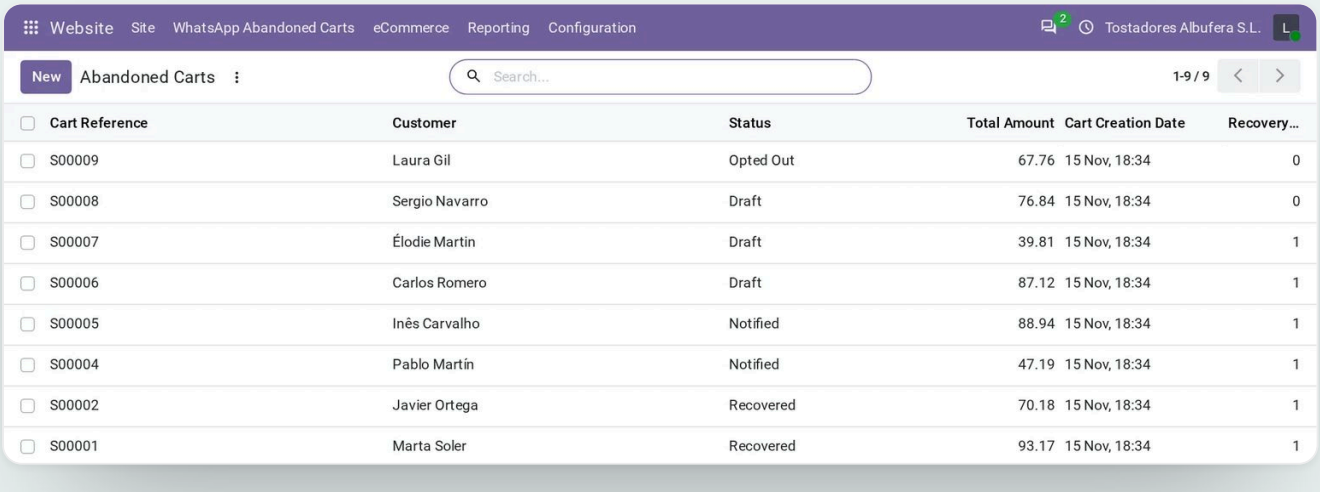
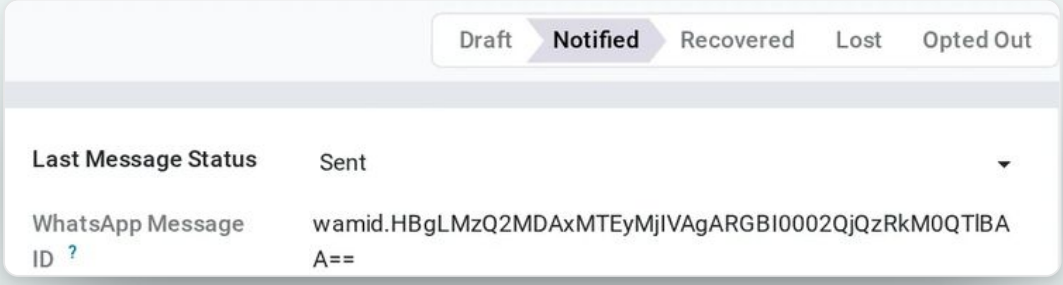
USER MANUAL · MARKETING

WhatsApp Cart Alerts for Odoo

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

Module version 20.0.1.2.4 | Odoo 20 screenshots | Edition of 16-11-2026





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

Contents

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

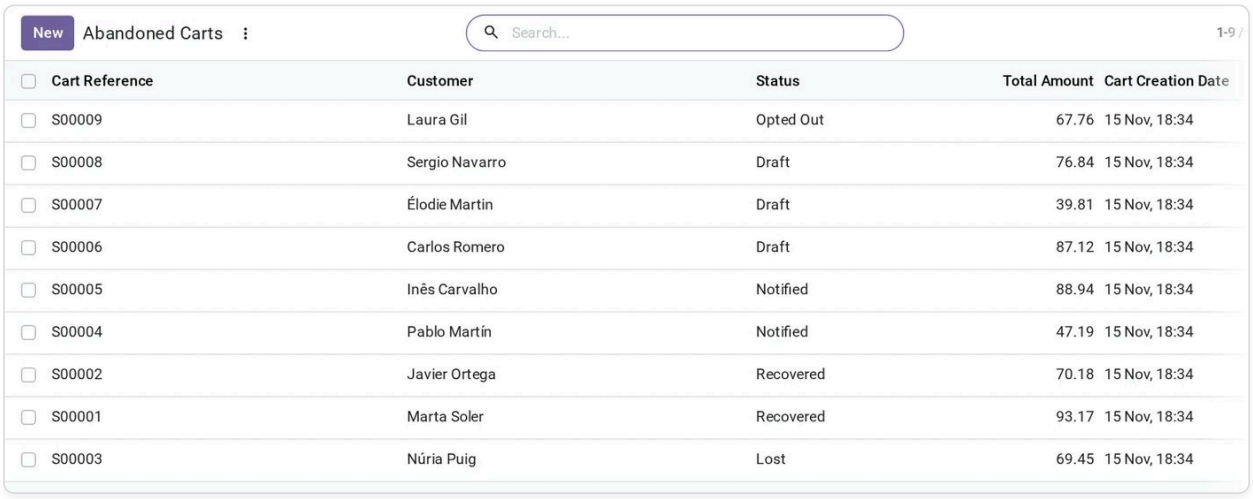
1	What it is and where it is	3
2	Before you start	4
3	Installation	4
4	Activate FlexigoTech Cloud: the 14-day trial	5
5	Connecting your WhatsApp number	7
6	The WhatsApp number options	12
7	Connecting the WhatsApp number	13
8	Sending settings	15
9	WhatsApp opt-in and opt-out on the contact	17
10	Abandoned cart register	18
11	Sending the reminder	20
12	Cart statuses	22
13	Recovery analysis	23
14	Database backups	25
15	What happens automatically	26
16	If something fails	27
17	Support	28

This manual describes version 20.0.1.2.4 of the module (Odoo branch 20.0, commit 1f5b5f004). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

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

1 What it is and where it is

The connector records abandoned carts from your website and sends one WhatsApp reminder per cart, from your own number, to customers who gave you their permission. It adds its own menu inside the Website app and a block in its settings.



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**: Meta accepted their reminder and the order is still neither confirmed nor cancelled.
Recovered Carts	Opens the carts in **Recovered**: 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 of the **Total Amount** of the carts by **Status** and a **Pivot** with the amount and the 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 record 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.

2 Before you start

Before installing the connector and connecting your WhatsApp number you need the following.

- A WhatsApp Business account and a number you can verify. When connecting, you sign in with your account in the Meta sign-up window, choose your WhatsApp Business account and the number, and finish.
- An approved message template in Meta's WhatsApp Manager. The connector does not create or approve templates: you have to bring its name 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 on 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 on 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.

3 Installation

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

How to get it

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

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

On Odoo.sh

1. **Upload the folders to your repository**
   Copy `flexigo_whatsapp_abandoned_cart_recovery_for_odoo_ecomm` and `flexigotech_cloud` into the branch of your project, in your modules folder, and push.

2. **Wait for Odoo.sh to build the branch**
   When it finishes, both modules are in the branch.

3. **Install the app**

   In **Apps**, click **Update Apps List** (with developer mode on), remove the **Apps** filter from the search bar (it is on by default and hides modules that are not apps, such as this one), search for "WhatsApp" and click **Activate**.

On your own server

1. **Copy the folders**

   Place `flexigo_whatsapp_abandoned_cart_recovery_for_odoo_ecomm` and `flexigotech_cloud` in a folder that is in your Odoo `addons_path`.

2. **Restart Odoo**

   So that it reads the new modules.

3. **Install the app**

   In **Apps**, **Update Apps List**, remove the **Apps** filter from the search bar (it is on by default and hides modules that are not apps, such as this one), search for "WhatsApp" and click **Activate**.

