

Odoo 20 Feature Reference

The key Odoo 20 features, grouped by application, with what changed, why it matters and which teams benefit.

FEATURE	STATUS	WHAT CHANGED	BUSINESS IMPACT	RELEVANT TEAMS
 AI & Automation				
AI-assisted workflow automation	 NEW	Describe a process in plain words. An AI agent sets it up and runs it inside automated or scheduled actions.	Repeatable processes with no code and fewer manual hand-offs.	Operations, Sales, Finance
AI agents that take action	 IMPROVED	Agents can now create and update records, work from uploaded files, and ask permission before going further.	AI moves from giving advice to doing the work, within each user's access rights.	All teams
AI assistance in Accounting	 NEW	Ask about receivables, profit or cash flow, and request a review of your bank reconciliation.	Quick financial answers without building reports.	Finance
AI timesheet suggestions	 NEW	Odoo suggests work that may be missing from an employee's timesheet.	Fewer forgotten hours and more accurate billing.	Service, Operations, HR
AI support in Helpdesk	 IMPROVED	Suggests replies and points agents to similar tickets that were solved before.	Faster, more consistent answers for customers.	Service
AI-assisted campaign creation	 NEW	Draft campaigns and their content with AI support in the marketing apps.	Small teams can launch campaigns much faster.	Marketing
Generative AI for website content	 IMPROVED	Create pages, forms and menus from a simple prompt in the Website builder.	Faster website updates without design skills.	Marketing, eCommerce
AI-assisted file renaming	 NEW	Documents can rename uploaded files based on what is inside them.	Tidy, searchable files with no manual renaming.	Finance, HR, Operations
Connect external AI tools (MCP)	 NEW	Connect outside AI assistants to Odoo data through MCP, keeping existing access rights.	Use your preferred AI tools on live business data.	All teams
 CRM & Sales				
Smarter prospecting	 IMPROVED	Search a business directory of hundreds of millions of companies by industry, size and location. Now sourced from Dun & Bradstreet.	Build targeted lead lists without leaving Odoo.	Sales, Marketing

FEATURE	STATUS	WHAT CHANGED	BUSINESS IMPACT	RELEVANT TEAMS
 CRM & Sales (continued)				
Reusable quotation structures	☆ NEW	Save quotation sections as templates, and turn any quotation into a template.	Build complex quotes in minutes, the same way every time.	Sales
Margin and cost visibility	↑ IMPROVED	Edit the margin directly on an order line and the sales price updates automatically.	Protect profit while you negotiate.	Sales, Finance
Redesigned customer portal	↑ IMPROVED	A cleaner portal for quotes, orders, invoices and returns.	Better self-service and fewer 'where is my order?' calls.	Sales, Service, eCommerce
Pipeline navigation	↑ IMPROVED	Moving between stages, views and opportunities takes fewer clicks.	More time selling, less time searching.	Sales
Improved lead capture	↑ IMPROVED	Enquiries from forms, chat and email reach the pipeline with less manual entry.	Fewer lost enquiries.	Sales, Marketing
Lead and business database access	↑ IMPROVED	Enrich leads and contacts with company data from the integrated directory.	Better-qualified leads with less research.	Sales
Quotation and sales order templates	↑ IMPROVED	Templates are more flexible and easier to maintain.	Consistent offers across the whole team.	Sales
Sales order line numbering	☆ NEW	Order lines can be numbered.	Easier to discuss specific lines with customers.	Sales, Operations
Discount improvements	↑ IMPROVED	Clearer discount handling, including single-use discount codes.	More control over promotions and pricing.	Sales, eCommerce
Lines without a product	☆ NEW	Create an order line from a description, with an option to require a product.	Quote one-off items quickly.	Sales
Tax-included / excluded switch	☆ NEW	Switch tax display on quotations, purchase orders and invoices.	Show prices the way each customer expects.	Sales, Finance
 Purchase & Inventory				
Smarter min / max stock levels	☆ NEW	Reordering rules suggest levels from demand history, days of cover and order frequency.	Less overstock and fewer stock-outs.	Warehouse, Operations
Stock allocation for future demand	↑ IMPROVED	Allocate available or incoming stock to upcoming orders.	Priority customers get their stock first.	Warehouse, Sales
Logistics documents (CMR)	☆ NEW	Download a CMR consignment note, prefilled from the delivery.	Faster paperwork for international road freight.	Warehouse, Operations
Supplier comparison and analysis	↑ IMPROVED	Compare supplier prices, lead times and performance side by side.	Better buying decisions, backed by data.	Operations, Finance

