MCP SERVER | NO CODE | CLOUD HOSTED

Odoo Helpdesk MCP

Manage your entire support workflow in one conversation.

Odoo Helpdesk manages your entire support operation through natural conversation. Use this MCP to create new tickets, search existing issues, update assignments, and review service level agreements without ever leaving your AI agent. It connects the core functions of Odoo ERP—from sales orders to contact records—directly into your workflow.

A+ Quality Score 100/100

ticket-management | sla-tracking | customer-service | issue-resolution | support-automation | team-collaboration

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vinkius.com/mcp/odoo-helpdesk

SCAN TO VIEW

The connectivity layer between AI and the world's software.

Vinkius sits between AI and every application. All communication passes through Vinkius Cloud via the Model Context Protocol (MCP) — with governance, observability, and security at every layer.

Your AI Connections Run Through Vinkius Cloud

The world's largest managed MCP catalog

Vinkius is the connectivity layer where AI connects to the software your business already runs. We handle the hosting, the security, the credentials, the uptime — you get agents that actually do things.

We operate the world's largest managed MCP catalog. Major SaaS platforms, CRMs, databases, and cloud providers — running, monitored, production-ready. This MCP server is hosted and maintained by the Vinkius Cloud for AI Agents.

> *The agent doesn't manage credentials, doesn't manage uptime, doesn't manage security. Vinkius does.*
>
> — Architecture principle

Four Pillars of the Vinkius Runtime

01 — Security by design

Credentials stay encrypted at rest via AES-256. The AI agent never touches raw keys — they're injected into a sandboxed V8 isolate at runtime. Actions are logged, and connections have an emergency kill switch.

02 — Built on MCP Fusion

This MCP server was built with **MCP Fusion**, the open-source framework (Apache 2.0) that powers the entire Vinkius catalog. Schema-as-firewall strips undeclared fields, compiled PII redaction runs at zero overhead, and cryptographic lockfiles produce git-diffable audit trails.

03 — Deterministic observability

Eight immutable metrics per endpoint: request volume, p95 latency, error rate, active connections, cost attribution. A live payload feed logs every tool call with mutation detection.

04 — Autonomous operations

Servers are deployed, monitored, and patched autonomously. New capabilities and security patches ship weekly. Zero-downtime deployments ensure continuous availability across all managed MCP servers.

AES-256	Ed25519	24h TTL	V8 Isolate
Encryption at rest	PKI vault signatures	Ephemeral session keys	Sandboxed execution

One Token. Instant Access.

Every MCP server on Vinkius is accessed through a **Connection Token**. Tokens are generated in the cloud dashboard and produce a unique MCP endpoint URL. Paste this URL into any MCP-compatible client — no SDK required.

A single token can serve **multiple AI clients simultaneously**, or you can issue separate tokens per client for granular access control. Each token tracks its own request count, last activity timestamp, and can be individually enabled or revoked.

MCP ENDPOINT

```
https://edge.vinkius.com/{token}/mcp
```

Claude · Cursor · VS Code · Windsurf · Grok · Gemini

Security Is the Architecture

Security in Vinkius is not a feature — it's the foundation of the runtime. The gateway enforces multiple independent protection layers between AI agents and third-party APIs.

01 — Ed25519 PKI Vault

Every workspace has an Ed25519 Master Key. Session keys are generated ephemerally (24h TTL) and signed by the Master Key. Credentials never leave the vault boundary.

02 — V8 Isolate Sandboxing

Tool code runs inside isolated-vm V8 isolates with 64 MB memory caps and per-request timeouts. No filesystem access, no network access except through the SSRF-guarded fetch bridge.

03 — SSRF Guard

All outbound HTTP requests are DNS-resolved and validated before execution. Private IP ranges (10.x, 172.16-31.x, 192.168.x, AWS metadata 169.254.x) are blocked at the network layer.

04 — DLP & PII Redaction

A ResponseGuard pipeline intercepts every tool response. Configurable redaction patterns strip sensitive fields (emails, SSNs, card numbers) before data reaches the AI agent.

