

Share an Alchemer Survey via Alchemer Digital Prompts

This feature requires both the [Alchemer Survey](#) and [Alchemer Digital](#) products. If you have only purchased one of these products and want to learn more about the other, [contact us today](#).

This article provides information on how to use an Alchemer Digital Prompt to direct customers to an Alchemer Survey, for the purpose of conducting more advanced research.

When using Alchemer Digital, there may be instances where you want to use Alchemer Survey's advanced research capabilities with an Alchemer Digital Prompt. Specifically, you may want to take advantage of Alchemer Survey's additional question types, quota features, or advanced reporting while using an Alchemer Prompt to drive customers to that survey.

Here are some use cases:

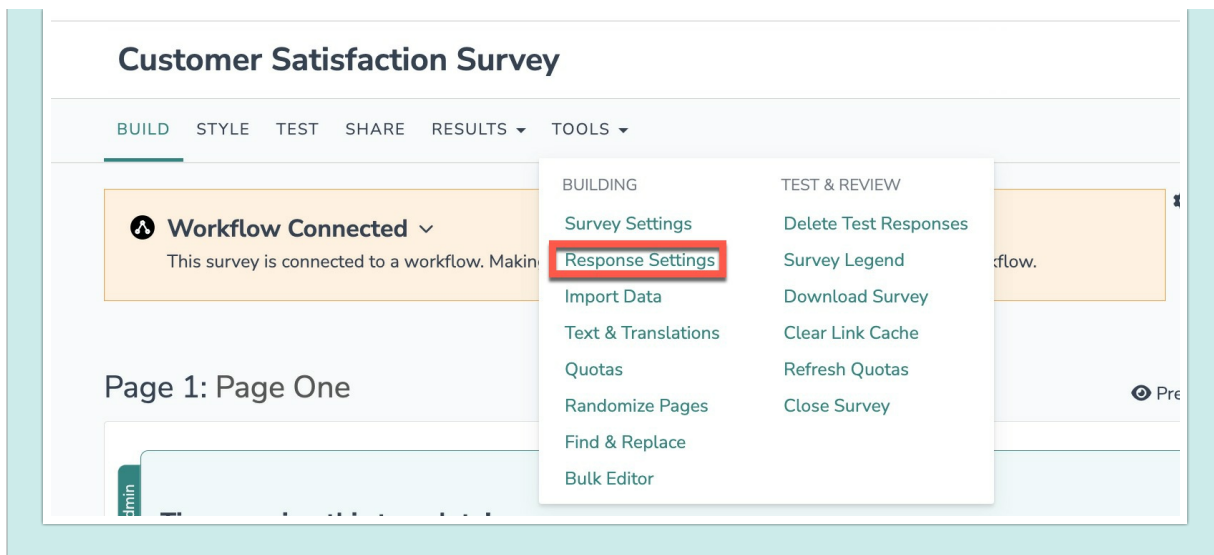
- You'd like to use a question type not offered via an Alchemer Digital Survey. For example, something like an [Image Select](#) question.
- You'd like to use advanced survey logic features offered through Alchemer Survey. For example, a logic feature like [question randomization](#).
- You'd like to use some of Alchemer Survey's [additional reporting functionality](#). For example, to set up a monthly cadence of reports or create your own Crosstab Reports.

Launch an Alchemer Survey from Alchemer Digital

1. Create a survey in [Alchemer Survey](#).

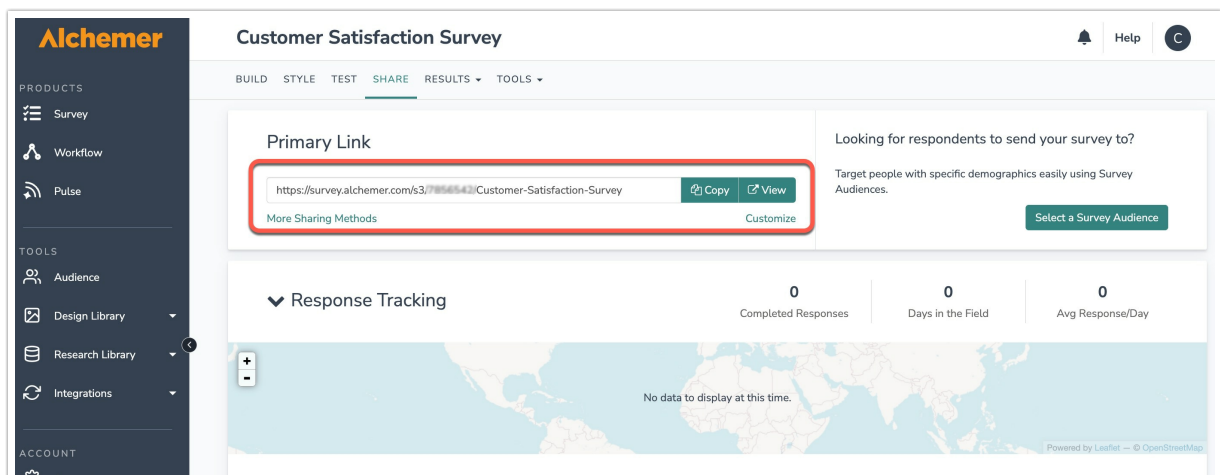
Survey Recommendations:

