

Alchemer Release Notes: January 2026

Alchemer Product Release Notes

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This January release includes improvements across **Alchemer Survey** and **Alchemer Digital**, with a focus on API flexibility, data consistency, and clearer, more reliable user experiences.

Release Highlights

- Expanded **v5 API capabilities** for managing user teams and team members
 - More **consistent survey response data** from the v5 API
 - Improved **question library visibility** and export reliability
 - Clearer **Prompt status, targeting summaries, and timestamps** in Alchemer Digital
 - Faster removal of archived surveys from user-facing experiences
 - Expanded **API documentation** to support customer ID-based targeting and analysis
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Alchemer Survey

Manage User Teams via API (v5)

You can now fully manage a user's team memberships using the v5 API. The new endpoint allows you to retrieve a user's teams, add them to teams, update their role or manager status, and remove them from teams—all with standard pagination and response handling.

This enhancement makes it easier to automate and maintain user access at scale.

Manage Team Users via API (v5)

A new v5 endpoint allows you to manage team membership directly from the team perspective. You can retrieve all users on a team, add or remove users, and update their role or manager status using consistent API patterns.

Consistent **answer** Property in Survey Response API

The v5 **surveyresponse** API now always includes the **answer** property for all question types. When a question is unanswered, the API returns a **null** value or empty string instead of omitting the property.

This change ensures a consistent response structure and simplifies downstream data handling and integrations.

Clearer Visibility for Unpublished Question Library Changes

The question library now displays a “You have unpublished changes” message whenever edits are made to a library element that hasn’t been published yet.

This message remains visible until changes are published, helping prevent confusion and ensuring users know when updates are still pending.

Improved Unicode Support in Image Heatmap Excel Exports

Comments containing Unicode characters (including Chinese, Japanese, and Korean text) in Image Heatmap questions now export correctly to Excel.

Note: Some CSV encoding limitations in Microsoft Excel and Word remain and will be addressed in a future release.

Alchemer Digital

Improved Launch All / Pause All Button Behavior

The **Launch All** button on the Prompts Launch tab now dynamically updates based on app status:

- Displays **Launch All** if any app is paused
- Switches to **Pause All** once all apps are active

This makes prompt management clearer and helps prevent accidental pauses.

More Accurate “Updated” Timestamps on Prompts

The **updated** timestamp on the Prompts list now changes only when prompt content is edited. Simply navigating between tabs will no longer update the timestamp, making it easier to identify meaningful changes.

Archived Surveys Removed Immediately from User Experiences

When a survey is archived, it is now removed from user-facing experiences immediately. This ensures outdated or inactive surveys are no longer shown without delay.

Fix for Duplicate Actions in Targeting Dropdowns

An issue that caused duplicate actions to appear in targeting dropdowns after changing app selections has been resolved. Targeting menus now display clean, accurate options when modifying rules.

Clearer Targeting Summaries in the Launch Tab

The Launch tab WHO summary now correctly displays “in installed version” when using the *Count in installed version* rule—even when the value is set to 0—ensuring targeting summaries are accurate and easy to understand.

Updated Status Labels on Prompts

Prompt statuses now use **Active** and **Inactive** labels instead of **Live** and **Paused**, aligning terminology across Alchemer products for a more consistent experience.

Prompt Creation Dates Preserved When Adding Apps

When apps are added to an existing prompt, the original creation date is now preserved. This ensures accurate tracking and reporting, even as prompts evolve.

Expanded API Documentation for Customer ID–Based Requests

Alchemer’s public API documentation now includes guidance for using **Customer IDs (CID)** when triggering:

- Real-Time Analysis (RTA)
- Real-Time Feedback (RTF)

This update makes it easier to target, analyze, and act on customer-specific data using documented endpoints and examples.

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