

VoIP

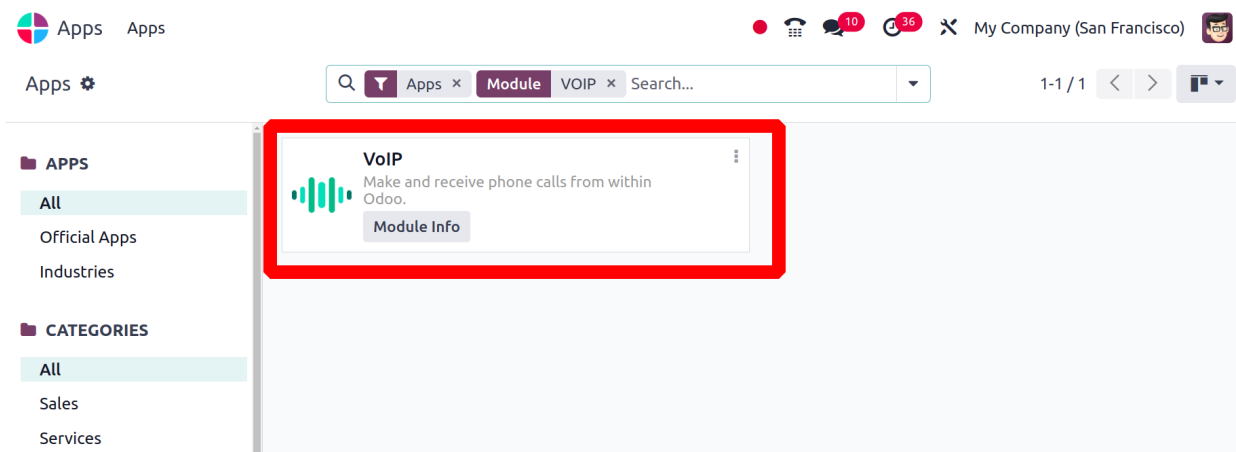
- [VoIP](#)

VoIP

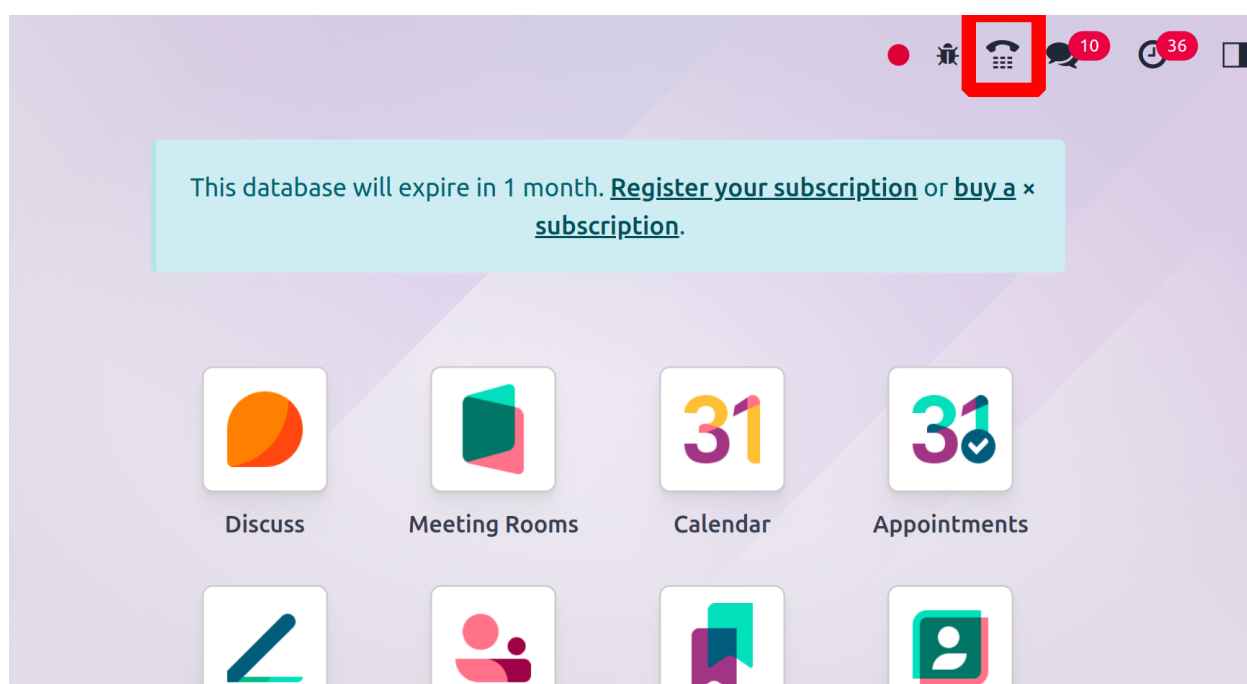
[VOIP](#)

