Slack / Teams Notification Hub

Route Odoo events to Slack and Microsoft Teams channels via your own webhooks (BYOK)

User Guide · Odoo 18 / 19 Community
Category: Integrations / BYOK Connectors
Technical name: gb_slack_teams_notification_hub
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This guide documents only features implemented in the module. Menu paths, field names and button labels match the application exactly.

1. Overview

Slack / Teams Notification Hub pushes Odoo events into your chat channels. You register a channel with your own incoming webhook (Slack or Microsoft Teams), then write event rules that fire when records are created or updated.

Native Odoo notifies by email only. This BYOK hub keeps your own webhooks, formats a title and body from record fields, supports instant or digest delivery, rate limiting and quiet hours, and logs every delivery with its HTTP status.

Who it is for

- Ops, sales and support teams living in Slack or Teams.
- Administrators who want event alerts without per-message SaaS fees.
- Anyone needing channel notifications using their own webhooks.

Key capabilities at a glance

- Channels — Slack or Teams webhook with username, icon, colour, timeout, rate limit and quiet hours.
- Event rules — Model + trigger + watched fields + domain with title/body templates and fact fields.
- Delivery modes — Send immediately or batch into a periodic digest queue.
- Message log — Every delivery with state, HTTP status, error detail, retry count and retry button.
- Test buttons — Test a channel webhook and send a test from a rule before going live.
- BYOK — Uses your own incoming webhooks — no third-party relay service.

2. Installation

Install from the Odoo Apps menu with Administrator access; dependencies are pulled in automatically.

1. Open Apps from the main Odoo menu.
2. Click Update Apps List to refresh the catalogue.
3. Search for “Slack / Teams Notification”.
4. Click Install on the matching card.
5. The Notification Hub menu appears once installation finishes.

Technical name	gb_slack_teams_notification_hub
Depends on	base
Odoo versions	18.0 and 19.0
Licence	LGPL-3

3. Configuration

Configure Channels first, then Event Rules. Both are under the Notification Hub menu.

Register a channel

- Under Notification Hub ▸ Channels, create a channel and choose platform Slack or Microsoft Teams.
- Paste your incoming webhook URL; optionally set username, icon emoji, colour and timeout.
- Set max per minute rate limit and optional quiet hours (start/end).
- Click Test to send a sample message and confirm the webhook works.

Create an event rule

- Under Event Rules, pick the model and trigger (On Creation / On Update / On Creation or Update).
- For updates, choose the watched fields and an optional filter domain.
- Write a title template and body template, and pick fact fields to append.
- Choose delivery mode: Send immediately or batch into a periodic digest, and link one or more channels.

4. Step-by-Step Usage

Once a rule is active, matching events generate messages automatically.

Send a test

1. Open a rule and click Send Test to post a sample to its channels.
2. Check the channel and the Messages list for a Sent state.

Go live

1. Activate the rule; create/update events now generate notifications.
2. Instant rules deliver at once; digest rules queue items in the Digest Queue.
3. Flush the digest queue to send a batched summary to the channel.

Monitor delivery

1. Open Messages to see each delivery with platform, state (Queued/Sent/Failed) and HTTP status.
2. Failed messages show the error detail and can be Retried.
3. Use the channel's message counter to gauge volume against your rate limit.

5. Feature Reference

Each row corresponds to a real menu, model or wizard in the module.

Channels	Slack or Teams webhook with username, icon, colour, timeout, rate limit and quiet hours.
Event rules	Model + trigger + watched fields + domain with title/body templates and fact fields.
Delivery modes	Send immediately or batch into a periodic digest queue.
Message log	Every delivery with state, HTTP status, error detail, retry count and retry button.
Test buttons	Test a channel webhook and send a test from a rule before going live.
BYOK	Uses your own incoming webhooks — no third-party relay service.

6. Tips, Troubleshooting & FAQ

Q. Where do I get the webhook URL?
A. Create an incoming webhook in Slack or an incoming webhook connector in Microsoft Teams, then paste the URL into the channel.

Q. Can I avoid being flooded?
A. Yes. Set max-per-minute on the channel and use digest delivery to batch messages; quiet hours suppress out-of-hours noise.

Q. What happens if a webhook fails?

A. The message is marked Failed with the HTTP status and error; you can retry it from the Messages list.

Q. Can one rule post to several channels?
A. Yes, a rule links to one or more channels and posts to all of them.

Q. How is the message text built?
A. From the rule's title and body templates plus any fact fields you select from the record.

Q. Is any data sent to a third party?
A. Only to your own Slack/Teams webhook URLs. The module is BYOK and bundles no relay.

7. Support

We are happy to help with installation, configuration and usage questions.

Email	support@pokutsoft.com
Apps & catalogue	https://pokutsoft.com
Module	Slack / Teams Notification Hub (v18.0 / v19.0)

When contacting support, please include your Odoo version, the module version and a short description of the steps that led to the issue.