

03

Chatbots

Odoo 19 Enterprise · Live Chat

Chatbots handle initial visitor interactions automatically.

1 Create a chatbot

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A chatbot is a script of steps — each step sends a message and waits for a response. Steps can be: a greeting message, a question with multiple choice answers, a form to collect name and email, a forward to a human agent, or a create lead action. Build the script as a flowchart — different answers lead to different branches.

Simple chatbot script — Start with a simple 3-step chatbot: (1) Greeting + ask what they need (Sales / Support / Other), (2) Collect name and email, (3) Create a lead and say an agent will follow up. This captures leads 24/7 even when no agent is online.