

# Digital integration for Alchemer Survey

To configure and use this integration, you must have access to both [Alchemer Survey](#) and [Alchemer Digital](#).

This integration allows you to:

- Pull conversation details from Alchemer Digital into a survey in Alchemer Survey.
- Personalize your survey using the conversation details from Alchemer Digital.

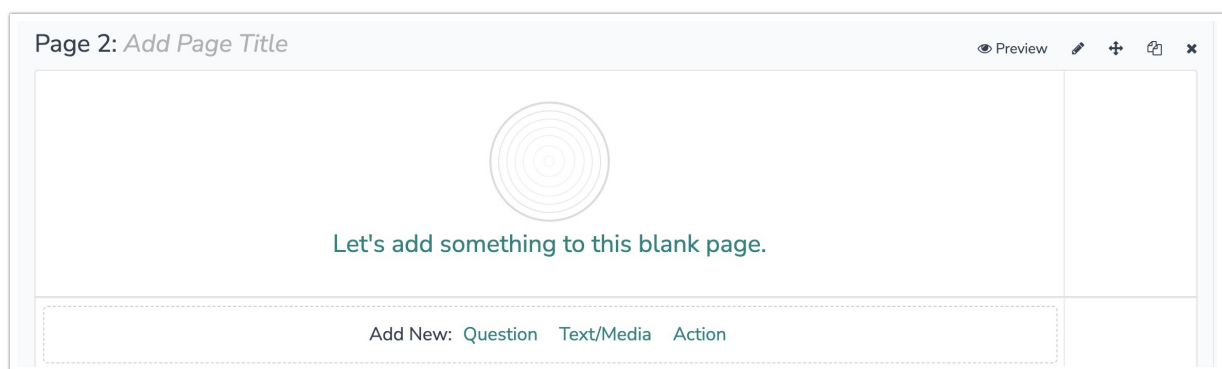
For information on sharing Alchemer Surveys from an Alchemer Digital Prompt, [refer to this documentation](#).

