Bring in Survey Data from Alchemer Digital into 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.
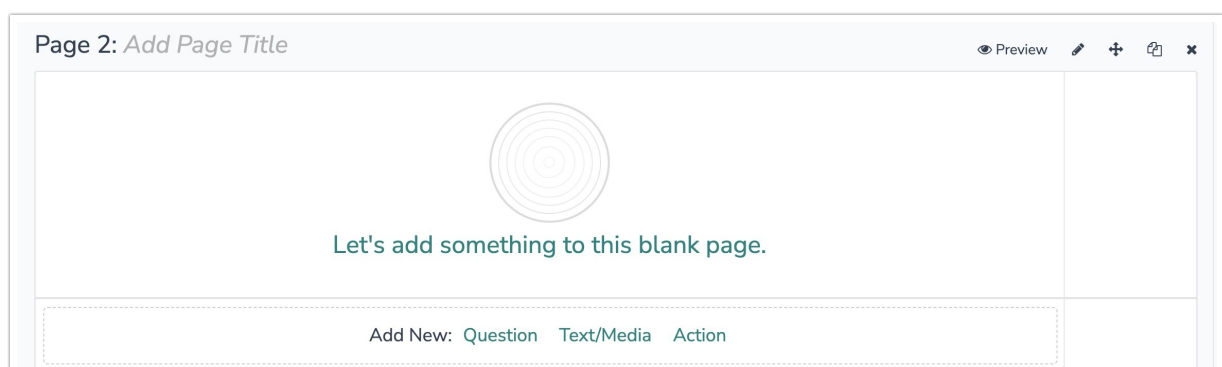- Personalize your survey using the conversation details from Alchemer Digital.

> 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.

Page 2: *Add Page Title*   👁 Preview ✏ ✛ ⧉ ✖

Let's add something to this blank page.

Add New: Question   Text/Media   Action

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:

Integrations

ⓘ Don't see what you're looking for? Explore our integrations

4. Select the action you would like to perform:

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

Configure Action

PRIMARY SETUP   LOGIC   ADVANCED

‹ Back

Select Action

Select the action you would like to perform.

Get conversation
Get conversation, person, and device details from an Alchemer Digital conversation.
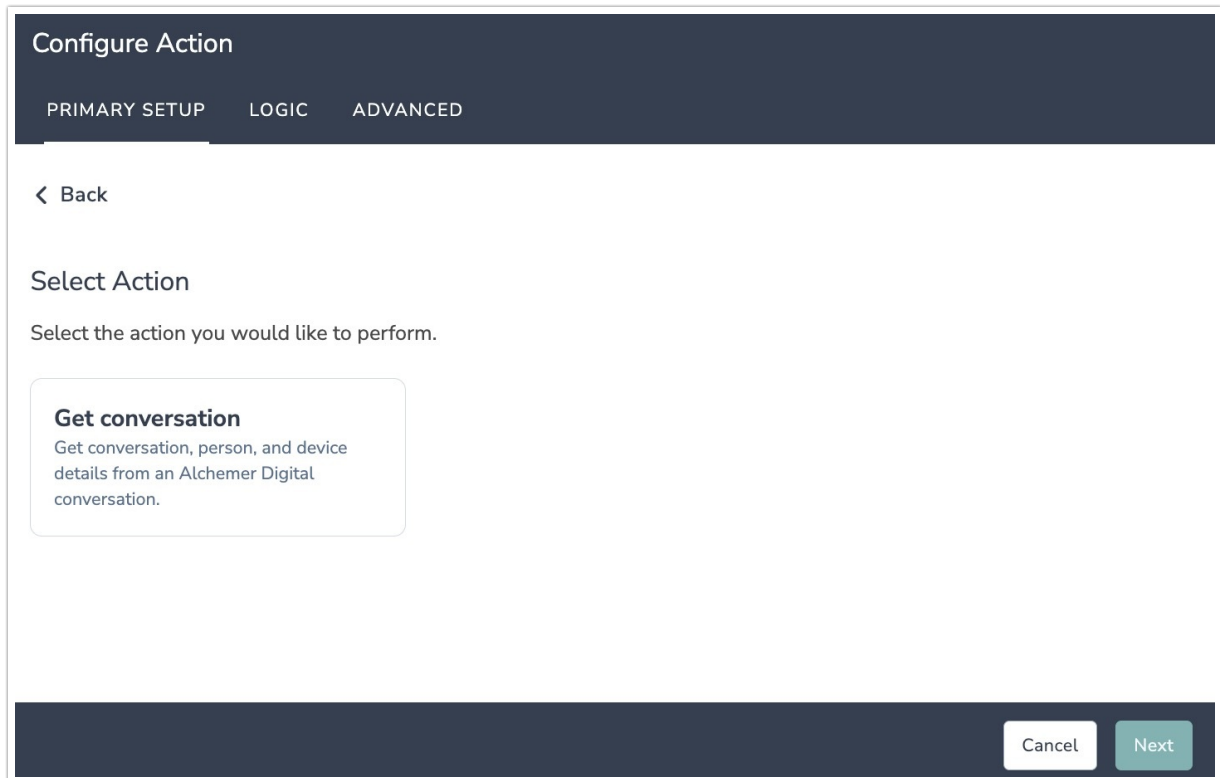
Cancel   Next