- Use the mobile-optimized survey theme. (This is the new default theme for all surveys)
- Enable recurring responses in the survey settings. To do so: Tools > Response Setting > Check the box for recurring responses.



You cannot use survey responses from this Alchemer Survey as part of Interaction Response Targeting in Alchemer Digital. However, you can target customers who click the button to open the survey via the Prompt.

2. After completing your survey, go to the Share Tab and copy the Share Link.



3. Navigate to Alchemer Digital and create a new Prompt.

4. In the Buttons section of the Prompt Builder, click "New Button".



5. In the dropdown list, select "Open Alchemer Survey".

Buttons

Dismiss Dismiss Prompt

New Button
 Open URL / Deep Link
 Open Survey
 Open Alchemer Survey

6. Paste the Share Link that you copied in Step 2 into the Survey Share link box.

Buttons

Dismiss Dismiss Prompt

Take the Survey Open Alchemer Survey

Contact Us"/>

Survey Share Link*

Conversation ID will automatically be passed into your survey via URL Variable. Use this information to retrieve other custom data about the respondent. [Learn how.](#)

Display Style

Survey opens in new window

New Button

Display Styles

For Alchemer Web:

- You can either choose "Survey opens in new tab" or "Survey opens in current tab"
- Default: "Survey opens in new tab"

For Alchemer Mobile:

- You can either choose "Survey opens in new window" or "Survey opens in current window"
- Default: "Survey opens in new window"
- You must be on SDK 6.8 or higher to open the Survey in the current window.

7. Click "Save and Continue" after completing your prompt.

8. Configure the Prompt's targeting.

For more information on setting up targeting for a Prompt, refer to [these documents](#).

9. Launch the Prompt when ready.

Conversation IDs will automatically be passed into your survey via a [URL Variable](#).

Pull Conversation Details from Alchemer Digital Into Your Survey.

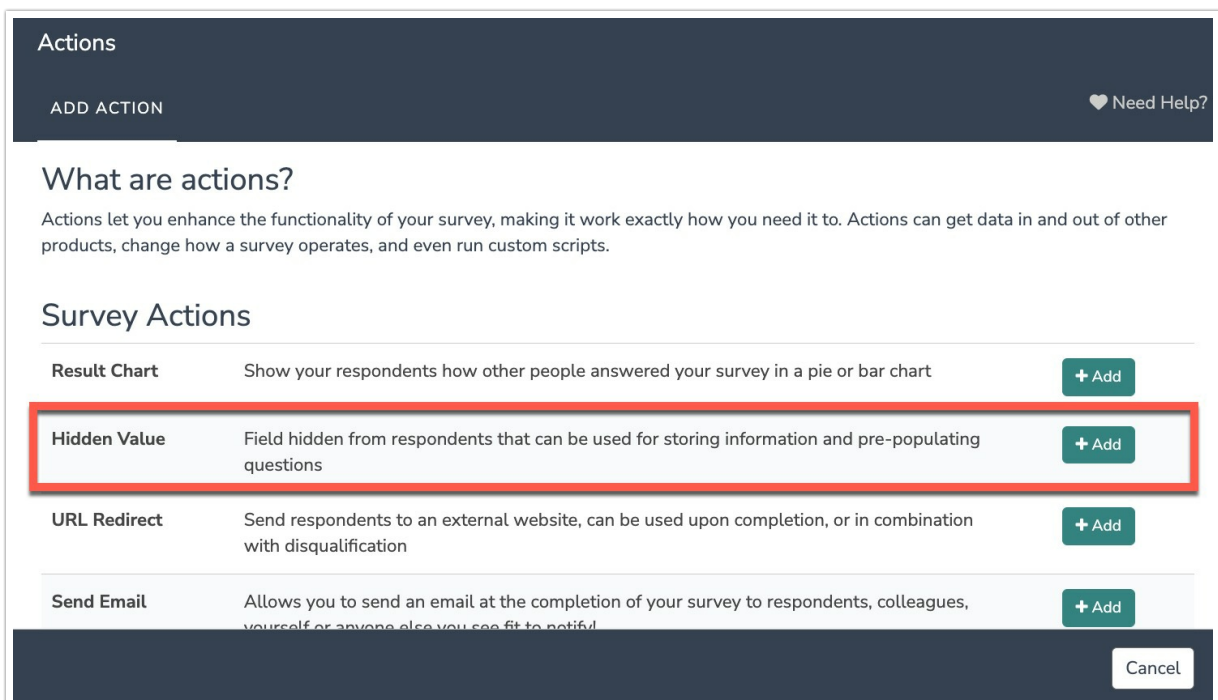
As a part of your survey, you can set up a [Hidden Value Action](#) to record the Conversation ID. The hidden value will show up as part of the response data in another column.