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

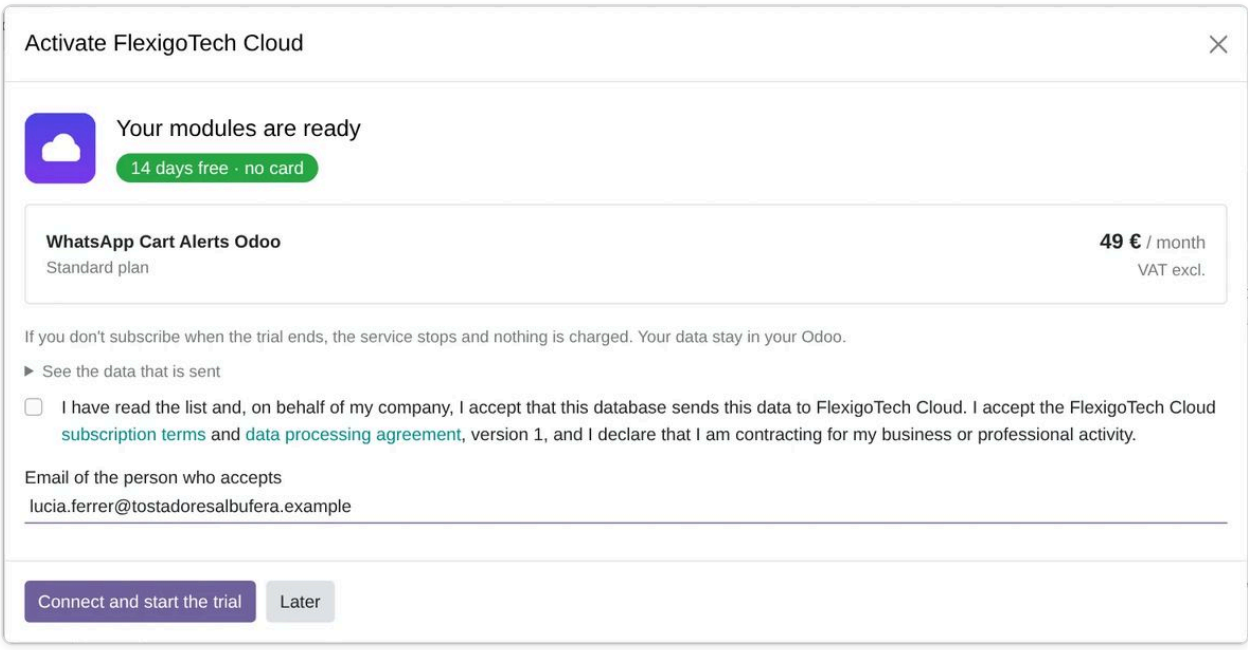
USER MANUAL · WHATSAPP

4 Activate FlexigoTech Cloud: the 14-day trial

Each reminder goes out through FlexigoTech Cloud, the FlexigoTech service that stores the access key of your WhatsApp number encrypted. Until the database is connected and the module has a trial or subscription, nothing is registered or sent.

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**

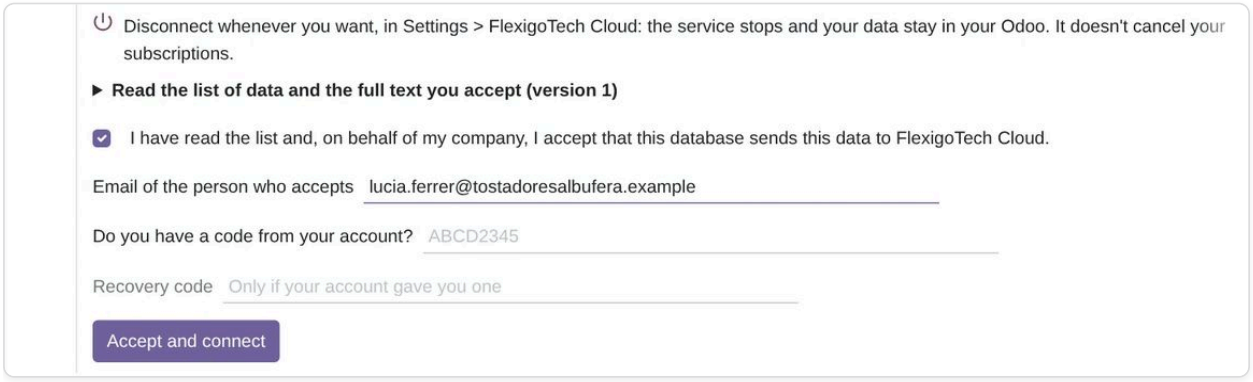
Tick "I have read the list and, on behalf of my company..." (it covers the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

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

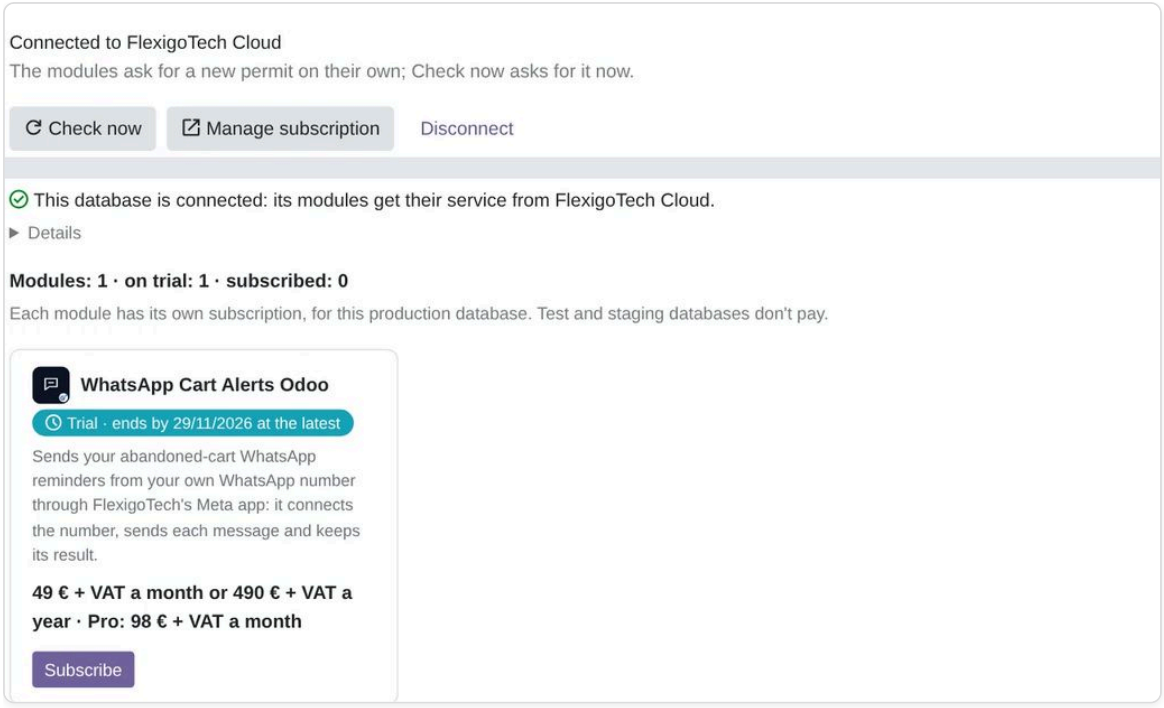
The same, from Settings

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 ticked box, 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 the Stripe page, outside Odoo.



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

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

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 the permission immediately (otherwise the module renews it by itself 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."