Configuration: Get Conversation

Before configuring this integration you will need:

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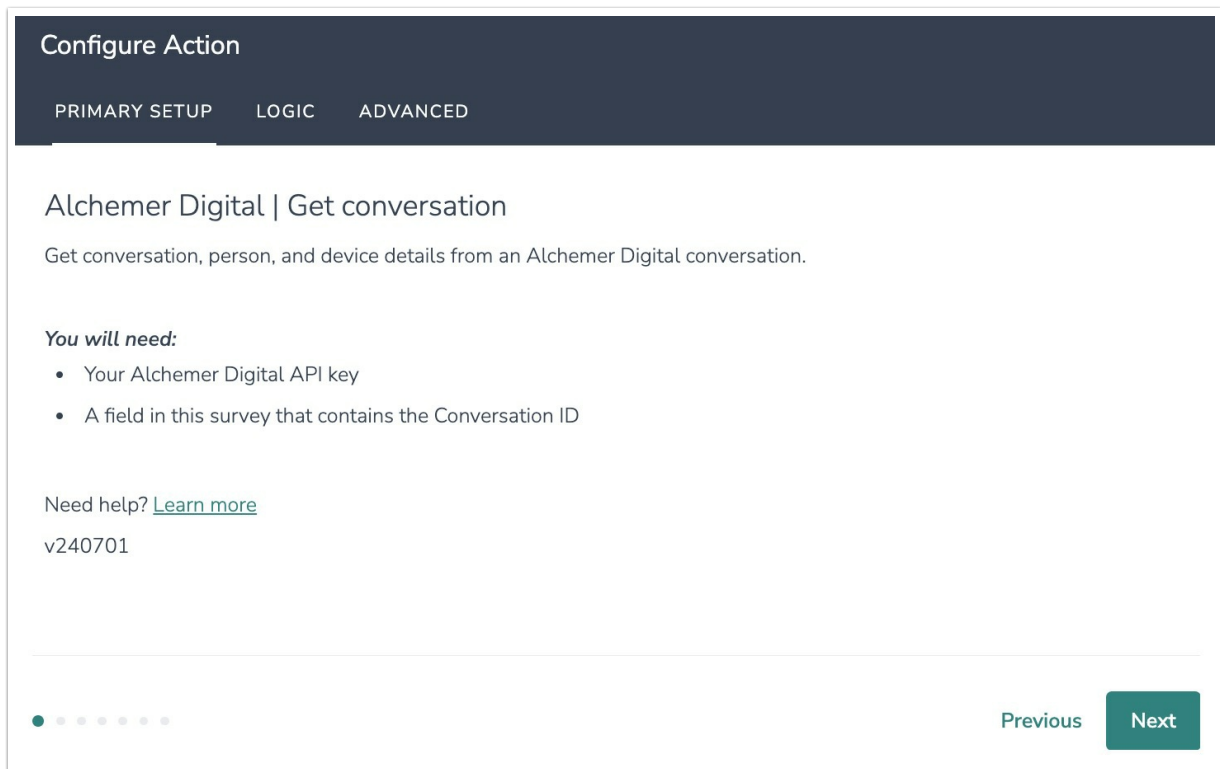- A field in this survey that contains the Conversation ID

