

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:

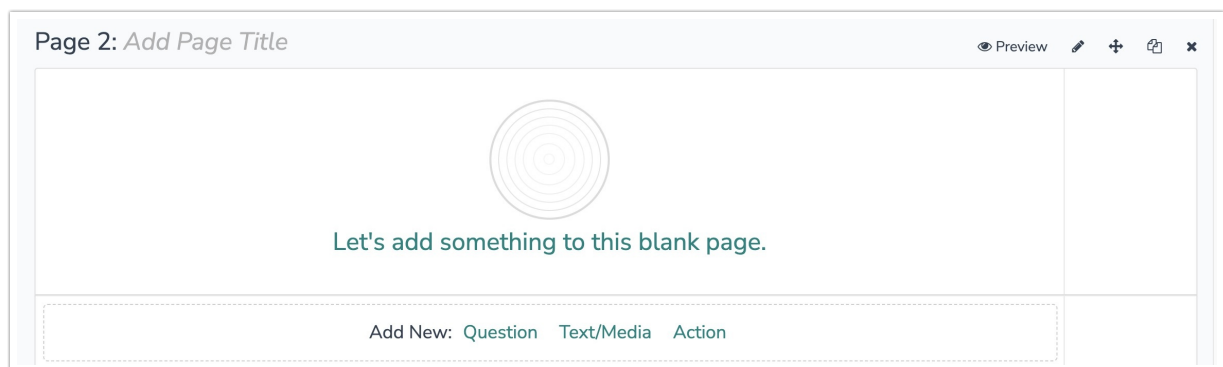
- Pull conversation details from Alchemer Digital into a survey in Alchemer Survey.
- Personalize your survey using the conversation details from Alchemer Digital.

Integration Setup

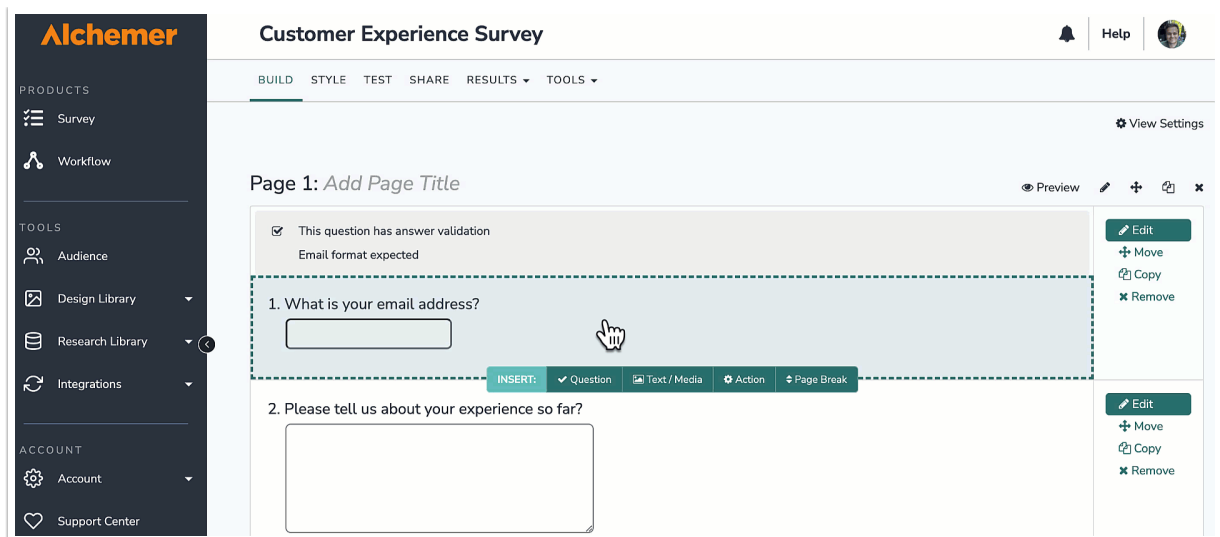
Adding an Integration Action

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.