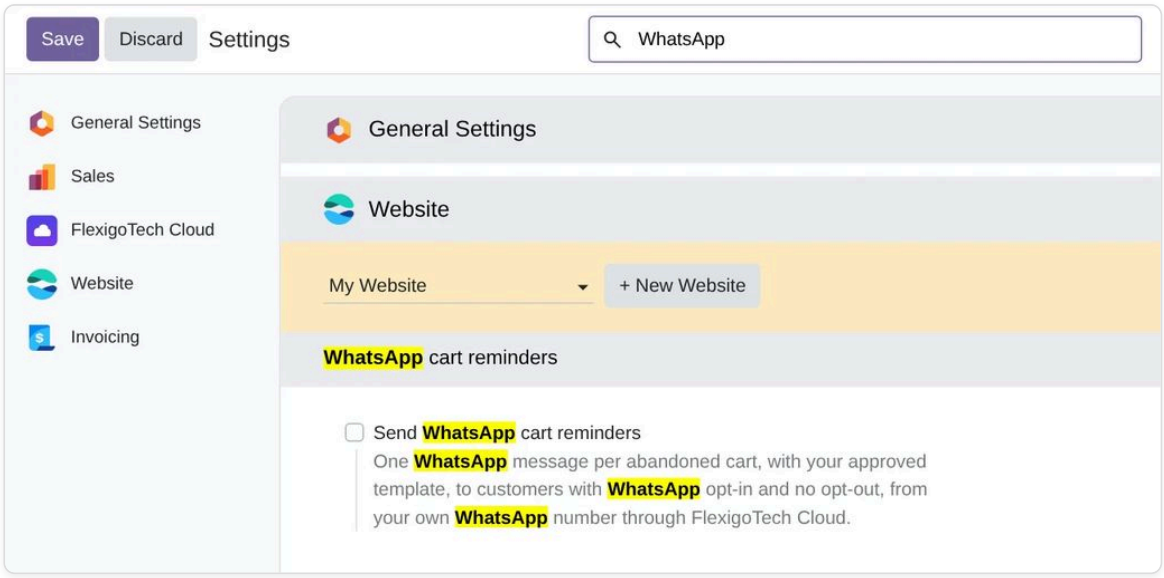
USER MANUAL · WHATSAPP

5 Connecting your WhatsApp number

Each company's WhatsApp number is connected in **Website › Configuration › Settings**, in the **WhatsApp cart reminders** block.

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**

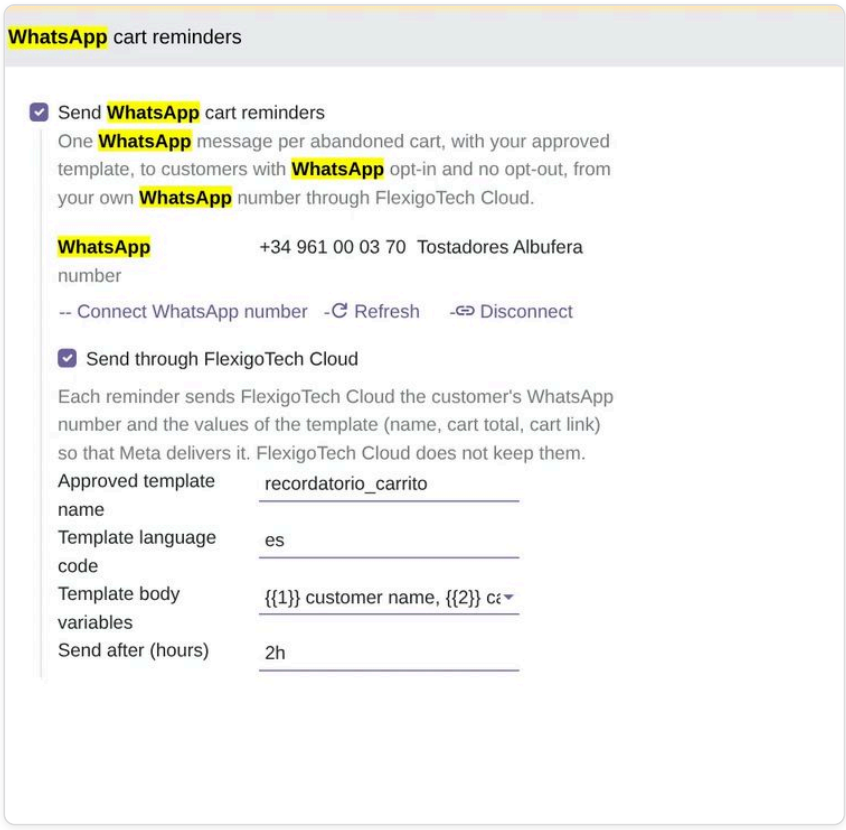
   This is your consent for each reminder to send the customer's WhatsApp number and the template values (name, cart total, cart link) to FlexigoTech Cloud, so that Meta can deliver it. FlexigoTech Cloud does not store them.

4. **Press Connect WhatsApp number**

   A new tab opens with a FlexigoTech Cloud page and the Meta 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 press Refresh**

   Odoo brings in 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 **Connect WhatsApp number**, **Refresh** and **Disconnect** buttons.

6 Fill in the template

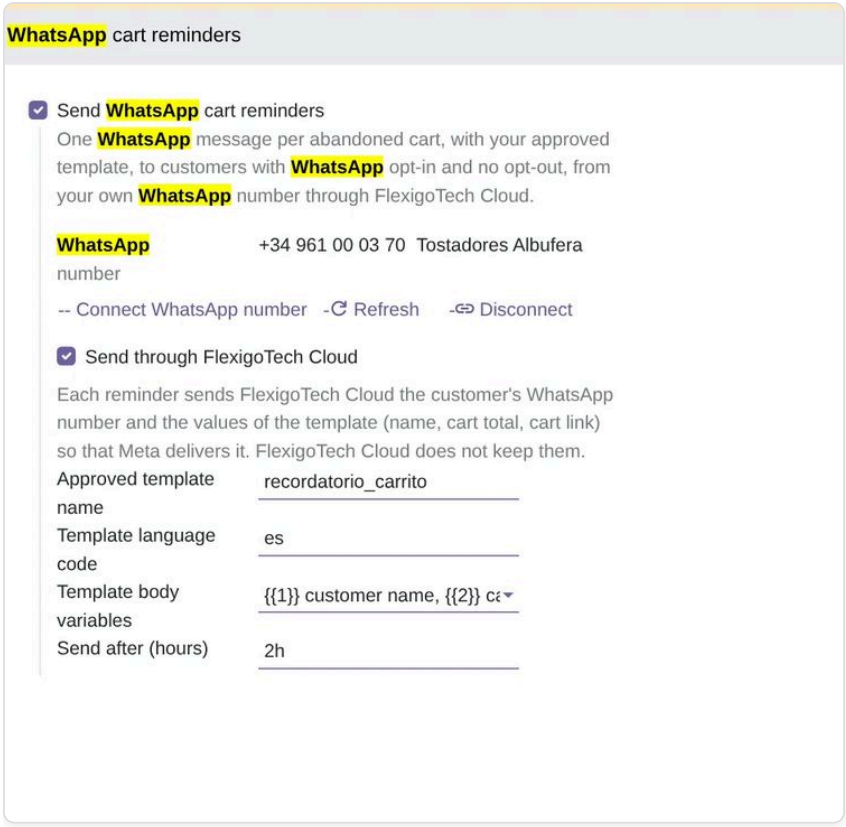
In **Approved template name** write the name exactly as Meta shows it, in lowercase, with numbers and underscores, for example cart_reminder. In **Template language code** enter the language code, for example es, en_US or pt_BR. In **Template body variables** choose how many variables the body has. If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

7 Adjust Send after (hours) and save

This is the time that must pass from when a cart is created until it is registered. It comes to 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** will tell 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's name and language filled in.

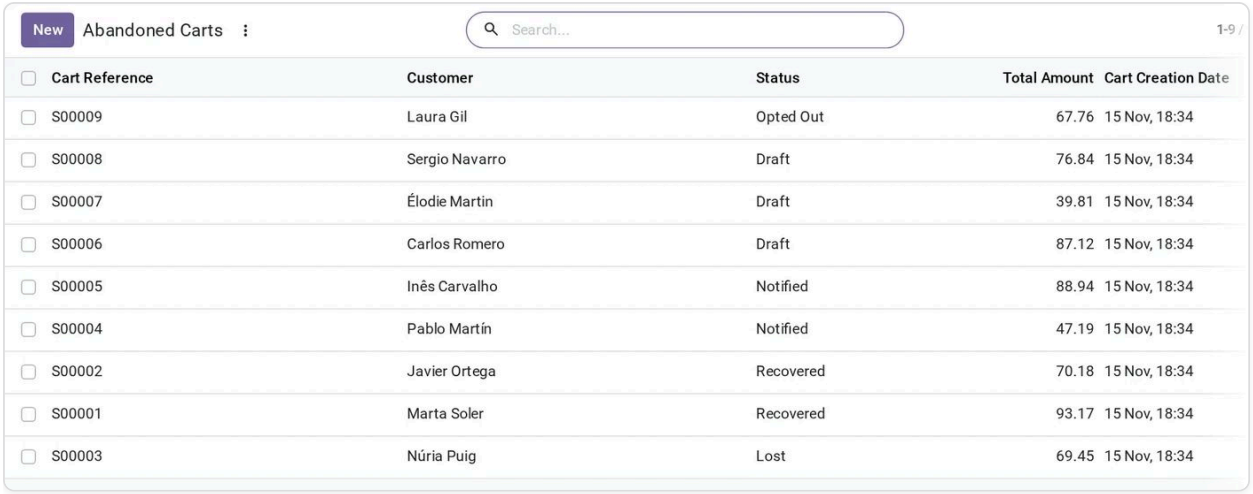


- **Real Odoo 20 screenshot.** The connected number, with its name, in the website settings.

