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".

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

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 Digital:

- 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. 2. Configure your

Hidden Value Action. Give the action a name and populate with the following:

[url("conversation_ID")]. Click "Save" when complete.

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.

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

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

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

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.

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