VOIP

Choosing a good VoIP service provider and connecting it with the Odoo platform are the two main steps in Voice Over Internet Protocol (VOIP) management in Odoo. For smooth communication, configuration entails establishing connection parameters and authentication information. It is possible to easily deploy features like client communication, sales calls, and support calls within Odoo 17. Processes are streamlined by automation features, which make it possible to log calls, create follow-up activities, and update client information. Consistent surveillance, adherence to security protocols, and expert support guarantee the seamless functioning and upkeep of the integrated voice-over IP system in Odoo 17.



With the help of this VoIP module, calling a customer in Odoo is now quite easy. Making phone calls with business partners is made easier by the phone icon located at the top of the screen.



When that phone icon is clicked by the user, there, a tiny VoIP window will open. There are three tabs on the screen: Recent, Next Activities, and Contact. The recent call history is displayed on the Recent tab, as seen in the picture below.



VoIP



Search



Recent

Next Activities

Contacts

John Gemini

Call to John Gemini

12/5/2023, 10:26 AM • 24 seconds

Aborted call to 715-333-3333

12/5/2023, 10:25 AM

Call to 715-333-3333

12/5/2023, 10:24 AM • 1 min 12 sec



The planned activities are displayed on the Next Activity tab, while a list of created partner connections may be found on the Contact tab.