FEATURE	STATUS	WHAT CHANGED	BUSINESS IMPACT	RELEVANT TEAMS
 Purchase & Inventory (continued)				
Improved replenishment	↑ IMPROVED	Replenishment works with the suggested levels and clearer forecasts.	Buy the right quantity at the right time.	Operations, Warehouse
Historical inventory visibility	↑ IMPROVED	See stock at any past date, plus a new stock ageing report.	Spot slow-moving stock and support audits.	Warehouse, Finance
Improved intercompany flows	↑ IMPROVED	One company can be resupplied from another company's warehouse, with valuation transferred.	Simpler multi-company supply chains.	Operations, Finance
Company-specific lead times	☆ NEW	Set different lead times for each company.	More accurate planning across companies.	Operations
Barcode improvements	↑ IMPROVED	Simpler scanning flows, including a single 'Produce' button.	Fewer errors on the warehouse floor.	Warehouse
Redesigned warehouse labels	↑ IMPROVED	Cleaner, easier-to-read product and package labels.	Faster picking and fewer mistakes.	Warehouse
Traceability report	☆ NEW	See upstream and downstream lots and serial numbers in one view.	Faster recalls and quality checks.	Warehouse, Manufacturing
 Manufacturing & PLM				
Continuous production	☆ NEW	The next operation can start as soon as part of the quantity is ready.	Shorter lead times and less waiting between steps.	Manufacturing
Weekly manufacturing Kanban	☆ NEW	Order cards grouped by week, showing components, work centre, deadline and time left.	See the whole week's workload at a glance.	Manufacturing Operations
Manufacturing Gantt and drag-and-drop	↑ IMPROVED	New Gantt and Kanban views for work orders, with drag-and-drop and a view per employee.	Re-plan production in seconds when priorities change.	Manufacturing
Improved work-order scheduling	↑ IMPROVED	Orders are planned as soon as possible by default. List order sets the priority.	Far less manual scheduling.	Manufacturing
BoM comparison	☆ NEW	Compare two bills of materials side by side.	Spot differences between versions or variants quickly.	Manufacturing
Additional manufacturing costs	☆ NEW	Add extra costs to the BoM. Order cost shows as provisional, then actual once closed.	A truer picture of what each product costs to make.	Manufacturing Finance
Automatic backorder planning	↑ IMPROVED	Backorders are planned automatically when an order is only partly produced.	Remaining quantities are never forgotten.	Manufacturing Operations

FEATURE	STATUS	WHAT CHANGED	BUSINESS IMPACT	RELEVANT TEAMS
 Manufacturing & PLM (continued)				
HTML work instructions	☆ NEW	Rich instructions with formatting, images and links at the work centre.	Clearer guidance for operators.	Manufacturing
Improved manufacturing reporting	↑ IMPROVED	Better analysis of production performance and costs.	Better decisions on capacity and pricing.	Manufacturing Finance
Improved work-centre overview	↑ IMPROVED	A clearer view of load and status for each work centre.	Find bottlenecks early.	Manufacturing
Barcode work-centre selection	☆ NEW	Choose a work centre by scanning its barcode.	Faster, error-free shop-floor logging.	Manufacturing
Split ongoing orders	☆ NEW	Split a manufacturing order that is already in progress.	Ship part of an order sooner.	Manufacturing
PLM / ECO improvements	↑ IMPROVED	Smoother engineering change orders and approvals.	Controlled product changes with a clear history.	Manufacturing
 Planning, Field Service & Timesheets				
Location-aware planning and maps	☆ NEW	Field Service is planned inside Planning, with technicians and jobs shown on a map.	Send the nearest available technician.	Service, Operations
Travel time calculations	☆ NEW	Travel time between jobs is calculated automatically.	Realistic schedules and fewer late arrivals.	Service
Timesheet Assistant	☆ NEW	Turns tracked device activity into suggested timesheets. Odoo states the data stays private.	Accurate time capture with less effort.	Service, HR, Finance
Customer equipment and maintenance	☆ NEW	Technicians see the customer's equipment and maintenance information on the job.	More first-time fixes.	Service
Priority-based auto-planning	↑ IMPROVED	Auto-planning fills shifts based on priority.	Urgent jobs are covered first.	Service, Operations
Multiple resources per shift	☆ NEW	Assign several people or resources to one shift.	Plan team jobs in one place.	Service, Operations
Service ratings	☆ NEW	Customers can rate completed field service jobs.	Measure and improve service quality.	Service
WhatsApp shift communication	☆ NEW	Send shift details to staff on WhatsApp.	Fewer missed shifts and phone calls.	Operations, HR
Utilisation visibility	↑ IMPROVED	See planned and actual utilisation across teams.	Balance workloads and spot spare capacity.	Operations, Finance
Field material billing	↑ IMPROVED	Materials used on site flow through to the invoice.	Nothing used on the job goes unbilled.	Service, Finance

