

# Docebo Integration for Alchemer Survey

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## Overview

**Docebo** is an AI-powered learning management platform (LMS) used by organizations to create, deliver, and manage training for employees, customers, and partners.

The Alchemer integration with Docebo supports **retrieving** and **updating users, courses, and enrollment records**. The Alchemer Docebo integration allows Alchemer to use information from Docebo to personalize surveys, enrich survey data, and update information in Docebo with survey response data.

## Common uses for the Alchemer Docebo integration

- Personalize invites and surveys with information in Docebo
- Use course information in survey logic
- Update Docebo user profile information using survey submissions
- Update learner enrollment status based on survey responses
- Automate data retrieval and updates between Alchemer and Docebo
- Reduce manual data entry and record maintenance
- Keep Docebo user records synchronized with responses collected in Alchemer

## What can the Alchemer Docebo integration do?

- [Get user data](#)
- [Get course data](#)
- [Update user data](#)
- [Update enrollment status](#)
- [Update xAPI status](#)

## You will need

- Docebo API access and credentials (client ID, client secret, Docebo domain)
- An Alchemer plan that includes integrations and the Integration Manager permission enabled.
  - [Contact us](#) if you are unsure if your plan includes integrations.

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## Setup Alchemer Docebo integration in surveys

[Docebo | Get user](#)

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**You will need:**

- Docebo API credentials
- A survey field that contains information that can be used to find the person in Docebo (e.g., user ID, username, email, etc.).

**Configure the action**

1. Open your survey in **Survey builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Integrations** section.
4. Select **Docebo**.
5. Open **Docebo | Get user**.
6. **Docebo | Authentication**: Select an existing authentication or [create a new authentication](#).
7. **Docebo | Find user**: Select the Alchemer field containing the lookup value (user ID, username, email, etc.).
8. **Docebo | Get data back**: Select the Docebo user fields you want returned to the survey. These can be used to personalize survey questions.
9. Save the action.

**Status codes**

- 200: A single row was successfully found
- 201: Query succeeded but no users were found
- 202: Multiple users were found (first returned is used)
- 400: Error returned by Docebo API

**Using Docebo URL Parameters to Auto-Populate Hidden Fields**

Docebo allows users to send URL variables which Alchemer can use to populate hidden fields. This feature can be used alongside our integrations to pull in url variables like user\_id and course\_id without requiring user inputs. See steps below to setup this Docebo feature.

1. In your course, go to Training Material.
2. From Add Training Material, select xAPI (Tin Can).
3. Choose From URL.
4. Select the URL from the dropdown that matches your survey domain
  - a. If your domain does not appear, add it using the steps below.

- i. In a separate tab, navigate to Settings → Advanced Settings → E-Learning in Docebo.
  - ii. Under xAPI (Tin Can) external content, add your survey domain with an asterisk at the end:
    - i. For example: <https://survey.alchemer.com/>\*
5. In Additional path, add the remainder of your specific survey link after [.com/](#).
  - a. For example: [s3/1234567/my-survey](#)
6. Add a title and description, then save.

The training material will now open your survey and automatically include Docebo URL parameters.

### Capture URL Variables as Hidden Fields in Alchemer

Create Hidden Value fields in your survey and configure each one to use URL Variable as its data source.

Docebo passes the following fields:

- endpoint
- auth
- actor
- registration
- activity\_id
- Accept-Language
- course\_id
- content\_token
- session\_context
- course\_code
- username
- user\_id
- hash

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## Docebo | Get course

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### You will need

- Docebo API credentials
- Survey fields containing a course identifier (e.g., course ID)

### Configure the action

1. Open your survey in **Survey builder**.
2. Select **Add New: Action**. In the

3. Add Action modal, scroll to the **Integrations** section.
4. Select Docebo.
5. Open **Docebo | Get course**.
6. **Docebo | Authentication**: Select an existing authentication or [create a new authentication](#).
7. **Docebo | Find course**: Select the Alchemer field containing the unique lookup value (course ID).
8. **Docebo | Get data back**: Select the Docebo course fields you want returned to the survey. These can be used to personalize survey questions.
9. Save the action.