## Integration Setup

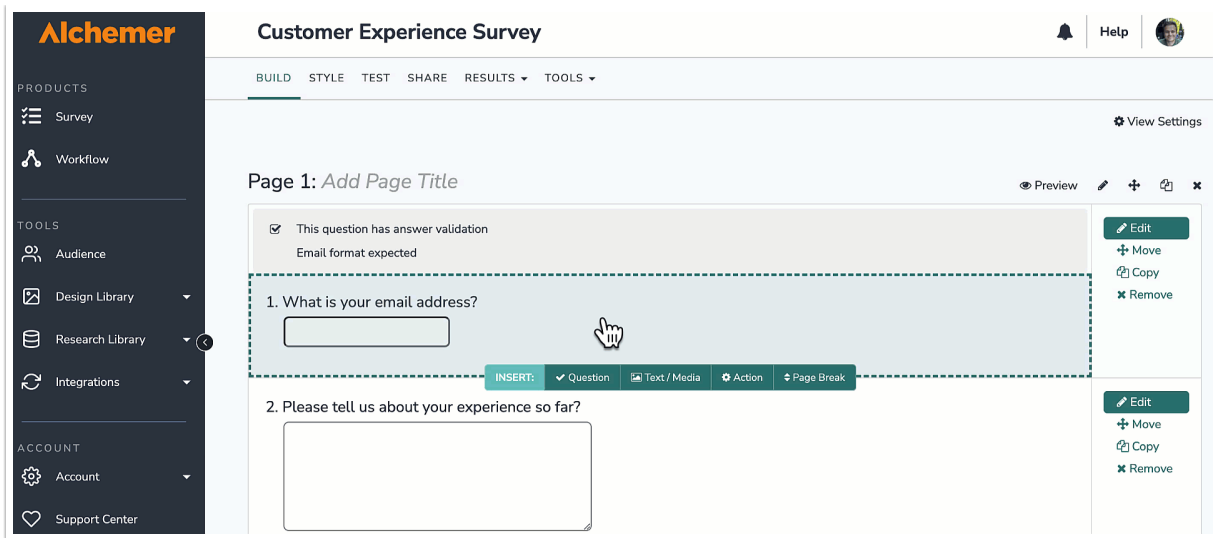
### Adding an Integration Action

1. Select an existing survey or create a new survey. Then navigate to the Survey Builder.
2. Click "Add New: Action"

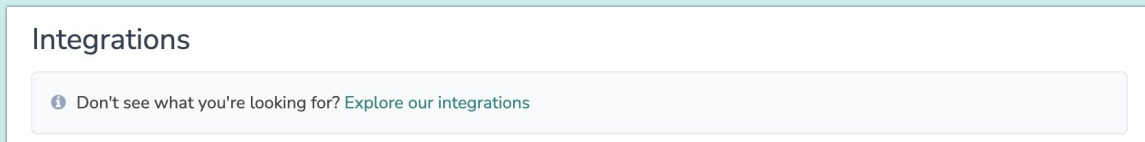
You cannot add this Integration Action to the first page of the survey.



3. In the Add Action modal, scroll down to Integrations. Then click "Add" for the Alchemer Digital integration.

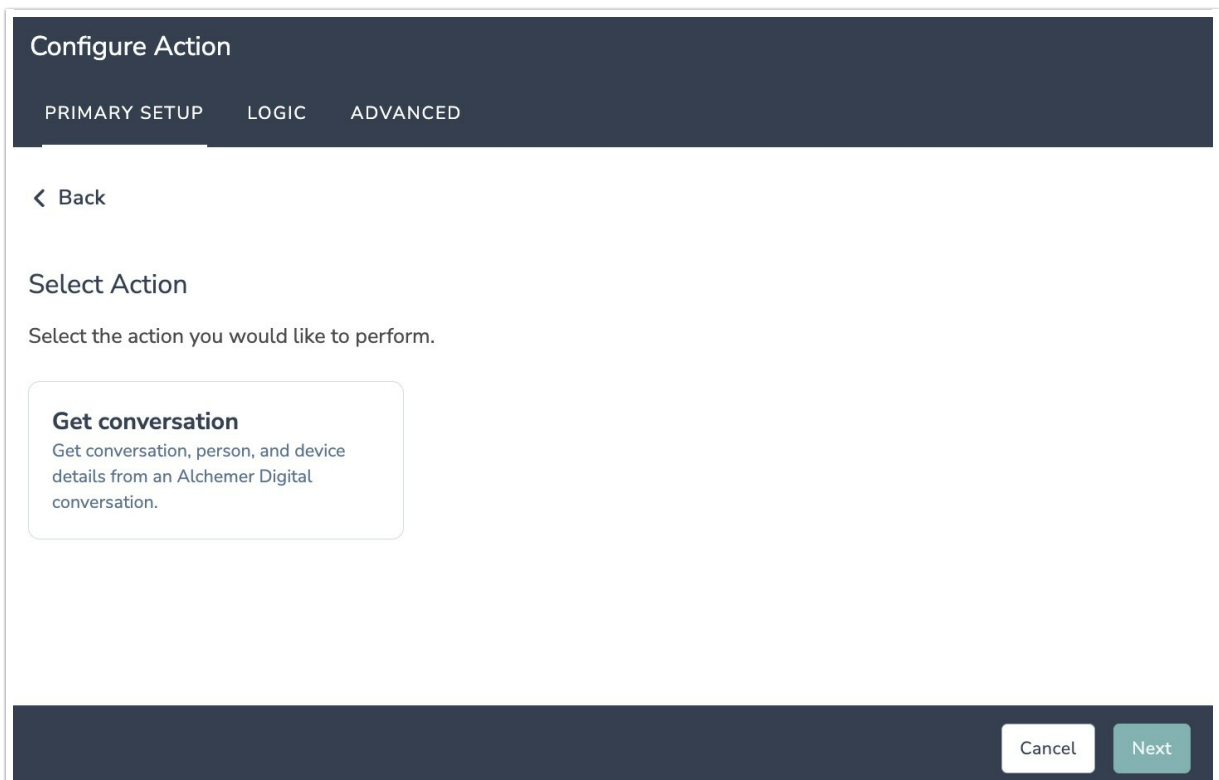


If you haven't purchased any additional integrations, you will see the below screen:



4. Select the action you would like to perform:

- **Get Conversation:** Get conversation, person, and device details from an Alchemer Digital conversation.



