SGC TECH AI

Google Sync Contact with Odoo

A guide to keeping your Odoo contacts in sync with Google — OAuth 2.0 setup, sync direction configuration, and how to diagnose the common mismatches that break contacts.

CONNECT

Step 1 · OAuth 2.0 Setup

Odoo connects to Google using OAuth 2.0 — the secure, token-based method that avoids storing passwords.

1. Create a Google Cloud project and enable the relevant API (Contacts/People API for contact sync).
2. Configure the OAuth consent screen and add the redirect URI from your Odoo instance.
3. Generate a Client ID and Client Secret for the app.
4. In Odoo, go to **Settings** → **Integrations** → **Google** and paste the Client ID and Secret.
5. Click **Connect your Google Account** and authorise. Odoo stores a refresh token — no password is kept.

> **Why it matters:** OAuth tokens can be revoked safely and give you fine-grained consent (e.g. read/write contacts only).

Common Setup Pitfalls

- **Wrong redirect URI** — the console expects the exact Odoo callback URL.
- **API not enabled** — the People API must be enabled in the project.
- **Expired/revoked token** — re-authorise to mint a fresh refresh token.

CONFIGURE

Step 2 · Sync Direction

Decide which way contacts flow. This is the most important configuration and the most common source of surprises.

1. **One-way (Google → Odoo):** Odoo reads contacts from your Google account. Safe read-only option — nothing in Odoo pushes back out.
2. **One-way (Odoo → Google):** Odoo pushes its contacts up to Google.
3. **Two-way sync:** both sides update each other. Powerful but requires a deterministic match key, or you will create duplicates on both sides.

> **Caution:** two-way sync needs a stable match field (email). If email matches are ambiguous, the same person can appear on both sides as separate records.

Pick a Match Key

Define which field identifies the same person in both systems — normally **email**, sometimes the full name. All records must have that key populated for reliable syncing.

TROUBLESHOOT

Step 3 · Troubleshoot Common Sync Mismatches

When contacts look wrong after sync, work through these systematically:

- **Duplicates created** — the match key (email/name) does not align. Standardise the key and enable the deduplication merge.
- **Fields missing** — e.g. phone or address did not transfer. Check that the mapping is configured for that field and it is populated on the source side.
- **Company vs. person mismatch** — a person synced as a company (or vice versa). Fix the type mapping and re-run.
- **Nothing syncs** — re-authorise the token and confirm the People API is enabled; check the Odoo server logs for OAuth errors.
- **Infinite loop** — two-way sync flipping a field back and forth. Resolve by picking one source of truth and stopping the loop.

Maintain Consistency

> **Monthly hygiene:** run the deduplication pass, review the sync log for errors, and confirm your match key has no blank values. A small, consistent dataset syncs far more reliably than a large messy one.