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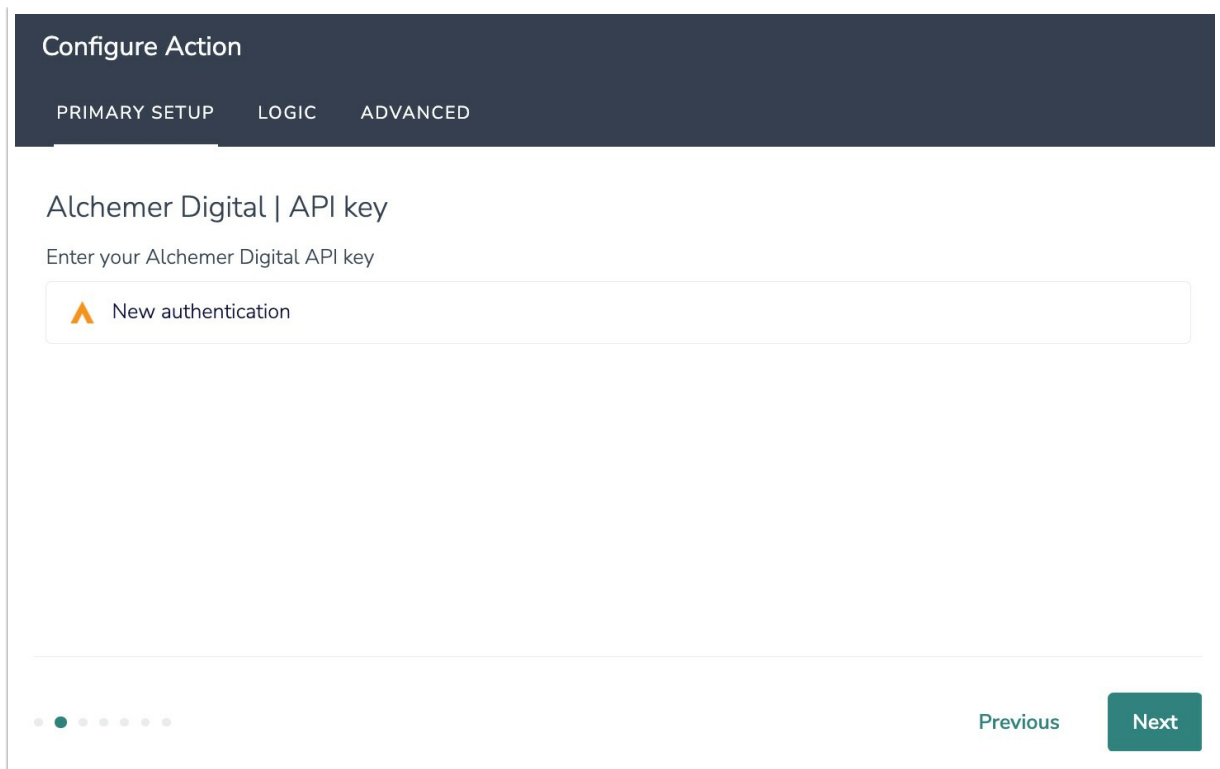

2. In Alchemer Survey, add an Alchemer Digital integration action and select "Get Conversation".
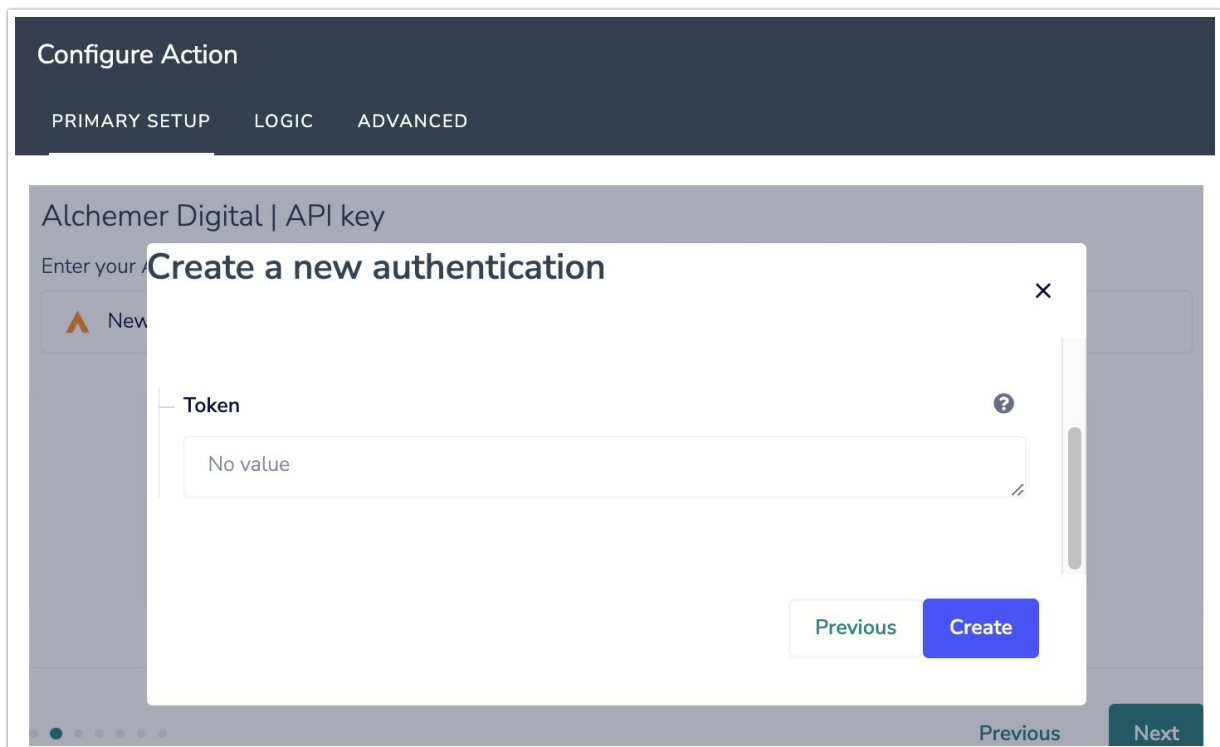
3. Hit "Next" on the initiator overview screen.