## Configuration: Get Conversation

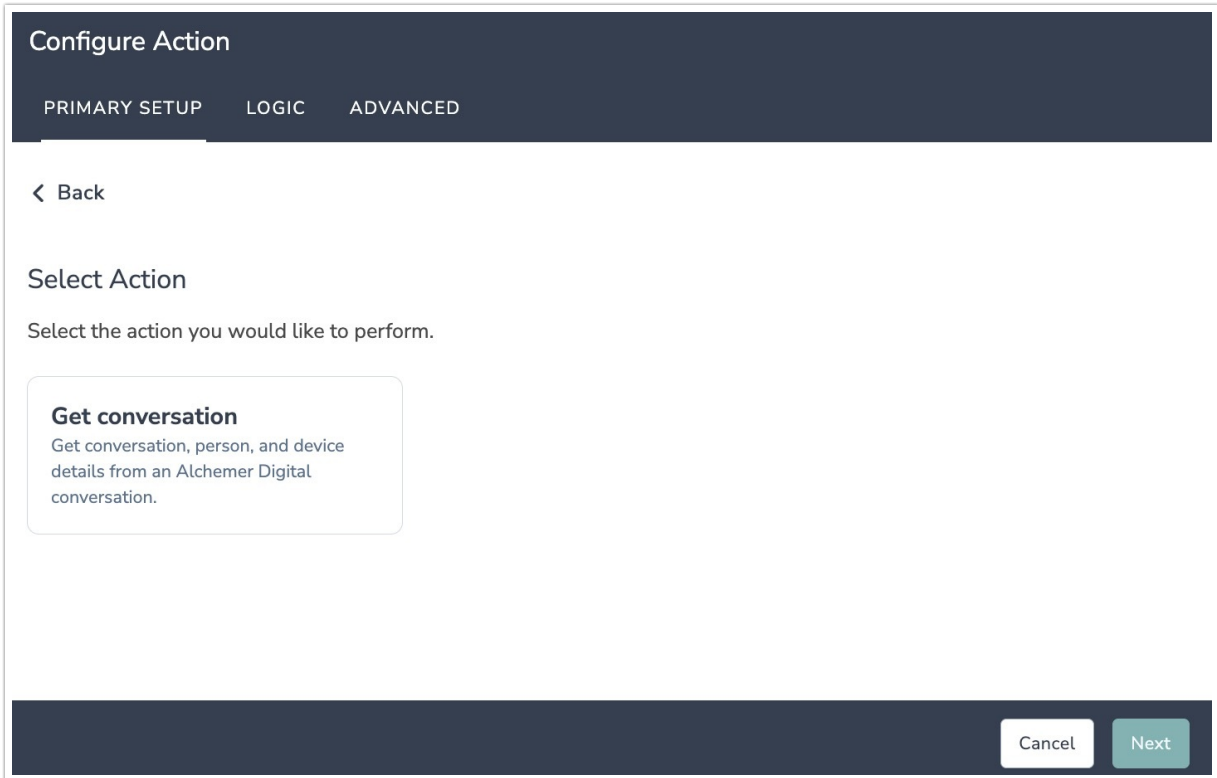
Before configuring this integration you will need:

- Your Alchemer Digital API key
- A field in this survey that contains the Conversation ID