> Only an administrator can accept the consent for **Send through FlexigoTech Cloud** or change the template data. **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 has 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 the pending reminders. If you change something on 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.

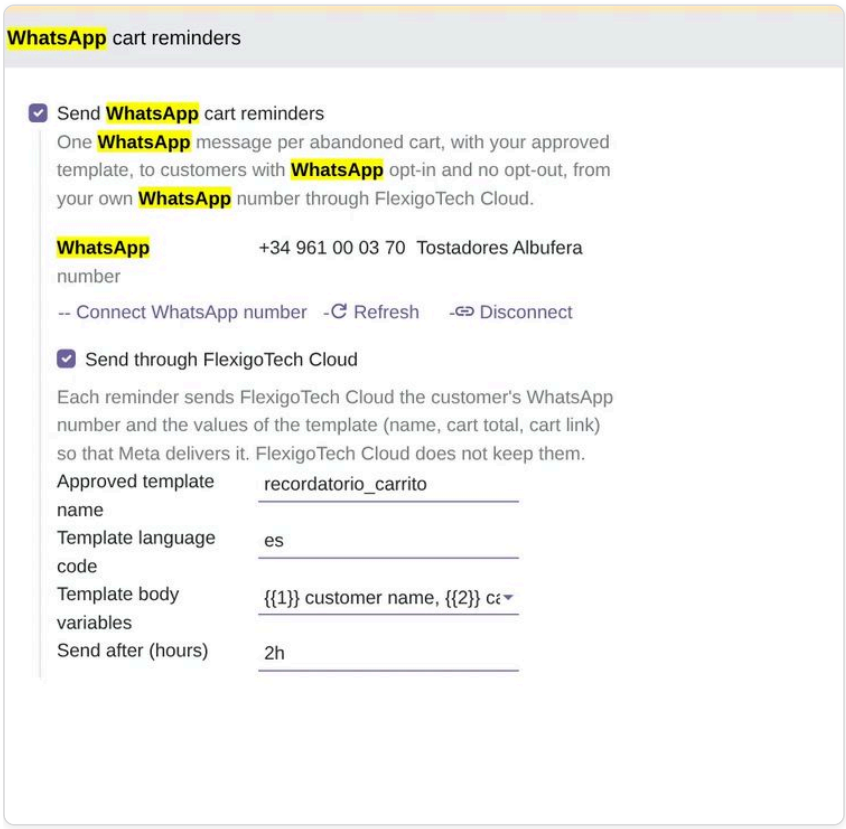
> A duplicated database made with Duplicate or Restore as a copy, or under another name, sends nothing and cannot connect or disconnect the number. If that copy becomes your production, switch the reminders off, save, and switch them on again.



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

6 The WhatsApp number options

The options for sending reminders are in the **WhatsApp cart reminders** block of the website settings, and only administrators can see and change them.



- **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 on are registered and reminded.
Send through FlexigoTech Cloud	Unticked	Your consent for each reminder to go through FlexigoTech Cloud with the customer's number and the template values. If it is not ticked, nothing is sent.
WhatsApp number	No number: "No number connected yet."	Read only. It shows the connected number and, next to it, its name. It is filled in by **Connect WhatsApp number** and **Refresh**.
Approved template name	Empty	The name of your template as Meta displays it, for example "cart_reminder". It is required when 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 when sending is switched on.
Template body variables	**No variables**	Choose which values fill the template body: **No variables**, the customer's name, the cart's name and total, or the name, total and link to the cart.

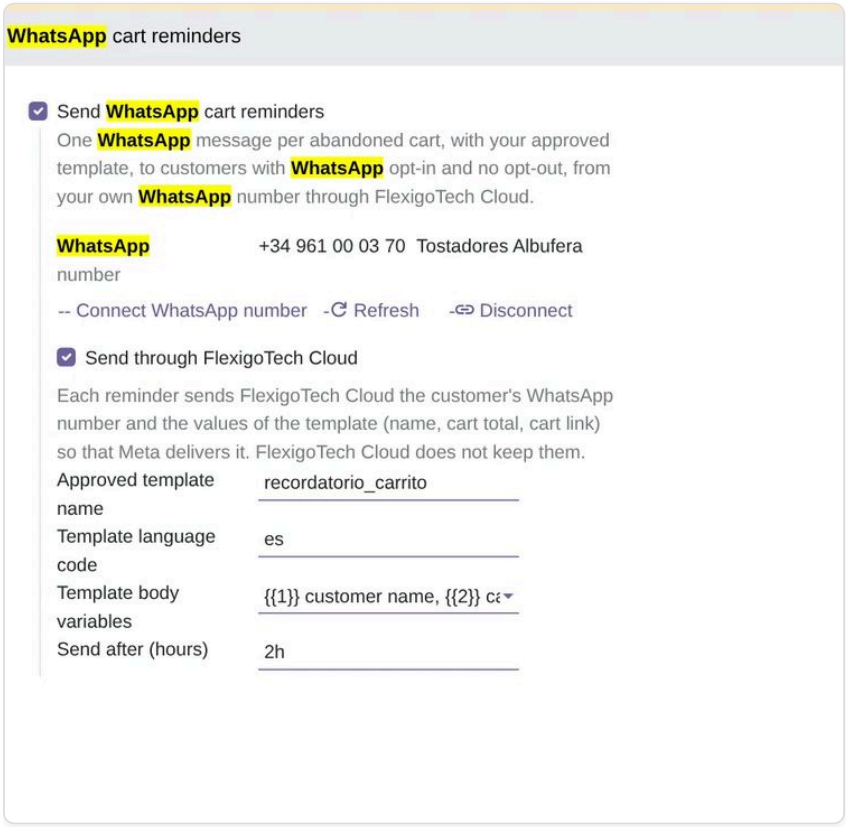
OPTION	DEFAULT	WHAT IT DOES
Send after (hours)	1 hour (1h in Odoo 20; 01:00 in 17, 18 and 19)	How long must pass from when the cart is created before the task, which runs every hour, registers it and sends the reminder. It is set in hours: two hours appear as 2h in Odoo 20 and as 02:00 in 17, 18 and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

USER MANUAL · WHATSAPP

7 Connecting the WhatsApp number

You connect the company's WhatsApp number here, from the website settings, in **Website › Configuration › Settings**, under the **WhatsApp cart reminders** block.



- **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 press **Refresh**. If no number is connected, it shows "No number connected yet."
Number name	Read-only. It appears next to the number, without its own label, and is also filled in by **Refresh**.

The buttons

Connect WhatsApp number	Opens Meta's sign-up window in a new tab, served by FlexigoTech Cloud. It is valid for 30 minutes. You sign in with your account, choose your WhatsApp Business account and number, and finish.
Refresh	Reads the connected number and its name from FlexigoTech Cloud and stores 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. It is only visible if a number is connected.

