

Digital integration for Alchemer Workflow

Overview

Alchemer Digital is a customer feedback and engagement platform used by organizations to collect in-app feedback, measure sentiment, and understand customer experience across digital touchpoints.

The Alchemer integration with Alchemer Digital supports automated export retrieval. The Alchemer Digital integration allows Alchemer to retrieve download URLs for summary and survey exports from the Alchemer Digital dashboard, making export data available for use in downstream workflow steps without manual intervention.

Common uses for the Alchemer Digital integration

- Retrieve Digital export download URLs for use in workflow steps
- Automate access to summary and survey export data from Alchemer Digital
- Pass export URLs into downstream actions such as file processing or notifications
- Reduce manual steps required to access and distribute Digital export data
- Keep Digital export data synchronized with Alchemer workflow processes

What can the Alchemer Digital integration do?

- [Get Digital summary export](#)
- [Get Digital survey export](#)

You will need

- Alchemer Digital login credentials. [More details in the authentication how-to guide.](#)
- 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 Digital integration in workflow

Digital | Get Digital summary export

You will need:

- Alchemer Digital login credentials
- Fields containing the values required to pull the export

Configure the action

1. Open your workflow in **Workflow builder**.
2. On the right side, drag and drop the **Digital** connection where you want the action to trigger.
3. In the connection box, click the pencil icon in the top right corner.
4. Select **Digital | Get Digital summary export**.
5. **Digital | Authentication:** Select an existing authentication or [create a new authentication](#).
6. **Digital | Map digital fields:** Select the fields in this workflow that contain the values you want to use for the Digital input. These are all required.
7. **Digital | Select features:** Select the Digital features that you would like to include in the export below. Only select fields that are available to your app.
8. Save the action.

Status codes

- 200: Successfully returned export URL
 - 400: The external integration returned an error
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Digital | Get Digital survey export

You will need:

- Alchemer Digital login credentials
- Fields containing the values required to pull the export

Configure the action

1. Open your workflow in **Workflow builder**.
2. On the right side, drag and drop the **Digital** connection where you want the action to trigger.
3. In the connection box, click the pencil icon in the top right corner.
4. Select **Digital | Get Digital survey export**.
5. **Digital | Authentication:** Select an existing authentication or [create a new authentication](#).
6. **Digital | Map digital fields:** Select the fields in this workflow that contain the values you want to use for the Digital input. These are all required.
7. Save the action.

Status codes

- 200: Successfully returned export URL
- 400: The external integration returned an error

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 download URL is returned in the output.
- Use metadata for verification and debugging.

How to verify results

- Confirm the returned download URL is accessible and points to the expected export in Alchemer Digital.
- Ensure retrieved values match expectations.

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

Authentication issues

- Incorrect or expired credentials

Lookup failures

- Invalid or missing export identifier
- No matching export found

API errors

- Validation issues
- Endpoint restrictions

FAQs

What permissions do I need?

Integration Manager in Alchemer and API permissions in Alchemer Digital.

When does the integration run?

When the workflow triggers and reaches the Digital integration step.

Can I use multiple Digital 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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