

Swoogo Integration for Alchemer Survey

Overview

[Swoogo](#) is an event management platform used by organizations to build, manage, and track events. It supports event websites, registration workflows, attendee management, reporting, and integrations.

The Alchemer integration with Swoogo supports retrieving event and contact data. The Alchemer Swoogo integration allows Alchemer to use information from Swoogo to personalize surveys and enrich surveys in Swoogo using survey response data.

Common uses for the Alchemer Swoogo integration

- Personalize invites and surveys with information stored in Swoogo
- Use Swoogo contact and event data in survey logic
- Automate data retrieval between Alchemer and Swoogo

What can the Alchemer Swoogo integration do?

- [Get contact](#)
- [Get event](#)

You will need

- [Swoogo API access and credentials](#)
- 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 Swoogo integration in surveys

[Swoogo | Get contact](#)

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You will need:

- Swoogo API credentials
 - API key
 - API secret
- Survey fields containing a unique identifier for the contact (e.g., contact ID, email)

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 **Swoogo**.
5. Select **Swoogo | Get contact**.
6. **Swoogo | Authentication:** Select an existing authentication or [create a new authentication](#).
7. **Swoogo | Find contact:** Select the Alchemer field containing the lookup value.
8. **Swoogo | Get data back:** Select the Swoogo Contact fields you want returned to the survey.
9. Save the action.

Status codes

- 200: A single contact was successfully found
- 201: Query succeeded but no contacts were found
- 202: Multiple contacts were found. The first row is used for the values returned to Alchemer
- 400: Error returned by Swoogo API

Swoogo | Get event

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You will need:

- Swoogo API credentials
 - API key
 - API secret
- Survey fields containing a unique identifier for the event (e.g., event ID, email)

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 **Swoogo**.
5. Select **Swoogo | Get event**.
6. **Swoogo | Authentication:** Select an existing authentication or [create a new authentication](#).
7. **Swoogo | Find event:** Select the Alchemer field containing the lookup value.

8. Swoogo | Get data back: Select the Swoogo Contact fields you want returned to the survey.

9. Save the action.

Status codes

- 200: A single contact was successfully found
- 201: Query succeeded but no contacts were found
- 202: Multiple contacts were found. The first row is used for the values returned to Alchemer
- 400: Error returned by Swoogo API

Testing and Troubleshooting

Testing and Validation

How to test

- Submit a survey response that triggers the integration action.
- Confirm the expected update or retrieval occurs in Swoogo.
- Use metadata for verification and debugging.

How to verify results

- Check the impacted record in Swoogo.
- Ensure retrieved values match expectations.

Monitoring Integration Activity

Where to find logs

- Go to Results → Individual Responses.
- Select the response you want to inspect.
- Open the Action Log tab.

What logs display

- Success or failure status
- Timestamp
- Input and output values
- Returned status codes from Swoogo

Troubleshooting

Authentication issues

- Incorrect API credentials.

Lookup failures

- No matching records

API errors

- Validation issues
- Endpoint restrictions

FAQs

What permissions do I need?

Integration Manager in Alchemer and any relevant API permissions in Swoogo.

When does the integration run?

In real time when a survey response is submitted.

Can I use multiple Swoogo actions in one survey?

Yes. Actions can work independently or together.

Why isn't my data updating?

Check the Action Log for lookup issues, mapping problems, or API errors.

What if I need additional functionality?

Contact Alchemer Support for enhancement requests.

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