Once you have a field for Conversation ID, you can configure an integration action to pull conversation, person, and device details from an Alchemer Digital conversation into Alchemer Survey.

Follow these step to:

- Configure the Hidden Value action to record Conversation ID
- Configure an Alchemer Digital integration action that will pull in conversation, person, and device details from an Alchemer Digital conversation.

1. Add an action, select "Hidden Value" under the list of Survey Actions.



The screenshot shows the 'Actions' menu in Alchemer. At the top, there is a dark blue header with 'Actions' on the left, 'ADD ACTION' in the center, and a 'Need Help?' link on the right. Below the header, there is a section titled 'What are actions?' with a brief description. Underneath, there is a 'Survey Actions' section containing a list of actions. The 'Hidden Value' action is highlighted with a red border. It is described as a 'Field hidden from respondents that can be used for storing information and pre-populating questions'. Other actions include 'Result Chart', 'URL Redirect', and 'Send Email'. Each action has a '+ Add' button. At the bottom right of the menu, there is a 'Cancel' button.

Action Name	Description	Action
Result Chart	Show your respondents how other people answered your survey in a pie or bar chart	+ Add
Hidden Value	Field hidden from respondents that can be used for storing information and pre-populating questions	+ Add
URL Redirect	Send respondents to an external website, can be used upon completion, or in combination with disqualification	+ Add
Send Email	Allows you to send an email at the completion of your survey to respondents, colleagues, yourself or anyone else you see fit to notify	+ Add

2. Configure your Hidden Value Action. Give the action a name and populate with the following: `[url("conversation_ID")]`. Click "Save" when complete.

Edit Action

PRIMARY SETUP LOGIC [Need Help?](#)

Name

Populate with the following

[Select a Merge Code](#)

