

# Swoogo Integration for Alchemer Workflow

## 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 workflow integration with Swoogo supports retrieving contact and event data. The Alchemer Swoogo integration allows workflows to use information from Swoogo to get data, personalize workflow paths, enrich routing logic, and create merge codes.

## Common uses for the Alchemer Swoogo integration

- Personalize emails and workflow steps with information in Swoogo
- Use Swoogo contact and event information in workflow 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.

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## Setup Alchemer Swoogo integration in workflow

### Swoogo | Get contact

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#### You will need:

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

#### Configure the action

1. Open your workflow in **Workflow builder**.

2. On the right side, drag and drop the **Swoogo** connection where you want the Get contact action to trigger.
3. In the connection box, click the pencil icon in the top right corner.
4. Select **Swoogo | Get contact**.
5. **Swoogo | Authentication:** Select an existing authentication or [create a new authentication](#).
6. **Swoogo | Find contact:** Select the Alchemer field containing the lookup value.
7. **Swoogo | Get data back:** Select fields you want to get back. You must put the same field in both the left and right column.
8. 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)
  - 400: Error returned by Swoogo API
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## Swoogo | Get event

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#### You will need:

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

#### Configure the action

1. Open your workflow in **Workflow builder**.
2. On the right side, drag and drop the **Swoogo** connection where you want the Get event action to trigger.
3. In the connection box, click the pencil icon in the top right corner.
4. Select **Swoogo | Get event**.
5. **Swoogo | Authentication:** Select an existing authentication or [create a new authentication](#).
6. **Swoogo | Find event:** Select the Alchemer field containing the lookup value.
7. **Swoogo | Get data back:** Select fields you want to get back. You must put the same field in both

the left and right column.

8. Save the action.

#### Status codes

- 200: A single event was successfully found
  - 201: Query succeeded but no events were found
  - 202: Multiple events were found (the first row is used)
  - 400: Error returned by Swoogo API
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## Testing and Troubleshooting

### Testing and Validation

#### How to test

- Trigger the workflow and monitor individual runs in the **Monitor** tab.
  - Click on individual workflow runs to see metadata outputs.
- Confirm the expected 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.
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### Monitoring Integration Activity

#### Where to find logs

- Go to Results → Monitor.
- Select the integration step you want to inspect.

#### What logs display

- Input/Output
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### Troubleshooting

#### Authentication issues

- Incorrect API credentials.

#### Lookup failures

- No matching records

#### API errors

- Validation issues
- Endpoint restrictions

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## FAQs

### **What permissions do I need?**

Integration Manager in Alchemer and API permissions in Swoogo.

### **When does the integration run?**

When the workflow triggers and reaches the Swoogo step.

### **Can I use multiple Swoogo actions in one workflow?**

Yes. Actions can work independently or together.

### **Why isn't my data updating?**

Check the Monitor tab for lookup issues, mapping problems, or API errors.

### **What if I need additional functionality?**

Contact Alchemer Support for enhancement requests.

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