05 — Cryptographic Audit Trail

Every request is signed into a SHA-256 hash chain with Ed25519 signatures. Events form a tamper-proof, SIEM-exportable forensic record.

06 — Honeytoken Trap System

Phantom credentials are injected into isolated environments. If a honeytoken is used outside Vinkius infrastructure, the server is quarantined instantly.

Emergency Kill Switch

EU AI Act Art. 14(1) Compliant

The kill switch is an **emergency halt** mechanism — not a simple toggle. When triggered, it executes three actions atomically:

01 — Server deactivated

The MCP server is immediately taken offline across the entire cluster.

02 — All tokens revoked

Every connection token is invalidated. Total lockout — reconnection blocked until new tokens are issued.

03 — WebSocket connections killed

Active connections terminated via Redis pubsub broadcast. Propagates to every runtime node in the cluster.

Full Visibility. Zero Guesswork.

The Vinkius cloud dashboard includes a full MCP Governance suite — real-time analytics and security controls for production AI operations.

Control Plane

KPI dashboard with request volume, latency, success rate, token consumption, and AI-generated operational briefings.

Agent Activity

Which AI clients are connecting, how often, and what they're doing — real-time session tracking.

FinOps

Cost tracking per tool, payload compression savings, budget optimization signals, and consumption trends.

Tool Health

Slowest and most error-prone tools, with actionable root-cause insights and performance baselines.

Firewall & DLP

PII redaction activity, sensitive data protection counters, and security event timeline.

Incident Log

Error trends, failure rates, status-code breakdowns, and forensic audit trail access.

> Get started at **cloud.vinkius.com** — connect your AI agent in under 60 seconds.

Odoo Helpdesk MCP

7 tools available
Cloud-hosted on Vinkius

Need to manage customer support, but hate jumping between dashboards? This MCP connects your AI client directly to the full power of Odoo ERP. Instead of logging into a separate helpdesk module and clicking through menus, you just talk to your agent. Your agent can find specific contacts, list open sales orders, or pull up the entire backlog of tickets in seconds.

It lets you handle everything from initial lead tracking to final ticket resolution, all within one conversation. For full catalog access, connect through Vinkius. You'll manage support requests, check team structures, and even track service level agreements—all without ever switching tabs or opening a new browser window.

Core Capabilities

01 — Log New Support Requests

Create fully detailed helpdesk tickets by specifying the subject, customer email, target team, and urgency level.

02 — Review Service Commitments

List existing service level agreements to check response time targets for specific support teams or ticket stages.

03 — Manage Ticket Backlog

Get a comprehensive list of open tickets, including customer details, current stage, priority, and the agent assigned.

04 — Quickly Find Specific Issues

Search for existing support tickets using keywords or specific subjects to locate past customer issues fast.

05 — Adjust Ticket Statuses

Modify an existing ticket, such as changing the priority, reassigning it to a different agent, or updating its subject line.

One Click on Vinkius — From Prompt to Execution

Available at **vinkius.com/mcp/odoo-helpdesk** — connect your AI agent in three steps.

01 Tell your AI client what you need done. For example: 'I need to create a high-priority ticket for Acme Corp about billing.'

02 The MCP identifies the necessary action, like logging a new support request or listing open tickets, and executes it against Odoo's live data.

03 Your agent returns structured results—a list of relevant contacts, an updated ticket record, or confirmation that the task was completed.

The bottom line is you get all your CRM and support operations consolidated into one conversation with your AI client.

Built For

Anyone who spends more than five minutes a day switching between the helpdesk, CRM, and order management systems needs this. It's for people tired of context-switching—the account manager juggling leads, the ops engineer tracking overdue tickets, or the admin who has to query different modules just to answer one customer question.

Account Manager

Using this MCP, they can quickly check contact details and list open sales orders while simultaneously logging a new support ticket for an issue with the purchase.