Statuses

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

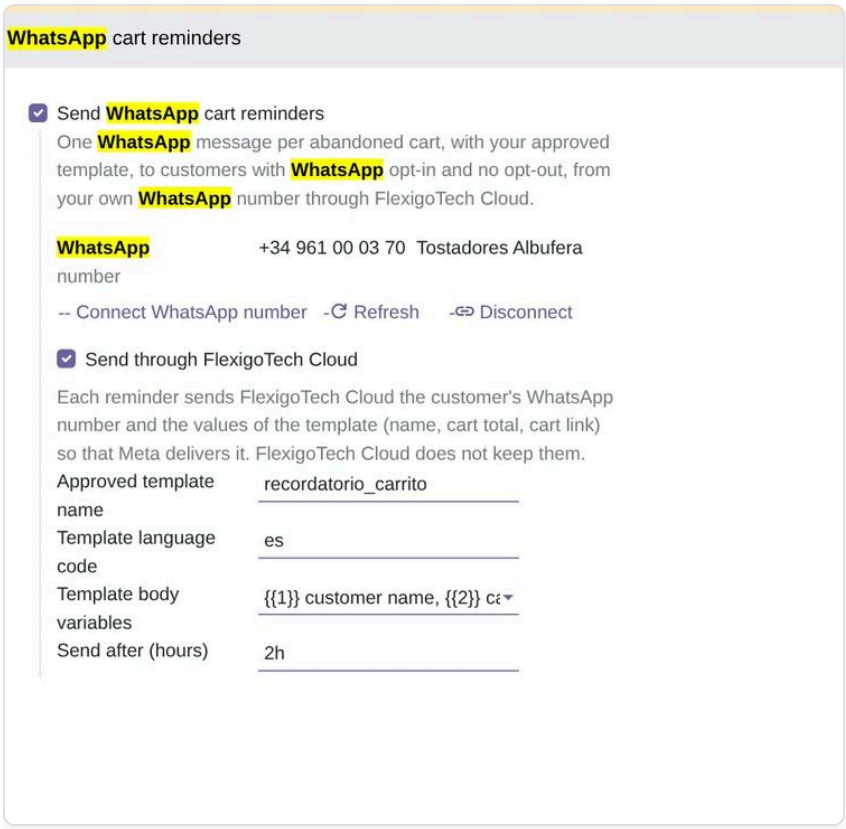
How to connect

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

> Odoo never stores the number's 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.

8 Sending settings

The sending settings are in **Website › Configuration › Settings**, in the **WhatsApp cart reminders** block, and they are specific to each company.



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

Only administrators can see and change this block. Ticking **Send WhatsApp cart reminders** shows the remaining fields. With the checkbox off, nothing else is shown.

Send WhatsApp cart reminders	Switches the company's sending on or off.
Send through FlexigoTech Cloud	Consent for each reminder to go through FlexigoTech Cloud. It sends the customer's WhatsApp number and the template values (name, cart total, link to the cart) 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 displays it. It is required when sending is switched on, and the greyed-out example is "cart_reminder".
Template language code	The language of that template. It is required when sending is switched on and comes set to en_US: 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 link to the cart.
Send after (hours)	The hours that pass from when a cart is created until it is registered. 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 in a new tab, which comes from FlexigoTech Cloud.
Refresh	Fetches the connected number and its name.
Disconnect	Deletes the connection and the number's key in FlexigoTech Cloud and removes it from the settings. Only visible when a number is connected.

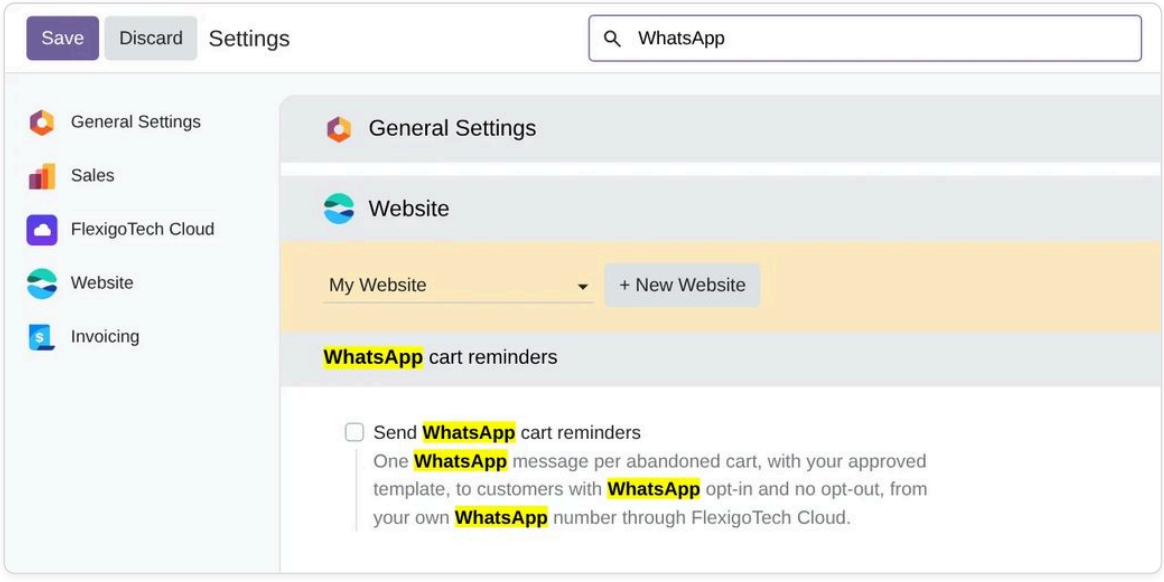
Sending states

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

How to connect

1. ### Switch sending on

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



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

2. ### Connect the number

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

3. ### Fetch the number

   Return to Odoo and press **Refresh**.

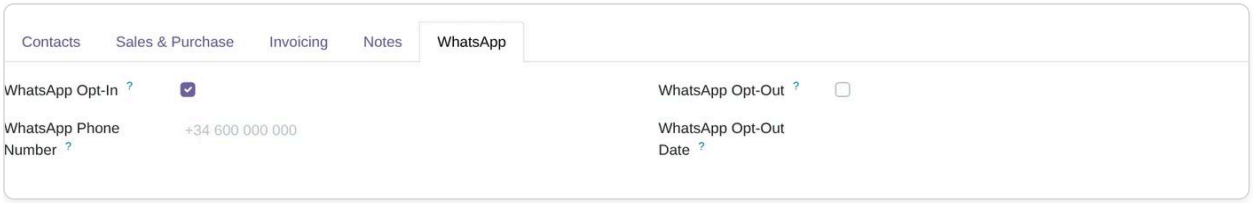
4. ### Fill in the template

   Enter the template name and language code, the variables and the waiting hours, and 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 starting point is reset and the task no longer picks up carts that were registered before (the button still can).

9 WhatsApp opt-in and opt-out on the contact

Each contact stores whether they accept WhatsApp, their WhatsApp number and their opt-out, and the connector only writes to those who accepted and did not opt out.



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

This data is in the **WhatsApp** tab of the contact. The online shop does not offer any permission checkbox: you obtain permission outside Odoo and mark it on each contact.

Where each piece of data comes from

No data arrives on its own. You tick **WhatsApp Opt-In** and type the **WhatsApp Phone Number** manually on the contact. What the customer replies on WhatsApp does not reach Odoo, so you also mark their opt-out yourself: either **WhatsApp Opt-Out** on the contact, or **Mark Opted Out** on the cart, which also fills in **WhatsApp Opt-Out Date**.

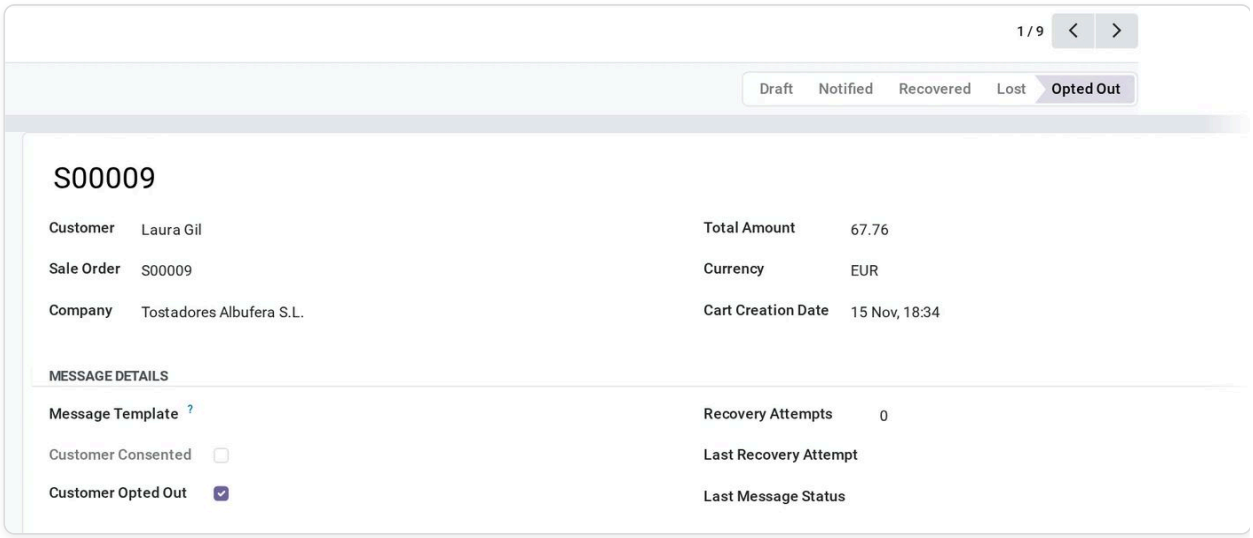
WhatsApp Opt-In	Checkbox, unticked by default. Indicates that the customer has agreed to receive WhatsApp notices.
WhatsApp Phone Number	The number the connector writes to. If you leave it empty, it uses the contact's phone.
WhatsApp Opt-Out	Checkbox, unticked by default. Indicates that the customer 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** manually, you enter it yourself.