#### Status codes

- 200: A single row was successfully found
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- 202: Multiple users were found (first returned is used)
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3. Choose From URL.
4. Select the URL from the dropdown that matches your survey domain
  - a. If your domain does not appear, add it using the steps below.
    - i. In a separate tab, navigate to Settings → Advanced Settings → E-Learning in Docebo.
    - ii. Under xAPI (Tin Can) external content, add your survey domain with an asterisk at the end:
      - i. For example: <https://survey.alchemer.com/>\*
5. In Additional path, add the remainder of your specific survey link after **.com/**.
  - a. For example: **s3/1234567/my-survey**

6. Add a title and description, then save.

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  - user\_id
  - hash
- 

## Docebo | Update user

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### You will need

- Docebo API credentials
- Survey fields containing the user ID or other user lookup value
- Survey fields containing values to update

### Configure the action

1. Open your survey in **Survey builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Integrations** section.
4. Select **Docebo**.
5. Open **Docebo | Update user**.
6. **Docebo | Authentication**: Select an existing authentication or [create a new authentication](#).
7. **Docebo | Find user**: Select the Alchemer field containing the lookup value (user ID, username, email).

8. **Docebo | Update user:** Choose the Alchemer fields used to update corresponding Docebo user fields.

- Note: To update a Docebo dropdown field, you must send the value IDs. We recommend using the Alchemer reporting value as the value you pass, while keeping a user-friendly label visible in the survey. If you don't know the Docebo value IDs for the dropdown options, please contact your Docebo representative.

9. **Docebo | Get data back:** Select metadata fields (e.g. message, status code). These can be used to help debug your action setup.

10. Save the action.

### Status codes

- 200: A single row was successfully found
- 201: Query succeeded but no users were found
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### Using Docebo URL Parameters to Auto-Populate Hidden Fields

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2. From Add Training Material, select xAPI (Tin Can).
3. Choose From URL.
4. Select the URL from the dropdown that matches your survey domain
  - a. If your domain does not appear, add it using the steps below.
    - i. In a separate tab, navigate to Settings → Advanced Settings → E-Learning in Docebo.
    - ii. Under xAPI (Tin Can) external content, add your survey domain with an asterisk at the end:
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5. In Additional path, add the remainder of your specific survey link after .com/.
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- hash

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## Docebo | Update enrollment

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### You will need

- Docebo API credentials
- Survey fields containing a **user ID** and **course ID**
  - User must already be enrolled in the course

### Configure the action

1. Open your survey in **Survey builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Integrations** section.
4. Select **Docebo**.
5. Open **Docebo | Update enrollment**.
6. **Docebo | Authentication**: Select an existing authentication or [create a new authentication](#).
7. **Docebo | Select IDs**: Select the fields containing the user ID and course ID. This integration requires both.
8. **Docebo | Update enrollment**: Select 'Enrollment Status' for the left column and the status you

wish to update to in the right column.

9. **Docebo | Get data back:** Select metadata fields (e.g. message, status code). These can be used to help debug your action setup.

10. Save the action.

#### **Status codes**

- 200: A user's enrollment was successfully updated
- 400: The external integration returned an error

#### **Using Docebo URL Parameters to Auto-Populate Hidden Fields**

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1. In your course, go to Training Material.
2. From Add Training Material, select xAPI (Tin Can).
3. Choose From URL.
4. Select the URL from the dropdown that matches your survey domain
  - a. If your domain does not appear, add it using the steps below.
    - i. In a separate tab, navigate to Settings → Advanced Settings → E-Learning in Docebo.
    - ii. Under xAPI (Tin Can) external content, add your survey domain with an asterisk at the end:
      - i. For example: `https://survey.alchemer.com/*`
5. In Additional path, add the remainder of your specific survey link after `.com/`.
  - a. For example: `s3/1234567/my-survey`
6. Add a title and description, then save.

