

Appian Integration with Alchemer Workflow

Overview

Appian is a low-code automation platform organizations use to build workflows, automate processes, and orchestrate data across systems. Appian Web APIs allow external applications like Alchemer to send data using standard HTTP methods such as POST or GET.

The Alchemer **Appian | Outbound Web API** integration allows Alchemer workflows to send data directly to an Appian Web API endpoint. This enables real-time automation such as triggering Appian process models, submitting data to Appian interfaces, or updating records through Appian expressions or integrations.

Common uses for the Alchemer Appian integration

- Trigger an Appian process model when a survey is submitted
- Send survey or workflow data to Appian for further processing
- Pass structured JSON payloads into Appian Web APIs
- Coordinate automation between Appian and Alchemer
- Push data into Appian records, interfaces, or integrations

Why use an Appian integration?

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What can the Alchemer Appian integration do?

- Send webhook-style requests from Alchemer to Appian
- Send JSON or raw body payloads
- Trigger Appian automations or data transformations
- Deliver Alchemer workflow values directly into Appian logic

You will need

- The URL of the Appian Web API endpoint you are posting to
- Any required request body fields expected by your Appian Web API
- An Alchemer plan that includes integrations and the Integration Manager permission enabled
 - [Contact us](#) if you are unsure if your plan includes integrations.

Setup Appian Alchemer integration in workflow

Appian | Outbound Web API

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- The URL of the Appian Web API endpoint you are posting to
- Any required request body fields expected by the Appian Web API

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 action to trigger.
3. In the connection box, click the pencil icon in the top right corner.
4. Select **Appian | Outbound Web API**.
5. **Appian | Fields to push:** Select the fields from your Alchemer workflow whose values you want to send to Appian.
6. **Appian | Web API setup:**
 - **HTTP Method:** Select **POST** or **GET** based on how your Appian Web API is configured.
 - **Endpoint URL:** Enter the full Appian Web API URL.
 - **Body format:** Choose **JSON** or **Raw body**.
 - **Construct Body:** Build the request body using merge codes. Use the merge codes under **Field parameter codes** to pipe in merge code values from your survey. Body example:

```
{
  "firstName": "[stepquestion('value'), step='initiator_1956569', id='2']",
  "score": "[stepquestion('value'), step='initiator_1956569', id='3']",
}
```

- *Optional:* Basic Auth — Enable only if your Appian environment requires authentication.

7. **Appian | Setup complete:** Save the action.

Status codes

- 200: Web API call successfully received by Appian
- 400: Appian returned an error

Testing and Troubleshooting

Testing and Validation

How to test

- Trigger the workflow and monitor runs in the **Monitor** tab.
 - Click any run to see request body and response metadata.
- Verify Appian received the call using:
 - Appian Web API logs
 - Process model instance history
 - Integration object test console

How to verify results

- Inspect the Appian Web API or related process model execution.
 - Ensure the payload values match the expected Alchemer workflow data.
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Troubleshooting

URL or delivery issues

- Incorrect Appian Web API URL
- HTTP method mismatch (POST vs GET)
- Listener disabled or not deployed

Payload formatting issues

- Invalid JSON structure
- Incorrect merge code formatting
- Missing expected fields in the body

Appian-side errors

- Appian expression errors in the Web API
 - Process model validation or runtime failures
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FAQs

Do I need authentication?

Authentication is optional. If your Appian Web API requires Basic Auth, you can configure it. Otherwise, it may be left open depending on your environment's access settings.

When does the integration run?

Every time the workflow reaches the Outbound Web API step.

What format should the request body use?

Use JSON unless your Appian Web API explicitly requires a different format.

Why isn't Appian receiving my data?

Check for incorrect URLs, HTTP method mismatches, or JSON formatting errors in the request body.

What if I need additional functionality?

Contact Alchemer Support for enhancement requests.

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