When a contact is written to

- 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, they are not written to.

Marking 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.** A customer's cart with the **Customer Opted Out** checkbox and the **Opted Out** status.

2 Press Mark Opted Out

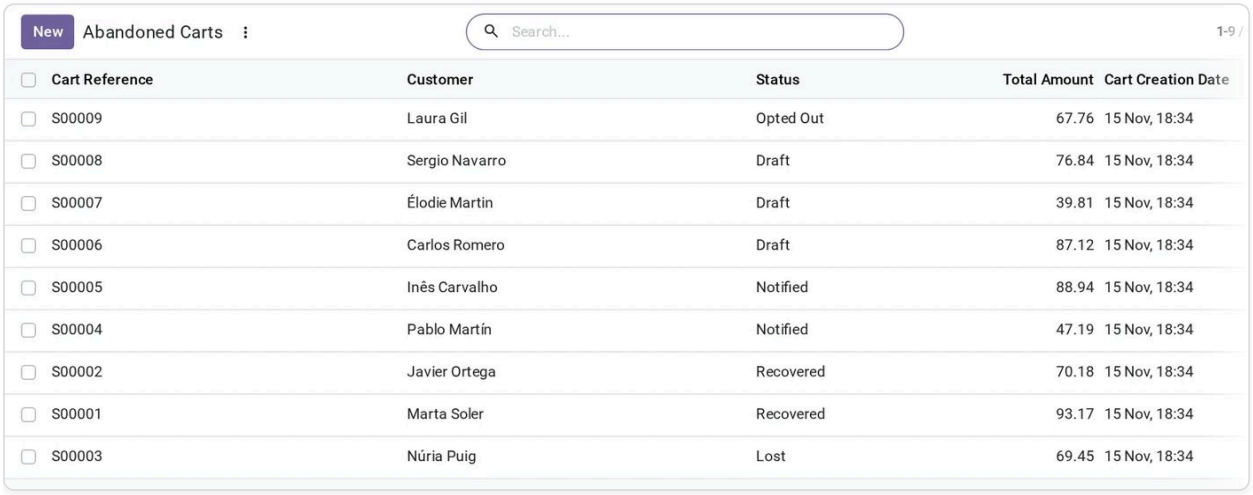
The connector marks the customer as opted out and fills in **WhatsApp Opt-Out Date** on their contact.

> The number must carry the international prefix (+ or 00 and the country code) and have 8 to 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."

USER MANUAL · WHATSAPP

10 Abandoned cart register

Each abandoned web cart is stored as a record that you follow in the **Website › WhatsApp Abandoned Carts** menu.



- **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 web quotations in draft, with lines and from a known customer, created since sending was switched on and

more than **Send after (hours)** ago. Hours are counted 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 ended: confirmed order, **Recovered**; cancelled order, **Lost**; customer opted out, **Opted Out**.

Buttons on the record

Send Recovery Message	Only visible with the cart in **Draft** and usable by an administrator. If it does not send, it tells you the reason.
Mark as Recovered	Hidden when the cart is already in **Recovered**.
Mark Opted Out	It is hidden when the customer is already recorded as opted out. It also fills in **WhatsApp Opt-Out Date** on the contact.

Statuses

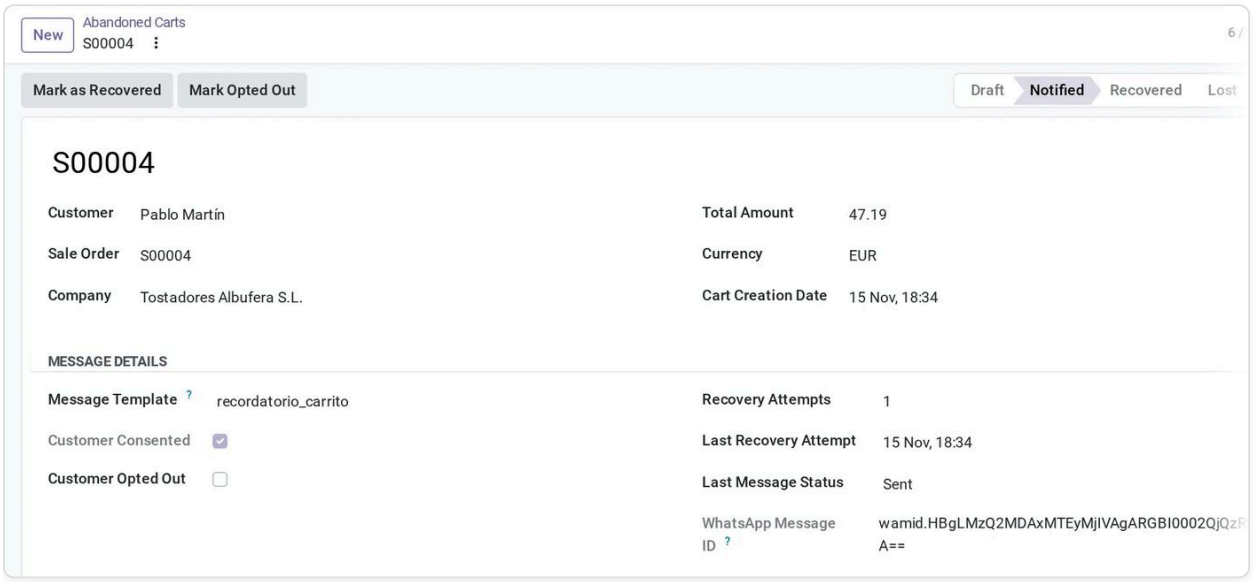
- **Draft**: registered, no message accepted by Meta.
- **Notified**: Meta has accepted the message.
- **Recovered**: the order has been confirmed, or you have marked it.
- **Lost**: the order has been cancelled.
- **Opted Out**: the customer does not want to receive further reminders.

To see only one status, use the search filters or the menus **Notified Carts**, **Recovered Carts** and **Lost Carts**. 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**.

11 Sending the reminder

The connector sends one WhatsApp message per cart using the template approved in Meta, and stores on the cart either the WhatsApp message ID or the error.



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

Where the sending 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 accepted WhatsApp and that has never been attempted. One message per cart. You can also send it yourself with the **Send Recovery Message** button.

Cart buttons

Send Recovery Message	Attempts the sending now. Only visible with the cart in **Draft** and usable by an administrator. If it cannot send, it tells you the reason.
Mark as Recovered	Moves the cart to **Recovered**. Hidden when it is already in that status.
Mark Opted Out	Marks the customer as opted out. Hidden when the customer is already opted out.