4. Click "New Authentication"

Configure Action

PRIMARY SETUP   LOGIC   ADVANCED

Alchemer Digital | API key

Enter your Alchemer Digital API key

⋀ New authentication

Previous   Next

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.

Configure Action

PRIMARY SETUP   LOGIC   ADVANCED

Alchemer Digital | API key

Enter your

⋀ New

Create a new authentication   ✕

┌─ **Token**   ❓

No value

Previous   Create

Previous   Next

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 ⌄

Previous   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

Conversation ID (id: 83) ⌄   Digital | Conversation ID ⌄ 🗑
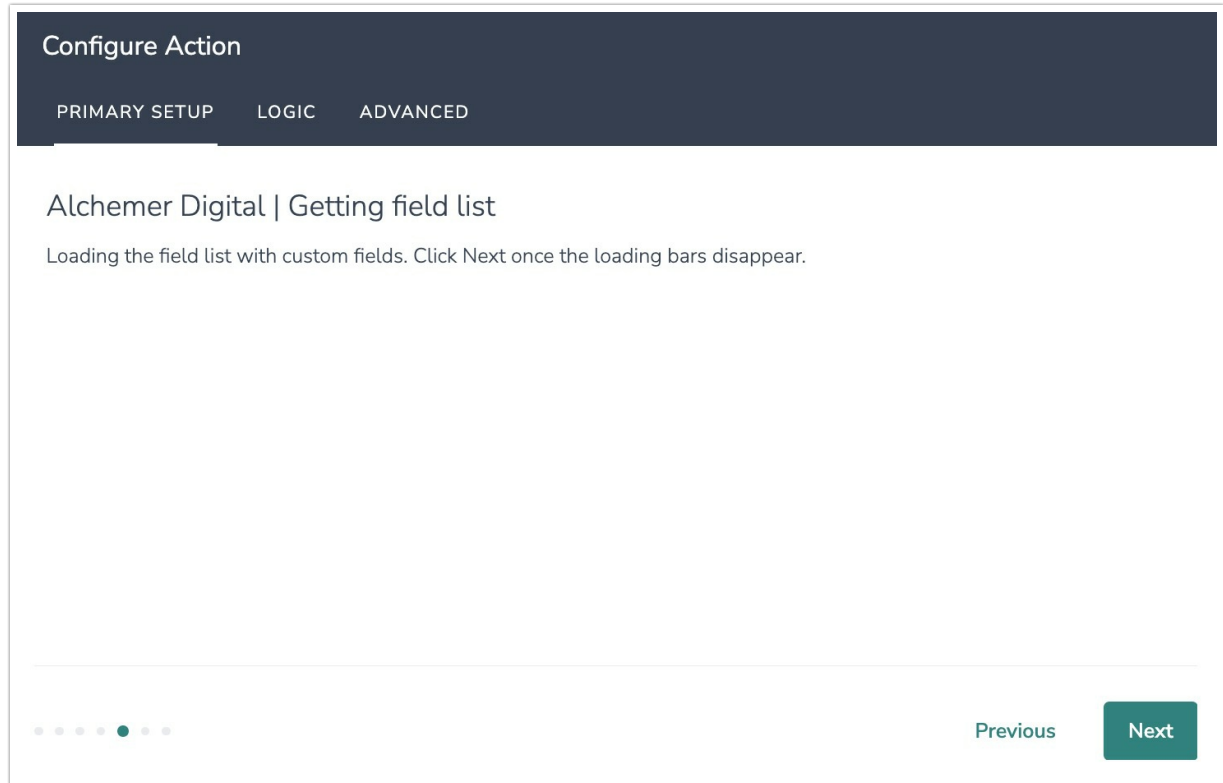
Add a new mapping

Previous   Next

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.

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

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   ∨   🗑

   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