Operations Specialist

They monitor the entire queue by listing all active tickets or running searches to find if a specific customer has already reported that exact problem.

Support Team Lead

They manage team capacity by reviewing ticket backlogs, checking service level agreement policies, and updating assignments across multiple agents.

What Changes When You Connect

01 Stop context-switching. With this MCP, you manage everything from CRM leads to open tickets without leaving your AI agent interface.

02 Maintain service quality by checking Service Level Agreements using odoo_list_sla_policies before promising a resolution date to a client.

03 Never lose track of an issue again; use odoo_search_tickets to pull up specific ticket history or customer issues based on keywords instantly.

04 Keep your support desk organized by listing all helpdesk teams with odoo_list_helpdesk_teams, ensuring assignments go to the right department.

05 Streamline follow-up actions. After an agent resolves an issue, you can use odoo_update_ticket to reassign ownership or elevate priority if needed.

Real-World Applications

The Sales Handoff

A sales rep closes a deal and knows the customer needs immediate help setting up their account. Instead of emailing support, they ask their agent to 'log a high-priority ticket for Acme Corp about setup.' The agent uses odoo_create_ticket immediately.

The Backlog Audit

A team lead needs to know which tickets have been sitting in the queue too long. They ask their agent to 'list all open tickets,' allowing them to review ticket subjects, priorities, and current kanban stages.

The Deep Dive Search

A customer calls back about a feature they discussed last month. The account manager uses odoo_search_tickets, searching by the original issue's subject line, to retrieve the exact ticket history and current status.

The Priority Change

An assigned agent discovers that a 'Medium' priority bug is actually impacting critical business operations. They use odoo_update_ticket to immediately change the ticket's priority and reassign it for faster resolution.

Patterns to Avoid

Treating tickets like simple emails

✗ AVOID

Copying a customer's complaint from an email into a new support form, forgetting to log the associated client ID or team.

✓ INSTEAD

Use odoo_create_ticket. This tool logs the issue correctly, requiring the subject, partner email, and allowing you to assign it to a specific team right away.

Forgetting ticket context

✗ AVOID

Running a report that shows 'open tickets' but doesn't tell you which department is responsible or how urgent they are.

✓ INSTEAD

Use odoo_list_tickets. This provides the critical context: customer name, team, kanban stage, priority, and who currently has ownership.

Manual Status Updates

✗ AVOID

Having to log into the helpdesk module just to change a status from 'In Progress' back to 'Pending Customer Reply.'

✓ INSTEAD

Use odoo_update_ticket. This allows you to modify the ticket's properties, including status and assignment, directly through your AI agent.

The Right Fit

Use this MCP if your core pain point is context-switching between different business modules—specifically needing access to CRM

data (leads/orders), support ticketing, and team management all at once. You need the ability to *act* on records (create, update, search) rather than just viewing reports.

Don't use this MCP if you only need a simple list of contacts or want to generate boilerplate text for an email. For pure data retrieval without action, a generic API connector might suffice. However, because this MCP enables actions like odoo_create_ticket and odoo_update_ticket, it is essential when the workflow requires changing the state of records.

Jumping between tabs to manage customer issues?

Right now, if a client calls with an issue, you probably have to copy their details into your CRM. Then, you open the helpdesk tab to create the ticket, switch over again to check their sales order history for reference, and finally log back in just to notify the correct team lead. It's constant clicking, copying, and opening new tabs.

With this MCP, all that disappears. You simply tell your agent what happened—'Create a high-priority ticket for John Doe about his recent invoice.' Your agent handles the data entry, the assignment, and the record creation in one shot.

Odoo Helpdesk: Getting control over every support interaction

You no longer have to manually check if a ticket is overdue or who it's assigned to. By calling odoo_list_tickets, you get an immediate snapshot of the entire queue, showing priority and status for all open items.

Your AI agent acts as your single pane of glass for operations. It lets you move from querying customer data via CRM tools to updating a ticket's ownership via odoo_update_ticket without ever leaving the conversation.