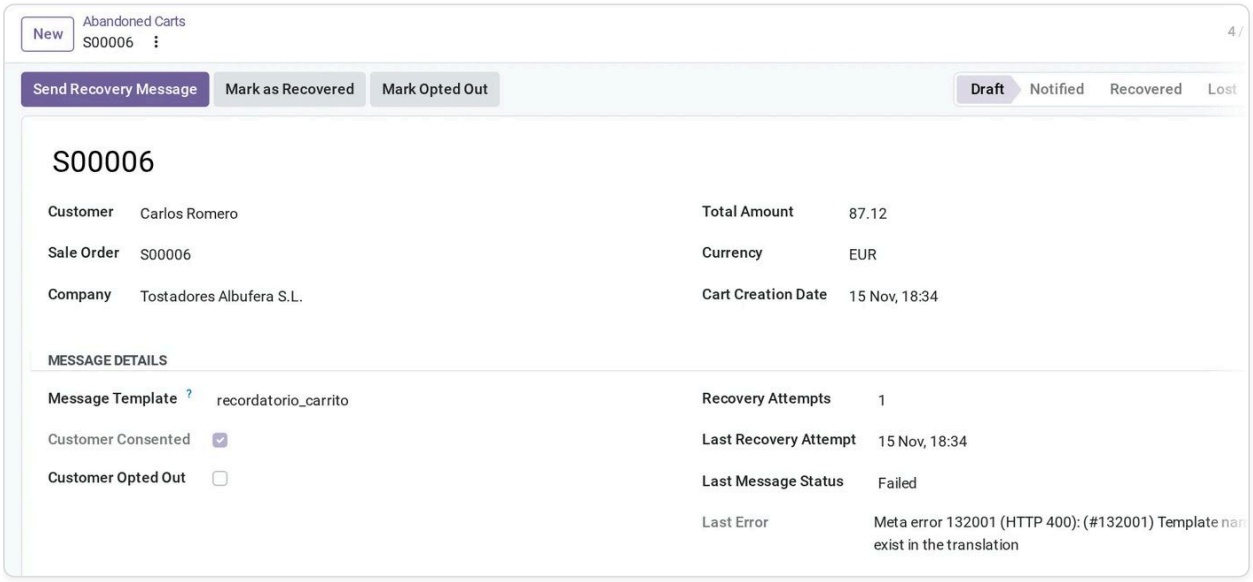
What is stored on the cart

RESPONSE	MESSAGE STATUS AND LAST 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 respond	Stays in **Draft** and **Failed**	**Last Error**: the message may have gone out and will not be repeated

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

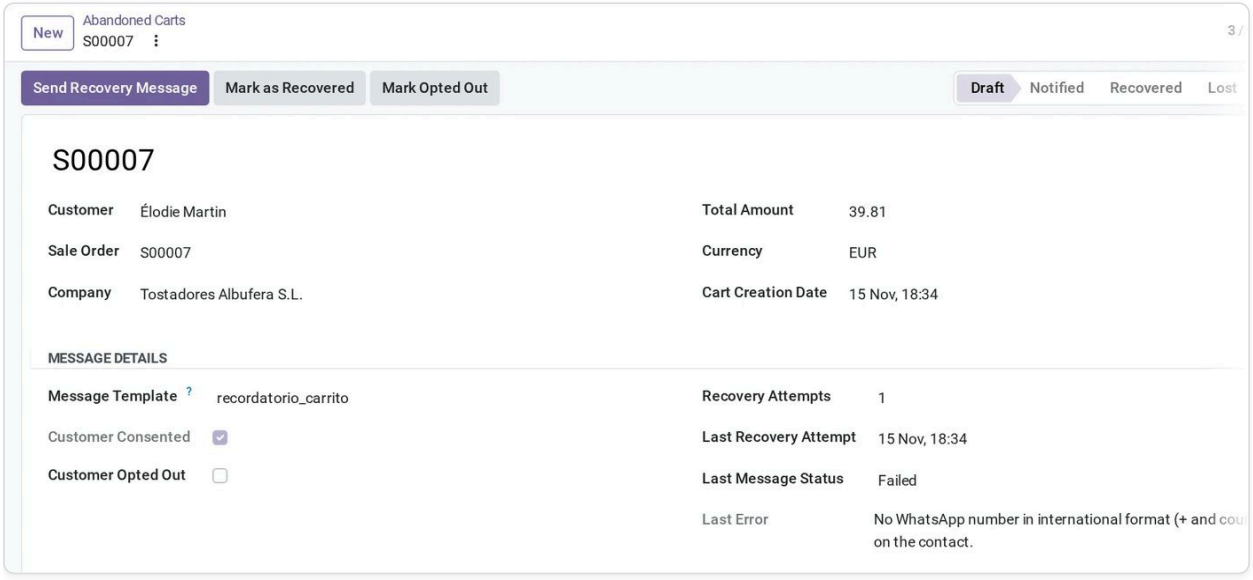
If sending fails

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



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

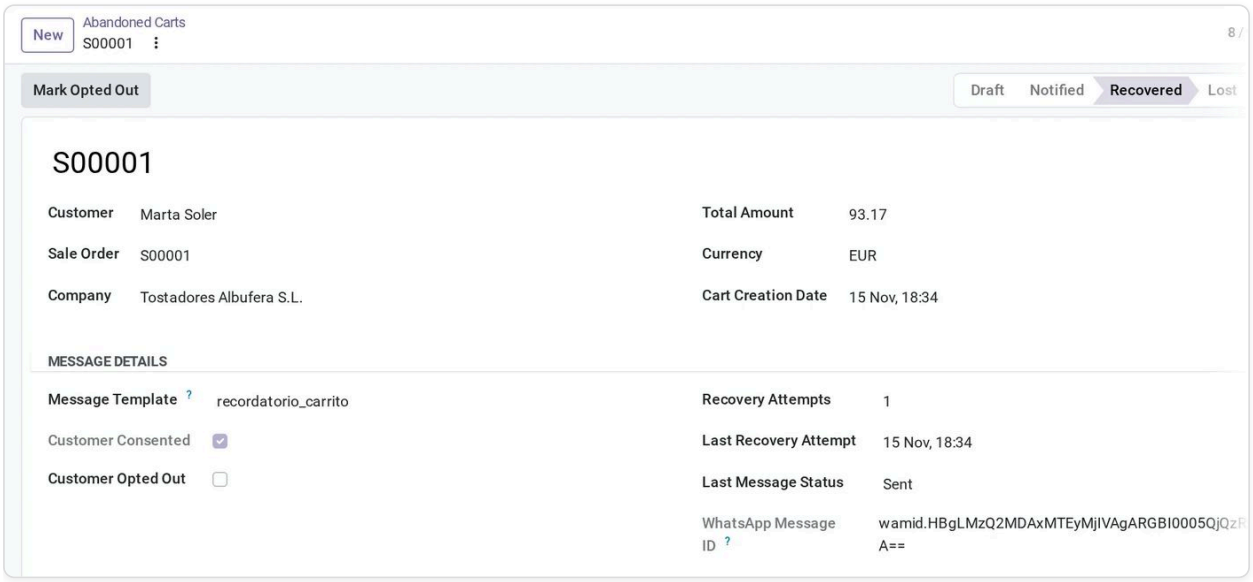
> The same cart never receives two messages. The contact's number must include an international prefix; otherwise the cart is set to **Failed** and nothing is sent.



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

12 Cart statuses

Each registered cart has a **Status** that changes on its own every hour or with the buttons on its form.



- **Real Odoo 20 screenshot.** Cart of Marta Soler 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 written to. The two buttons on the form 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 that remain in **Draft** and 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 sets the contact's opt-out, with its date.

What statuses there are

Draft	Registered cart to which the message has not yet been sent.
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 of 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**
   Go in from **Website › WhatsApp Abandoned Carts › Abandoned Carts** or from the list of its status.

2. **Press the button you need**
   Mark as Recovered or **Mark Opted Out**. Only those usable in that status appear.

