Docebo Integration for Alchemer Survey

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

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.

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

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
- 201: Query succeeded but no users were found
- 202: Multiple users were found (first returned is used)
- 400: Error returned by Docebo API

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: Dropdown fields must send **value IDs**, not labels.

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
- 202: Multiple users were found (first returned is used)
- 400: Error returned by Docebo API

Docebo | Update enrollment

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You will need
- Docebo API credentials
- Survey fields containing a u**ser 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

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

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

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 field ID integer for dropdown value change.

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.

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