VoIP



Search



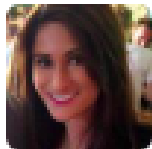
Recent

Next Activities

Contacts



Azure Interior, Colleen Diaz



Azure Interior, Nicole Ford



BE Company CoA



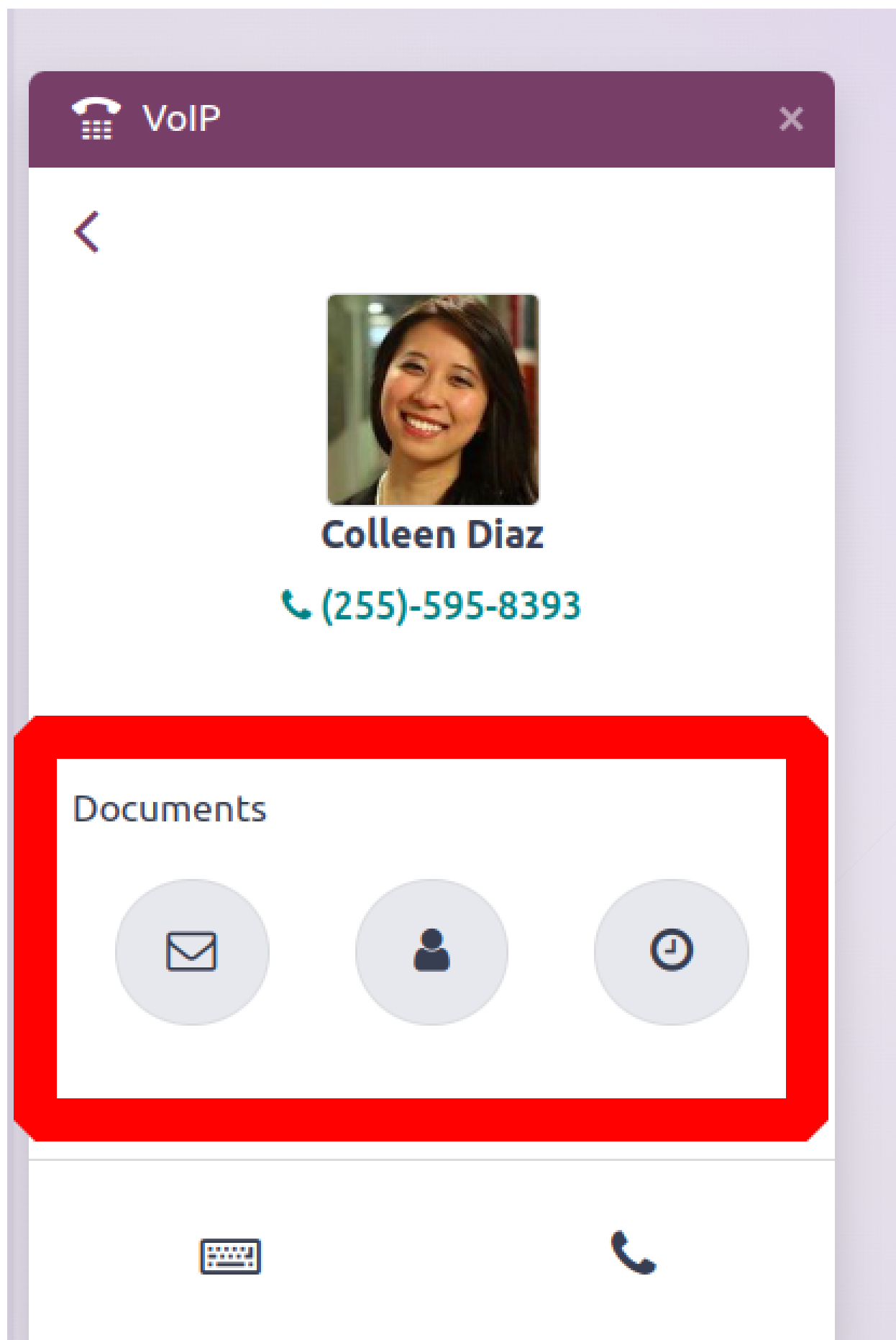
Deco Addict



John Gemini



To search for contacts, there is an additional search option. A phone icon to call a specified contact and a dial icon to dial numbers are located beneath this screen.



Three more buttons are located under Documents, Customer, and Activity. Upon selecting the Documents button, an additional window appears. and with which users are able to email partners.

 Odoo

×

Recipients ?

Followers of the document and
Azure Interior, Colleen Diaz <co... ✕

Subject ?

Azure Interior, Colleen Diaz

Write your message here...

Attachments

Load template ?

Send

Discard

Save Template

Next, pick the Customer option. The chosen customer form will open, allowing you to view and change the details.

 Odoo

×

Meetings0

Opportunities0

Sales0

Subscriptions0

More ▾

☒ Individual

☐ Company

Colleen Diaz



Azure Interior – US12345677

Contact

4557 De Silva St
Fremont California (US) 94538
United States

Tax ID ?

US12345677

Job Position ?

Business Executive

Phone ?

(255)-595-8393

Mobile ?

Email ?

colleen.diaz83@example.com

Website ?

http://azure.example.com

Title ?

e.g. Mister

Language ?

English (US)

Save

Discard

To create new activities, select the Activity Type, Due Date, Summary, and Assigned Person using the third button on the Activity screen.

Activity Type ?	To-Do	Due Date ?	12/10/2023
Summary ?	e.g. Discuss proposal		Assigned to ?  Mitchell Admin
Log a note...			

Schedule

Mark as Done

Done & Schedule Next

Discard

The Dial icon will help the users to dial the number for calling.



VoIP



Enter the number...



1

2

3

4

5

6

7

8

9

*

0

#



As a result, the VOIP module manages calling quite well, facilitating user-partner communication. It's possible to organize activities, email documents, and do more than just call.