Appian Integration with Alchemer Workflow Initiator

Overview

Appian is a low-code automation platform used by organizations to build workflows, orchestrate data, and automate business processes. Appian Web APIs allow applications like Alchemer to send or receive data using standard HTTP requests.

The Alchemer integration with Appian supports two webhook-based actions: **Appian | Outbound Web API** and **Appian | Web API Listener**. These integrations allow Alchemer to send workflow data to Appian Web APIs or receive Web API calls from Appian to trigger Alchemer workflows. Both integrations allow seamless, real-time automation between systems without manual intervention or authentication.

Common uses for the Alchemer Appian integration

- Trigger Appian process models from an Alchemer workflow
- Send survey response data into Appian via Web API endpoints
- Use incoming Appian Web API calls to trigger Alchemer workflows
- Push metadata or workflow signals to Appian to coordinate automations
- Reduce operational friction between form collection and process orchestration
- Synchronize information in real time between Alchemer and Appian

Why use an Appian integration?

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What can the Alchemer Appian integrations do?

- Send webhook data to an Appian Web API (Outbound Web API)
- Receive webhook payloads from an Appian Web API (Web API Listener)
- Trigger Appian process models based on survey or workflow activity
- Trigger Alchemer workflows from Appian events

You will need

- An Appian Web API for outbound calls, or a URL inside Appian that can send webhook requests
- An Alchemer plan that includes integrations and the Integration Manager permission enabled
  - Contact us if you are unsure if your plan includes integrations.

Setup the Alchemer Appian workflow initiator

Appian | Web API Listener

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You will need:
- A configured Appian Web API or Integration Object capable of sending an HTTP request to Alchemer
- The Alchemer Web API listener URL (generated by the integration step)

Configure the action

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

2. On the right side, drag and drop the **Appian** connection where you want the listener to begin the workflow.

3. In the connection box, click the pencil icon in the top right corner.

4. Select **Appian | Web API Listener**.

5. **Appian | Web API settings**:
   a. Copy the listener endpoint URL provided by Alchemer.

   b. Add fields Alchemer should expect to receive from Appian

   c. *Optional*: Add custom headers, such as authentication credentials.

   d. *Optional*: Add IP address for added security

   e. *Optional*: Add Basic Authentication for added security

6. Save the action.

In Appian:

1. Configure your Web API to the URL you copied in the previous step.

2. Ensure the fields you are sending match the Alchemer Custom Fields

Status codes
- 200: Listener successfully received and parsed the payload
- 400: Invalid or unparseable payload sent to the listener

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 Alchemer successfully receives inbound requests from Appian.
- Use metadata for verification and debugging.

How to verify results
- Check the Appian Web API call history or process model logs.
- Ensure webhook payloads sent or received match expected values.

Monitoring Integration Activity

Where to find logs
- Go to **Results ➜ Monitor**
- Select the integration step you want to inspect.

What logs display
- Input/Output

Troubleshooting

Webhook delivery issues
- Incorrect endpoint URLs
- Appian Web API disabled or misconfigured

Payload issues
- Malformed JSON or incorrect request formatting
- Missing expected fields

Listener errors
- Content-Type not set to application/json

Appian-side errors
- Process model validation issues
- Web API object not deployed to environment

FAQs

Do these integrations require authentication?
No. Appian Web APIs used here do not require authentication when configured for public or IP-restricted access.

When do the integrations run?
Outbound actions run when the workflow reaches the integration step. Listener actions run

whenever Appian sends an HTTP request to the listener URL.

Can I use both Appian integrations in the same workflow?

Yes. Each step works independently.

Why isn't Appian receiving my data?

Check the Action Log for webhook formatting issues, incorrect URLs, or request body mismatches.

Why isn't Alchemer receiving calls from Appian?

Ensure Appian is using the correct listener URL and sending a valid JSON payload.

What if I need additional functionality?

Contact Alchemer Support for enhancement requests.

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