklist and contact

- [ ] You have a WhatsApp Business account and a number you can verify.
- [ ] You have an approved message template in Meta's WhatsApp Manager, with its name and language code to hand.
- [ ] Your Odoo is version 17, 18, 19 or 20, on Odoo.sh or on your own server, with eCommerce and Sales.
- [ ] The connector and the FlexigoTech Cloud module are installed.
- [ ] You have started the 14-day FlexigoTech Cloud trial or subscribed.
- [ ] In **Website › Configuration › Settings** you have ticked **Send WhatsApp cart reminders** and **Send through FlexigoTech Cloud**.
- [ ] You have pressed **Connect WhatsApp number**, completed sign-up with Meta and, in Odoo, **Refresh** shows your number in **WhatsApp number**.
- [ ] You have filled in the template name and language and the waiting hours, and saved without errors.
- [ ] The contacts you want to message have **WhatsApp Opt-In** ticked, a number with an international prefix and **WhatsApp Opt-Out** unticked.
- [ ] A test cart appears in **Website › WhatsApp Abandoned Carts › Abandoned Carts** and moves to **Notified**, with its **WhatsApp Message ID**. If it stays in **Failed**, read **Last Error**.

If you would like us to set it up with you, get in touch. On the Pro plan, if needed, we can review it by video call.

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/whatsapp-abandoned-cart-recovery-for-odoo-ecomm.html

On Odoo Apps

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

WhatsApp and Meta are trademarks of their owner. FlexigoTech publishes this connector on its own, with no endorsement or sponsorship from the trademark owner. FlexigoTech is a brand of Flexibles y Accesorios Gobe, S.L. (Barcelona, Spain).