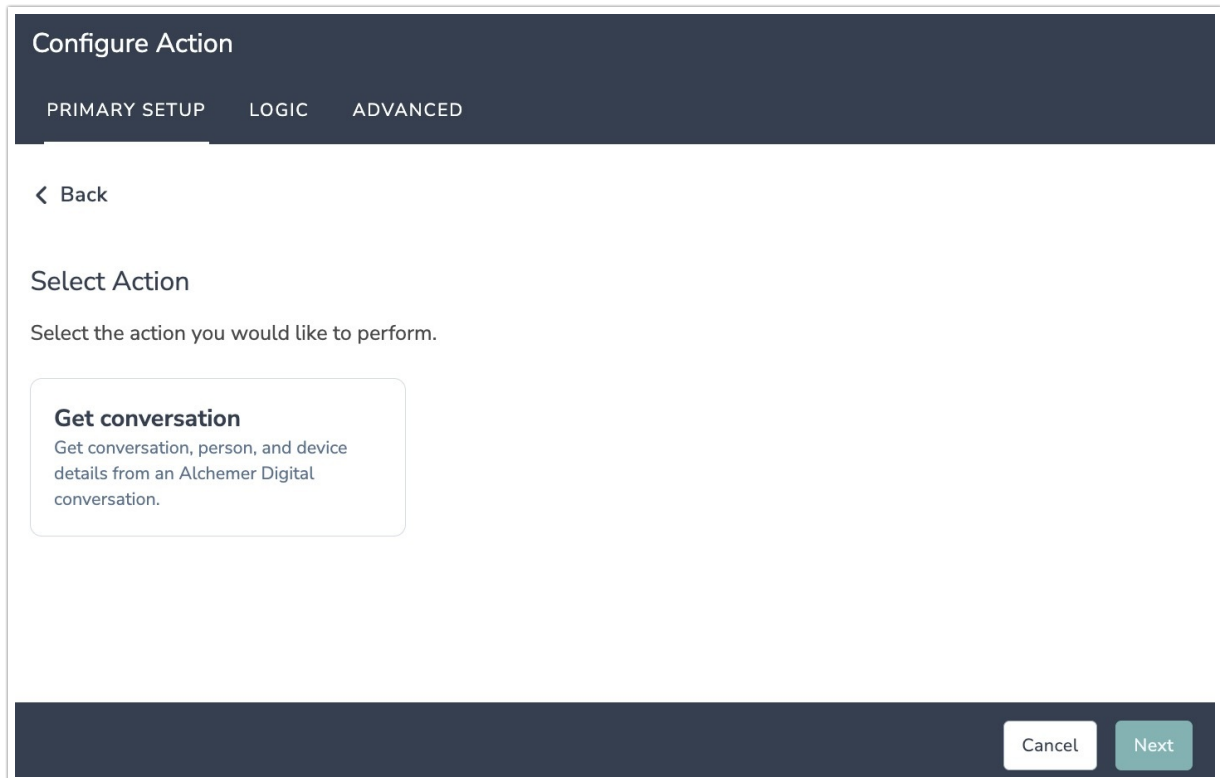
Populate with a calculated value

[Cancel](#) [Save Action](#)

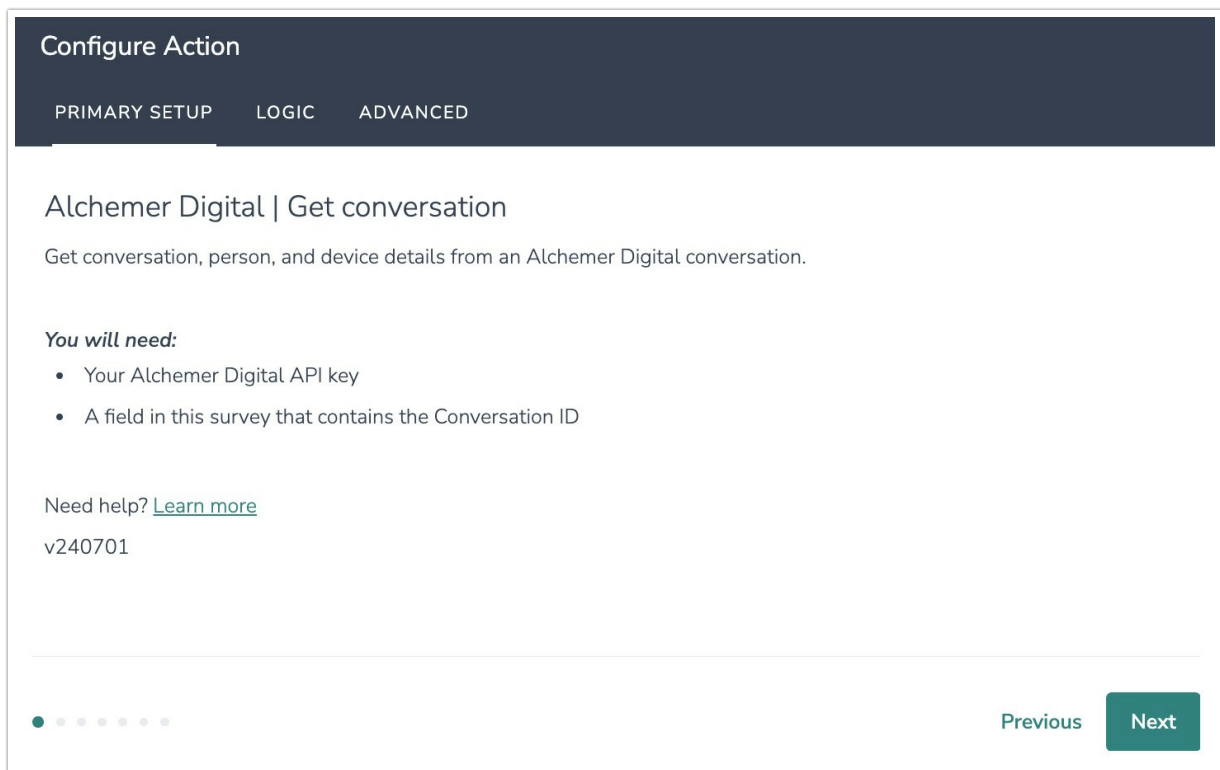
4. Add additional Hidden Value for fields that you want to bring in from Alchemer Digital. You can then map these Hidden Values to fields in Alchemer Digital and use them as [Merge Codes](#) in your survey.