FEATURE	STATUS	WHAT CHANGED	BUSINESS IMPACT	RELEVANT TEAMS
 Planning, Field Service & Timesheets (continued)				
Offline working	☆ NEW	View, edit and create records without a connection. Changes sync later.	Keep working on sites with poor signal.	Service
 Accounting & Finance				
Automated invoice reminders	↑ IMPROVED	Reminders for overdue invoices can be sent automatically.	Get paid faster with less chasing.	Finance
Bulk invoice PDF / XML download	☆ NEW	Download many invoices at once as PDF or XML files.	Quicker audits, archiving and sharing with accountants.	Finance
Reconciliation improvements	↑ IMPROVED	Smarter matching, stricter bank consistency checks and new reconciliation reports.	Faster month-end and fewer errors.	Finance
Employee expense workflow	↑ IMPROVED	Simpler submission, approval and repayment of employee expenses.	Less admin for staff and finance.	Finance, HR
Inventory valuation closing	☆ NEW	A guided period-end close for stock valuation.	Cleaner stock figures in your accounts.	Finance, Warehouse
Payment initiation	↑ IMPROVED	Start supplier payments from Odoo, where your bank supports it.	Fewer manual bank uploads.	Finance
Bill line prediction	↑ IMPROVED	Odoo suggests accounts and products on vendor bill lines.	Faster, more consistent bill entry.	Finance
Duplicate detection	↑ IMPROVED	Stronger detection of duplicate bills and invoices.	Avoid paying the same bill twice.	Finance
Parent accounts	☆ NEW	Account groups are replaced by parent accounts in the chart of accounts.	A clearer reporting structure. Review before upgrading.	Finance
 Helpdesk, Documents & Communication				
Similar ticket detection	☆ NEW	Highlights tickets that look like the one you are working on.	Spot recurring issues and avoid duplicate work.	Service
Odoo Phone integration	↑ IMPROVED	Calls are logged automatically, with call status, routing and history on the record.	Every call is saved against the right customer.	Sales, Service
Call transcripts and summaries	☆ NEW	Calls can be transcribed and summarised.	No more frantic note-taking during calls.	Sales, Service
Messenger and Instagram in Live Chat	☆ NEW	Facebook Messenger and Instagram direct messages arrive in Live Chat.	Answer social messages from one inbox.	Marketing, Service, Sales
Document access groups	☆ NEW	Control who can see documents by user group.	Sensitive files stay with the right people.	HR, Finance, Operations

FEATURE	STATUS	WHAT CHANGED	BUSINESS IMPACT	RELEVANT TEAMS
 Helpdesk, Documents & Communication (continued)				
Multiple document requests	☆ NEW	Request several documents from someone in one go.	Faster onboarding, audits and approvals.	HR, Finance
Employee document organisation	↑ IMPROVED	Employee documents are better organised for each person.	Find HR files quickly.	HR
Call routing	↑ IMPROVED	Incoming calls can be routed to the right person or team.	Callers reach the right person first time.	Sales, Service
Communication history	↑ IMPROVED	A clearer timeline of calls, chats and emails on each record.	Full context before every conversation.	Sales, Service
 Website & eCommerce				
AI-assisted product editing	☆ NEW	AI edits product names, prices and descriptions, and generates product images.	Launch and update products much faster.	eCommerce, Marketing
Customer return management	☆ NEW	Customers can request returns from the customer portal.	A smoother returns process with fewer emails.	eCommerce, Service, Warehouse
Stock-based publishing	☆ NEW	Products publish or unpublish automatically based on stock.	Stop selling items you cannot ship.	eCommerce, Warehouse
B2B / B2C tax display by pricelist	☆ NEW	Show prices with or without tax depending on the customer's pricelist.	Serve trade and consumer buyers from one site.	eCommerce, Sales, Finance
Numerical product filters	☆ NEW	Range filters for number-based attributes such as size or weight.	Customers find the right product faster.	eCommerce
Better site search	↑ IMPROVED	More relevant search results across the website.	Visitors find what they need and stay longer.	eCommerce, Marketing
Improved product images	↑ IMPROVED	Better handling and display of product images.	More appealing product pages.	eCommerce
Product grid improvements	↑ IMPROVED	More flexible shop grid layouts.	Easier browsing for customers.	eCommerce
SEO improvements	↑ IMPROVED	Better controls for search engine optimisation.	More visitors from search.	Marketing
Responsive image sizing	↑ IMPROVED	Images are sized automatically for each device.	Faster pages, especially on mobile.	Marketing, eCommerce
 Marketing				
Drag-and-drop workflow builder	☆ NEW	Build Marketing Automation workflows visually with drag-and-drop.	Marketers build journeys without technical help.	Marketing
Additional automation triggers	☆ NEW	Start workflows from events, dates, webhooks or on demand.	Automate more of the customer journey.	Marketing, Sales