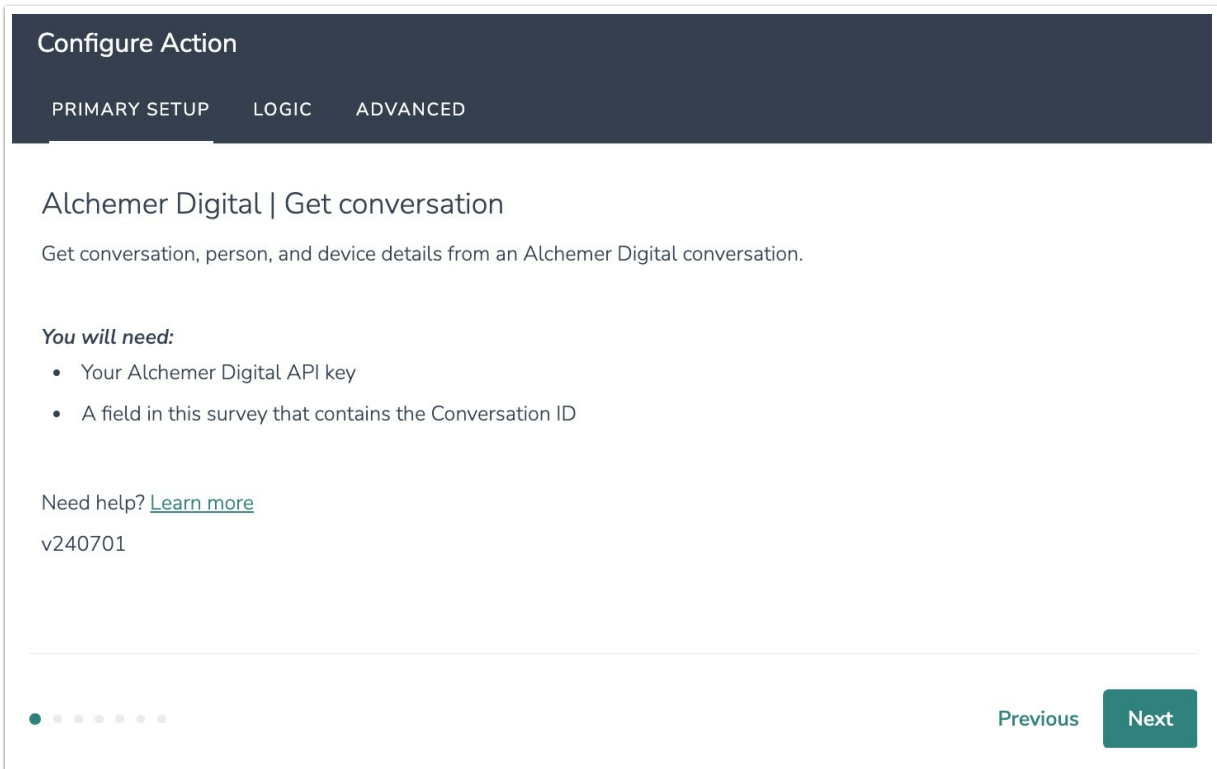
1. Using a Hidden Value action create the field that will contain the Conversation ID. See example below:

The screenshot shows the 'Edit Action' configuration interface. At the top, there are tabs for 'PRIMARY SETUP' and 'LOGIC', and a 'Need Help?' link. The 'Name' field is set to 'Conversation ID'. The 'Populate with the following' field contains the merge code '[url("conversation\_id")]'. Below this is a link 'Select a Merge Code'. The 'Populate with a calculated value' dropdown is set to '[none]'. At the bottom right, there are 'Cancel' and 'Save Action' buttons.

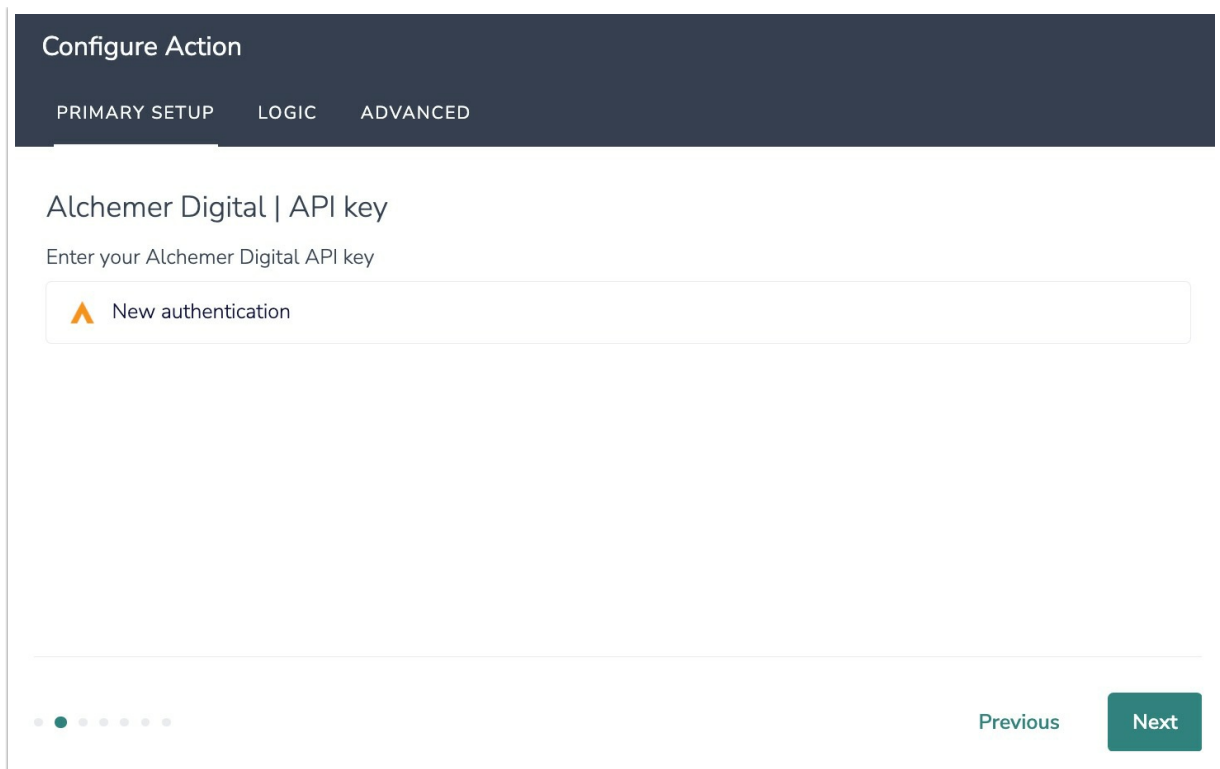
2. In Alchemer Survey, add an Alchemer Digital integration action and select "Get Conversation".