The training material will now open your survey and automatically include Docebo URL parameters.

#### **Capture URL Variables as Hidden Fields in Alchemer**

Create Hidden Value fields in your survey and configure each one to use URL Variable as its data source.

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  - hash
- 

## Docebo | Update xAPI status

### You will need

- Docebo API credentials
- Hidden values containing a **user ID, course code, and survey title**
  - The user ID and course code should be hidden values populated using url params: `user_id` and `course_code`
  - The survey title value can be added via a merge code in the hidden value slot. **The xAPI must be the same name as the survey title you pass.**

### Configure the action

1. Open your survey in **Survey builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Integrations** section.
4. Select **Docebo**.
5. Open **Docebo | Update xAPI status**.
6. **Docebo | Authentication:** Select an existing authentication or [create a new authentication](#).
7. **Docebo | Map hidden values:** Select the hidden values containing the user ID, course code, and survey title. This integration requires all three.
8. **Docebo | Update enrollment:** Select 'Enrollment Status' for the left column and the status you wish to update to in the right column.
9. **Docebo | Get data back:** Select metadata fields (e.g. message, status code). These can be used to help debug your action setup.

10. Save the action.

#### Status codes

- 200: The xAPI status was successfully updated
- 400: The external integration returned an error

#### Setting up xAPI in Docebo

Docebo allows users to send URL variables which Alchemer can use to populate hidden fields. This feature is essential to our xAPI status update integration. You will use the xAPI to get the user\_id and course\_code. See steps below to setup this Docebo feature.

1. In your course, go to Training Material.
2. From Add Training Material, select xAPI (Tin Can).
3. Choose From URL.
4. Select the URL from the dropdown that matches your survey domain
  - a. If your domain does not appear, add it using the steps below.
    - i. In a separate tab, navigate to Settings → Advanced Settings → E-Learning in Docebo.
    - ii. Under xAPI (Tin Can) external content, add your survey domain with an asterisk at the end:
      - i. For example: <https://survey.alchemer.com/>\*
5. In Additional path, add the remainder of your specific survey link after [.com/](#).
  - a. For example: [s3/1234567/my-survey](#)

6. Add a title that matches your survey **exactly**

The training material will now open your survey and automatically include Docebo URL parameters.

#### Capture URL Variables as Hidden Fields in Alchemer

Create Hidden Value fields in your survey and configure each one to use URL Variable as its data source.

Docebo passes the following fields:

- endpoint
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  - hash
- 

# Testing and Support

## Testing and Validation

### How to test

- Submit a test survey response that triggers the action
- Check the resulting user, course, or enrollment record in Docebo
- Use metadata (message + status code) for verification

### How to verify results

- Confirm the returned or updated values in Docebo
  - Ensure they match expected survey input
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## Monitoring Integration Activity

### Where to find logs

- Go to **Results** → **Individual Responses**
- Select any response
- Open the **Action Log** tab

### What logs display

- Success or failure status
  - Timestamp
  - Request input and returned output
  - Status codes from Docebo and Alchemer
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## Troubleshooting

### Authentication issues

- Incorrect or expired credentials
- Insufficient API permissions in Docebo

### Lookup failures

- **Invalid user ID or course ID or chosen unique value**
- You did not pass both user ID and course ID in enrollment update integration setup
- User not enrolled in the selected course, which is required to update enrollment

## Mapping errors

- Unsupported Docebo fields
  - You did not pass value ID integer for dropdown value change.
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## FAQs

### What permissions do I need?

Integration Manager in Alchemer and API permissions in Docebo.

### When does the integration run?

In real time when a survey response is submitted.

### Can I use multiple Docebo actions in one survey?

Yes. You can chain actions such as Get User → Get Course → Update Enrollment.

### Why isn't my data updating?

Check Action Log entries for lookup issues, mapping problems, or Docebo validation errors.

### What if I need additional Docebo functionality?

Contact Alchemer Support to request enhancements.

Related Articles