5. Next add an Alchemer Digital integration action and select "Get Conversation".

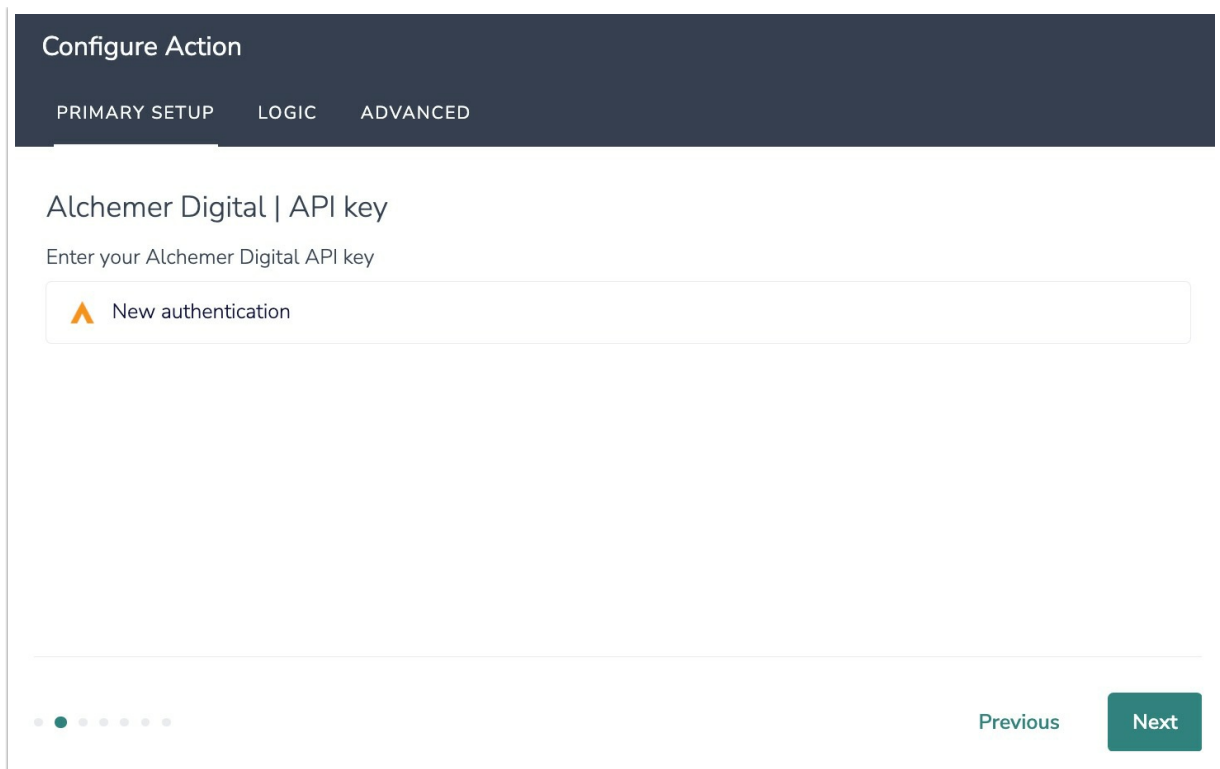
For more details on using the Alchemer Digital integration for Alchemer Survey, [refer to this documentation](#).