FEATURE	STATUS	WHAT CHANGED	BUSINESS IMPACT	RELEVANT TEAMS
 Marketing (continued)				
Reusable mailing templates	↑ IMPROVED	Save email designs and reuse them across campaigns.	On-brand emails in less time.	Marketing
WhatsApp interactive templates	☆ NEW	WhatsApp messages can include interactive buttons.	Easier for customers to reply and act.	Marketing, Sales, Service
Redesigned blog layouts	↑ IMPROVED	New, cleaner layouts for blog pages and articles.	Content that is easier and nicer to read.	Marketing
Recommended blog posts	☆ NEW	Related posts are suggested under each article.	Readers stay longer and read more.	Marketing
Follower notifications	☆ NEW	Blog followers are notified about new posts.	Bring readers back automatically.	Marketing
WhatsApp abandoned-cart follow-up	☆ NEW	Remind shoppers about abandoned carts on WhatsApp.	Recover sales that would otherwise be lost.	eCommerce, Marketing
Scheduled text messages	☆ NEW	Schedule SMS messages to send later.	Reach people at the right moment.	Marketing
 HR, Expenses & Attendances				
Variable working schedules	↑ IMPROVED	Support for working patterns that change from week to week.	Accurate time off and pay for flexible staff.	HR
Simplified HR signing	↑ IMPROVED	Employees sign HR documents in fewer steps.	Faster contracts and onboarding.	HR
Expense limits by job role	☆ NEW	Set expense limits for each job position.	Expense policy is applied automatically.	HR, Finance
Overtime rules and analysis	☆ NEW	Define overtime rules and analyse overtime trends.	Control costs and stay compliant.	HR, Finance
Multi-expense reports	↑ IMPROVED	Submit several expenses in one report.	Less admin for employees.	HR, Finance
Biometric attendance integrations	☆ NEW	Connect biometric attendance devices.	Reliable clock-in data.	HR, Operations
Check-in photos	☆ NEW	An optional photo is taken at check-in.	Confirms who checked in.	HR
Single check-in mode	☆ NEW	A simple kiosk mode with one check-in action.	Quick, easy attendance for shared devices.	HR, Operations
 POS, Events & Other				
Simplified POS inventory	↑ IMPROVED	Simpler stock handling for shops that do not need full inventory.	Track stock without warehouse complexity.	Operations, Sales
Product suspension	☆ NEW	Temporarily stop a product being sold at the till.	React instantly when an item runs out.	Sales, Operations

FEATURE	STATUS	WHAT CHANGED	BUSINESS IMPACT	RELEVANT TEAMS
 POS, Events & Other (continued)				
WhatsApp / SMS digital receipts	↑ IMPROVED	Send receipts by WhatsApp or SMS.	Less paper and a direct way to stay in touch.	Sales, Marketing
Simplified receipts	↑ IMPROVED	Cleaner, shorter printed receipts.	Faster checkout and less paper.	Sales
Event ticket improvements	↑ IMPROVED	Improved ticketing for events.	Smoother registration and check-in.	Marketing
Industry-specific solutions	↑ IMPROVED	13 new industry packages, plus a rework of a dozen existing ones.	Faster set-up for sector-specific businesses.	All teams