Odoo Helpdesk: 7 Tools

Use these tools to perform every action needed in a modern helpdesk environment, from logging initial issues to managing service level agreements.

#	TOOL	DESCRIPTION
01	`odoo_create_ticket`	Logs a new helpdesk ticket in Odoo for an issue by providing the subject, customer email, assigned team, and priority.
02	`odoo_list_sla_policies`	Retrieves configured service level agreements, detailing response time targets for teams and specific stages.
03	`odoo_list_helpdesk_teams`	Lists all available support teams in Odoo, showing their member count and whether SLA tracking is active.
04	`odoo_list_ticket_types`	Retrieves the classification labels used to categorize helpdesk tickets (like Bug or Feature Request).
05	`odoo_list_tickets`	Lists all open support tickets, providing details on the customer, team, current status, priority, and assignee.
06	`odoo_search_tickets`	Searches for existing helpdesk tickets using keywords or subjects to find specific issues or requests quickly.
07	`odoo_update_ticket`	Modifies an already existing ticket by changing its priority, reassigning it, or updating general properties.

See It in Action

Real prompts you can use once this MCP is connected to your AI agent through Vinkius Cloud.

U Search for leads from the website

CRM Leads — Website

NAME	EMAIL	STAGE	REVENUE
Acme Corp	info@acme.com	Qualification	$15,000
Beta Inc	hello@beta.io	Proposition	$8,500

U Show recent sales orders

Sales Orders

SO#	CUSTOMER	AMOUNT	STATUS
S00042	Acme Corp	$12,500	Confirmed
S00041	Beta Inc	$3,200	Draft

Frequently Asked Questions

01 **How do I create an Odoo Helpdesk ticket using the odoo_create_ticket tool?**

You must provide the subject, customer email (if known), and specify which team should handle it. You can also set a priority level from Low to Urgent.

02 **What information does odoo_list_helpdesk_teams return?**

It lists every support team in Odoo, showing the name of the team, how many members are on it, and whether or not SLA tracking is configured for that department.

03 **Can I update a ticket’s priority using odoo_update_ticket?**

Yes. You use odoo_update_ticket to change the subject line, reassign the owner, or escalate the priority level of any existing helpdesk ticket.

04 **How does odoo_list_sla_policies help my team?**

It shows your team's service level agreements. You can check the target response and resolution times that Odoo has set for different stages of a ticket, helping you manage expectations.

05 **Is odoo_search_tickets better than odoo_list_tickets?**

odoo_search_tickets is best when you know keywords or the subject line. odoo_list_tickets gives you a comprehensive view of the entire queue, sorted by date.

Go Live in 60 Seconds

Get your connection token from **cloud.vinkius.com**, then paste the endpoint URL into any MCP-compatible client.

YOUR MCP ENDPOINT

```
https://edge.vinkius.com/[TOKEN]/mcp
```

CLIENT	WHERE TO CONFIGURE
Claude AI	Profile → Customize → Connectors → "+" → Add custom connector → Paste endpoint
Cursor	Settings → Features → MCP Servers → "+ Add New MCP Server" → Type: SSE → Paste endpoint
VS Code	Ctrl/Cmd+Shift+P → "MCP: Add Server" → add `"odoo-helpdesk": { "url": "…" }`
Windsurf	MCP Settings → `mcp_settings.json` → Add endpoint URL
ChatGPT	Settings → Tools & plugins → Add MCP server → Paste endpoint
Gemini	Extensions → Add MCP Server → Paste endpoint URL

ASK AN AI ABOUT THIS

Let your preferred AI explain this MCP server

- Ask ChatGPT
- Ask Claude
- Ask Perplexity
- Ask Gemini
- Ask Grok

READY TO CONNECT

Odoo Helpdesk is live on Vinkius Cloud.

Get your connection token, paste it into your AI agent, and start building. No SDK. No deployment. Just results.

Start at cloud.vinkius.com →

vinkius.com · support@vinkius.com

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