6. Hit "Next" on the initiator overview screen.

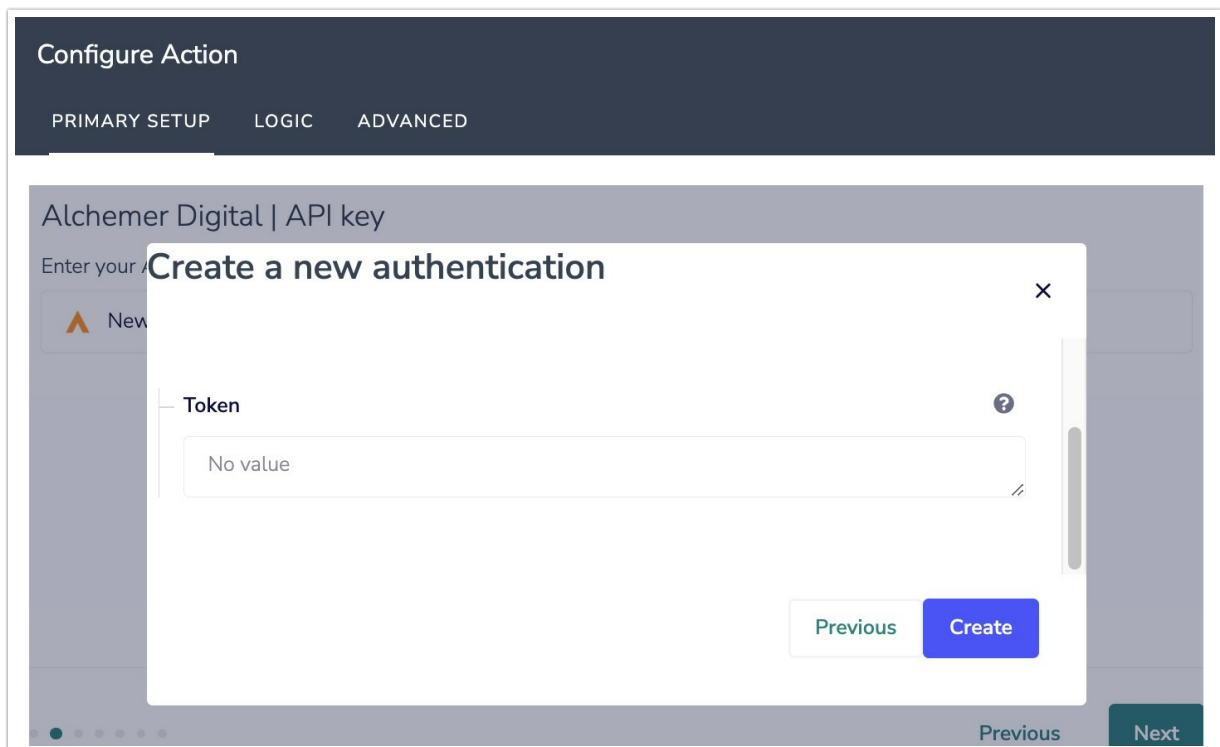


7. Click "New Authentication"



8. In the authentication window, name your authentication and provide your API token.

For more information on finding your API token, [refer to this documentation](#).



9. Select an app from the dropdown.

Configure Action

PRIMARY SETUP
LOGIC
ADVANCED

Alchemer Digital | Select app

Select your Digital app

Select app*(optional)*

DogFacts
▼

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Previous
Next

10. Select your Hidden Value Action that contains the Conversation ID and map it to the Conversation ID in Alchemer Digital.

Configure Action

PRIMARY SETUP
LOGIC
ADVANCED

Alchemer Digital | Conversation ID

Select the field in this survey that contain the Conversation ID.
Click 'Add a new mapping' below to get started.

Get this field from Alchemer Survey	To use for this Alchemer Digital field
Conversation ID (id: 83) ▼	Digital Conversation ID ▼ 🗑️
<p style="margin: 0; color: #2c3e50;">Add a new mapping</p>	

●
●

●
●

Previous
Next

11. The next screen will load the field list from Alchemer Digital.

Make sure to wait until the loading bar disappears, before hitting next.

Configure Action

PRIMARY SETUP LOGIC ADVANCED

Alchemer Digital | Getting field list

Loading the field list with custom fields. Click Next once the loading bars disappear.

Previous **Next**

12. Select the Alchemer Digital fields that you'd like to use in your survey. Then map those fields from Alchemer Digital to fields in Alchemer Survey.

Configure Action

PRIMARY SETUP LOGIC ADVANCED

Alchemer Digital | Get data back

Select the Alchemer Digital fields you want to use in your survey.

Get this field from Alchemer Digital To update this survey field

Choose an option Choose an option

- version_name
- Digital | Conversation | device_id
- Digital | Conversation | id
- Digital | Conversation | person_id
- Digital | Conversation | state
- Digital | Device | board

Previous **Next**

13. Click "Save" after completing the setup.

If you make changes on the Alchemer Digital side (example: adding or modifying custom fields), you will need to go through the setup wizard again and reconfigure the integration

action.

Configure Action

PRIMARY SETUP LOGIC ADVANCED

Alchemer Digital | Setup complete

A log of each run result can be found in the Individual Responses > Action Log.

Previous Save

14. You can now enhance your survey questions with Merge Codes that dynamically populate information from an Alchemer Digital conversation, including details about the interaction, participant, and device.

Related Articles