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

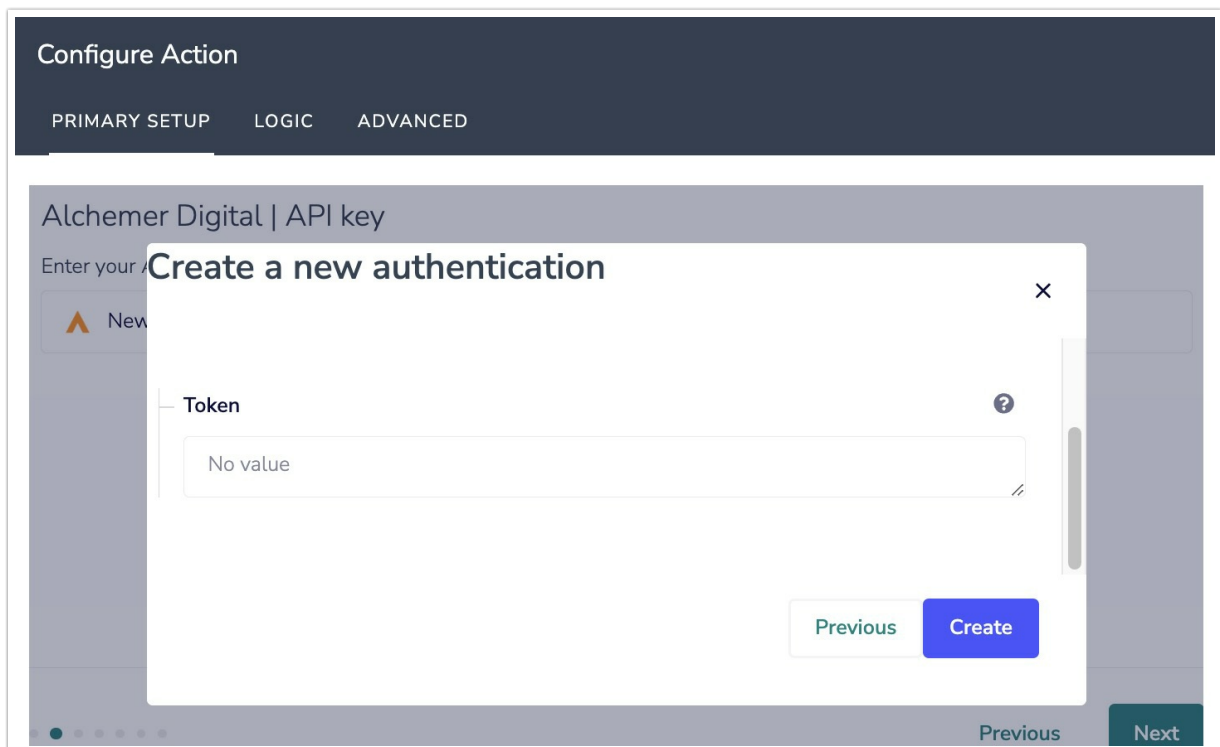


4. Click "New Authentication"



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

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



6. 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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Next