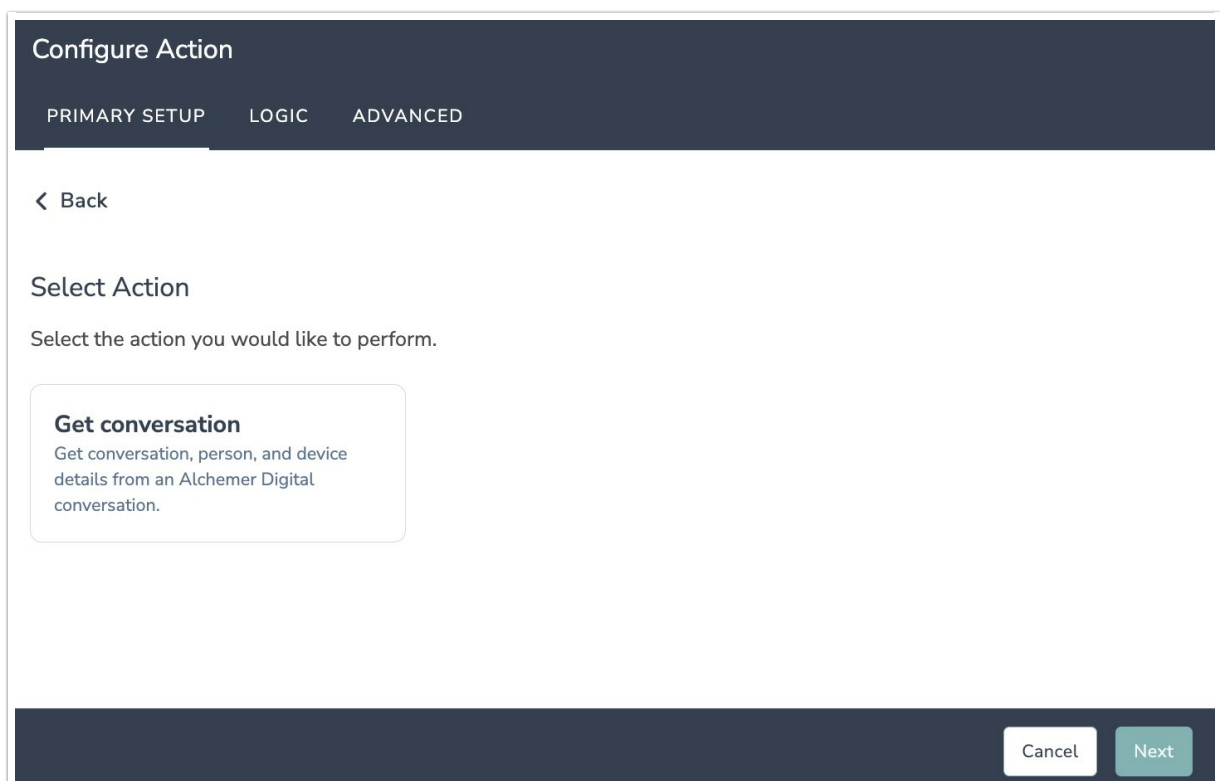
If you haven't purchased any additional integrations, you will see the below screen:

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.



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. Select "Get Conversation".

The screenshot shows a 'Configure Action' dialog box with a dark header. Below the header are three tabs: 'PRIMARY SETUP', 'LOGIC', and 'ADVANCED'. The 'PRIMARY SETUP' tab is active. Below the tabs is a 'Back' button with a left arrow. The main section is titled 'Select Action' and contains the instruction 'Select the action you would like to perform.' Below this is a single action card titled 'Get conversation' with the description 'Get conversation, person, and device details from an Alchemer Digital conversation.' At the bottom right of the dialog are 'Cancel' and 'Next' buttons.

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

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

Configure Action

PRIMARY SETUPLOGICADVANCED

Alchemer Digital | Get conversation

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

You will need:

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

Need help? [Learn more](#)

v240701

PreviousNext

3. Click "New Authentication"

Configure Action

PRIMARY SETUPLOGICADVANCED

Alchemer Digital | API key

Enter your Alchemer Digital API key

New authentication

PreviousNext

4. 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 SETUPLOGICADVANCED

Alchemer Digital | API key

Enter your API key

New

Create a new authentication

Token

No value

PreviousCreate

PreviousNext

5. Select an app from the dropdown.

Configure Action

PRIMARY SETUPLOGICADVANCED

Alchemer Digital | Select app

Select your Digital app

Select app(optional)

DogFacts

PreviousNext

6. 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. (Example: What is the customer's email address?)
2. Create a container using a [Hidden Value](#). These Hidden Values can then be mapped to fields in Gladly and used as [Merge Codes](#) in your survey.

7. 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

8. 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

 \wedge

version_name

Digital | Conversation | device_id

Digital | Conversation | id

Digital | Conversation | person_id

Digital | Conversation | state

Digital | Device | board

Choose an option

[Previous](#)

Next

9. Click "Save" after completing the setup.

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