

Alchemer Release Notes: May 2026

Alchemer Product Release Notes

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Release highlights

- Moving and editing survey elements is now more reliable and consistent
 - Contact List API updates make managing and finding contacts easier
 - Webhooks now provide more complete response status visibility
 - Exports and survey visuals display more cleanly across devices and formats
 - Integrations and help links deliver a smoother, more consistent experience
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Alchemer Survey

Improved survey builder reliability

We've made updates to ensure your survey-building experience is smooth and predictable:

- Moving multiple questions or actions now saves correctly—even after a page refresh
- Required “Other – Write In” options for Radio Buttons now clearly display the asterisk
- Date-based logic using European (DD/MM/YYYY) formats now evaluates consistently

These improvements help you build with confidence, knowing your survey setup will behave as expected.

Alchemer API & Integrations

Expanded contact list API capabilities

Managing your contact data is now more flexible and efficient:

- Update a contact's email address directly via the API
- Quickly locate contacts using filters like email address or name

These enhancements support cleaner data management, smoother integrations, and more reliable contact records.

Alchemer Workflow & Governance

More complete response status webhooks

Webhooks now reflect the full lifecycle of survey responses:

- “Trashed” responses are now included in webhook events

This ensures your connected systems stay aligned and up to date.

Improved internal admin data management

- Internal admin account data deletion now works as expected

This update supports consistent and reliable account management workflows.

Reporting & Deliverables

Improved export quality and visual consistency

Your reports and survey outputs now look cleaner and more polished:

- Word exports include only active answer options
- Bold text displays correctly on Mac devices when using the new theme
- Long answer labels wrap neatly on mobile devices

These updates help ensure your data is easy to read and ready to share.

Updated Highcharts library

- Highcharts has been upgraded to a newer version for improved security and compatibility

This keeps your data visualizations modern, stable, and secure.

Integrations & Help Experience

More flexible Tray.io integration behavior

- Tray.io survey actions remain configurable, even after team assignment changes

This gives you more flexibility as your teams and workflows evolve.

More consistent in-app help links

- Help links within the platform now consistently direct to alchemer.com

This makes it easier to find accurate, up-to-date documentation when you need it.

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