7. Select the field in the survey 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
<span>Conversation ID (id: 83)</span> <span>▼</span>	<span>Digital   Conversation ID</span> <span>▼</span> <span style="font-size: 0.8em; margin-left: 10px;">🗑️</span>
<p style="margin: 0;">Add a new mapping</p>	

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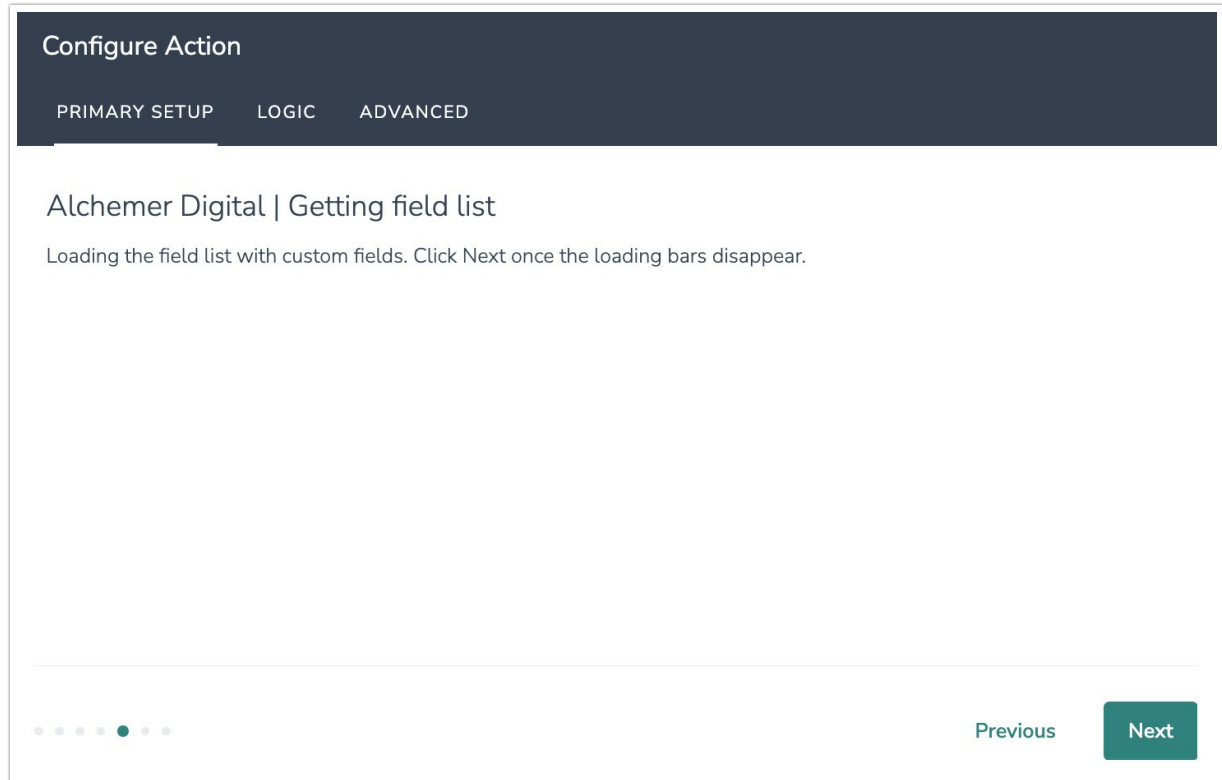
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### How to Create Fields in Alchemer

1. Add survey questions that when answered will provide the desired field.
2. Create a container using a [Hidden Value](#). These Hidden Values can then be mapped to fields in Alchemer Digital and used as [Merge Codes](#) in your survey.

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

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



9. 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 v 

- version\_name
- Digital | Conversation | device\_id
- Digital | Conversation | id
- Digital | Conversation | person\_id
- Digital | Conversation | state
- Digital | Device | board

Previous **Next**

10. 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**

# Monitoring a Integration Action

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

Select an individual response and then navigate to the Action Log. In the Action Log you can monitor if the action was successful or not.

## FAQs

▶ What permissions do I need within Alchemer to set-up and use the Alchemer Digital integration?

▶ This integration doesn't fit my use cases, or I want to provide feedback to Alchemer!

Related Articles