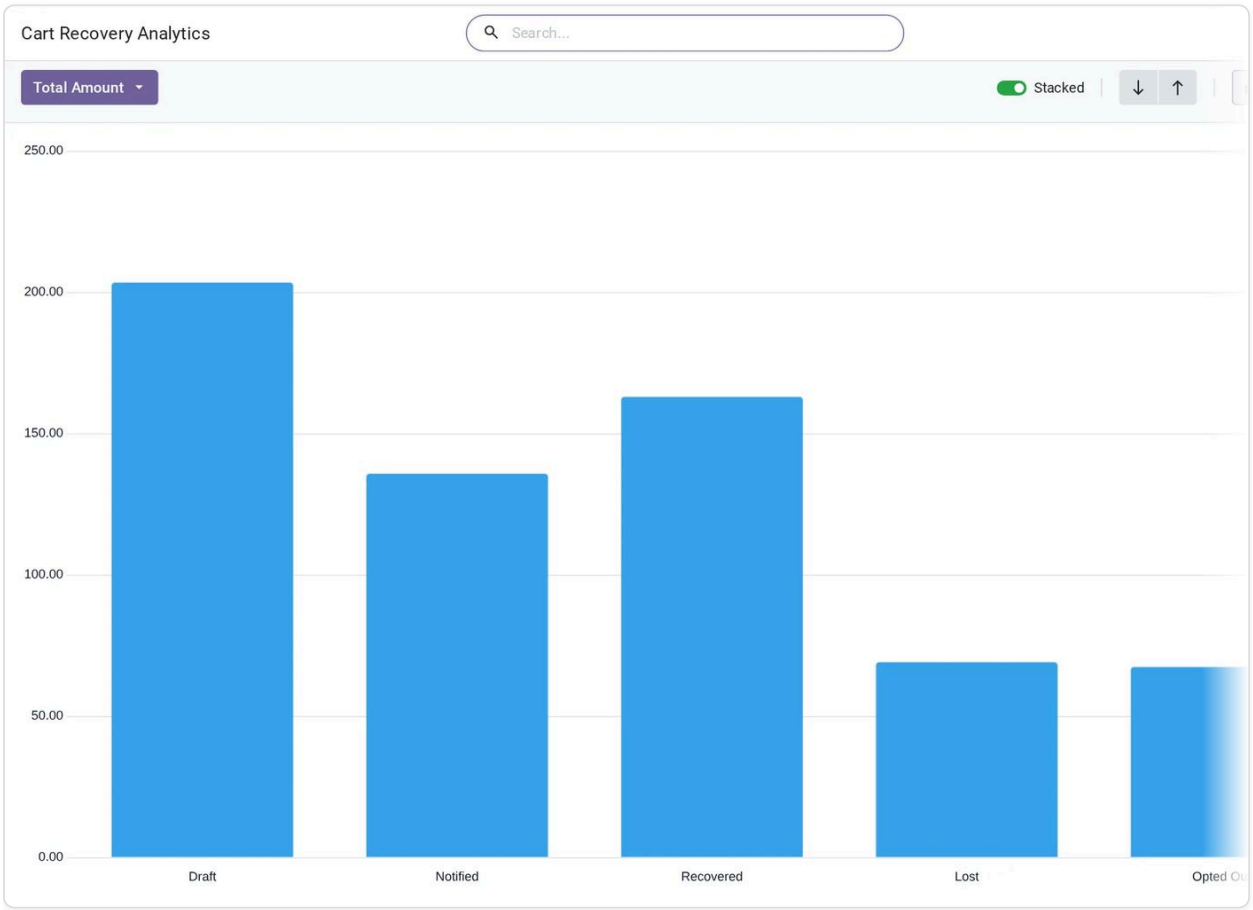
> There is no button to mark a cart as **Lost**: the task does it when the order is cancelled. A notified cart that nobody cancels stays in **Notified**.

USER MANUAL · WHATSAPP

13 Recovery analysis

The **Cart Analytics** menu shows how much money is in each cart status.

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



- **Real Odoo 20 screenshot.** The cart recovery analysis, with the total amount by 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 which status each cart has reached. The analysis is not fed by any button.

The statuses

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

The cart buttons

Send Recovery Message	Only visible with the cart in **Draft** and usable by an administrator.
Mark as Recovered	Hidden when the cart is already in **Recovered**.
Mark Opted Out	Hidden when the customer is already marked as opted out.

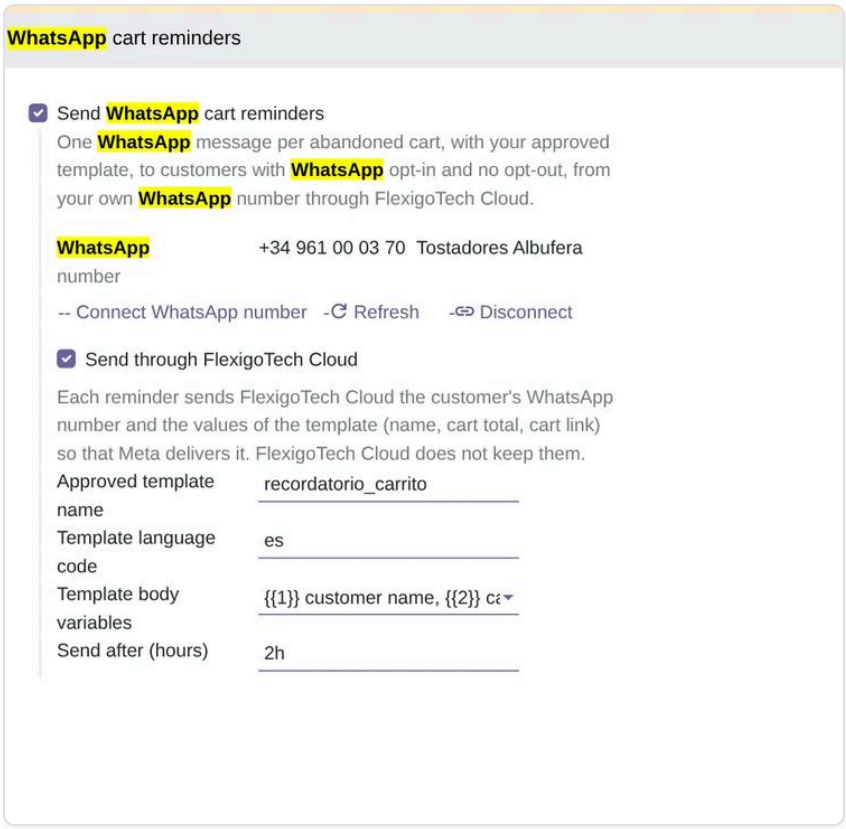
Reviewing a status

1. **Open the analysis**
   Check the chart to see which status concentrates the most amount.
2. **Open the list of 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 analysis does not calculate a recovery rate for notified carts. A notified cart that nobody cancels stays in **Notified**, because there is no button to mark it as lost.

14 Database backups

A copy of your database does not send any reminders, and it cannot connect or disconnect the WhatsApp number.



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

When you turn sending on, Odoo stores the moment and the database where you did it. 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 fingerprint and the switch-on moment are saved when you turn on **Send WhatsApp cart reminders** 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

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

2. **Save**
   Save the settings with the box switched off.

3. **Switch it back on**
   Tick the box again and save. The moment is recorded again and the database is back to being 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 before the number was connected for the first time: in it, do not connect, disconnect or uninstall anything.

> 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.

USER MANUAL · WHATSAPP

15 What happens automatically

The connector works with a single scheduled task, which runs every hour and needs nothing from you.

TASK	FREQUENCY	WHAT IT DOES
WhatsApp: register abandoned carts and send their reminders	Every hour; active by default	For each company with reminders switched on, it registers new abandoned carts. It records how the already registered ones ended: confirmed order, **Recovered**; cancelled order, **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 next hourly run sends it. Without the FlexigoTech Cloud service the task does nothing.

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

16 If something fails

Cases you may run into with the reminders and where to look for each one.

A cart shows Failed and you do not know why	Open the cart in **Website › WhatsApp Abandoned Carts › Abandoned Carts**. **Last Error** holds 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 reminders were switched 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 while that remains the case. You can see it on the contact record, under **WhatsApp Opt-Out**.
The customer receives nothing and their cart does not change	Check on the contact record that **WhatsApp Opt-In** is ticked and that they have a number with an international prefix, under **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 in place, and that the module is still on trial or subscribed under **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 went on to buy, mark it with **Mark as Recovered**.
A cart is in 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 receipts. 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 more than 5 minutes is treated as dead and sent again.

17 Support

Write to us to install it, configure it or with any question. On the Standard plan we reply within 1 working day; on Pro, within 4 working hours, and if needed we can look at it on a video call. Tell us your Odoo version, the module version and, if there is an error, its full text.

Email

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

On the web

The connector page, with the guide and the prices.
flexigotech.com/en/whatsapp-abandoned-cart-recovery-for-odoo-ecomm.html

On Odoo Apps

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

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