Alchemer Survey integration in Surveys

Overview

Alchemer Survey is a survey and data collection platform used by organizations to gather feedback, conduct research, and collect structured data at scale.

The Alchemer integration with Alchemer Survey supports contact list management via the Alchemer API. The Alchemer Survey integration allows Alchemer to look up, create, update, and upsert contacts in Alchemer contact lists — enabling surveys to be personalized with existing contact data and contact records to be kept in sync with survey response data.

Common uses for the Alchemer Survey integration

- Personalize invites and surveys using existing contact list data
- Use contact fields in survey logic and question piping
- Automatically create new contacts in Alchemer from survey submissions
- Update or upsert contact records with data collected in surveys
- Reduce manual data entry and keep contact lists current

What can the Alchemer Survey integration do?

- Get contact
- Update contact
- Create contact
- Upsert contact
- Delete contact

You will need

- Alchemer API key and secret. More details in the authentication how-to guide.
- An Alchemer plan that includes integrations with the Integration Manager permission enabled.
    - Contact us if you are unsure if your plan includes integrations.

Setup Alchemer Survey integration in surveys

Alchemer Survey | Get Contact

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You will need:

- Alchemer API credentials. More details in the authentication how-to guide.
- A survey field containing a unique identifier for the contact you want to look up

Configure the action

1. Open your survey in **Survey Builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Your Integrations** section.
4. Select **Alchemer Survey**.
5. Select **Alchemer Survey | Get Contact**.
6. **Alchemer Survey | Authentication:** Select an existing authentication or create a new one, this authentication uses your Alchemer API Key. Select the datacenter for your Alchemer account.
7. **Alchemer Survey | Select contact list:** Select the contact list that you would like to use for the contact lookup.
8. **Alchemer Survey | Find Contact:** Select the Alchemer field containing the lookup value (e.g. email address or contact ID).
9. **Alchemer Survey | Get data back:** Select the contact fields you want returned to the survey (e.g. *first name*, *last name*, *email*, custom fields). These values can be used to personalize survey questions or drive logic.
10. Save the action.

Status codes

- 200: Successfully returned contact
- 201: Query ran successfully, but no contacts were found
- 202: Multiple contacts were found. The first contact was returned
- 400: The external integration returned an error

Alchemer Survey | Update Contact

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You will need:

- Alchemer API credentials. More details in the authentication how-to guide.
- A survey field containing a unique identifier for the contact you want to update

Configure the action

1. Open your survey in **Survey Builder**.

2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Your Integrations** section.
4. Select **Alchemer Survey**.
5. Select **Alchemer Survey | Update Contact**.
6. **Alchemer Survey | Authentication:** Select an existing authentication or create a new one, this authentication uses your Alchemer API Key. Select the datacenter for your Alchemer account.
7. **Alchemer Survey | Select contact list:** Select the contact list that you would like to use for the contact lookup.
8. **Alchemer Survey | Find Contact:** Select the Alchemer field containing the unique contact identifier.
9. **Alchemer Survey | Update Contact:** Map Alchemer survey fields to the contact fields you want to update.
10. **Alchemer Survey | Get data back:** Select metadata fields (e.g. *message*, *status code*). These can be used to help debug your action setup.
11. Save the action.

Status codes

- 200: Successfully updated contact
- 201: Query ran successfully, but no contacts were found
- 202: Multiple contacts were found. No contacts were updated
- 400: The external integration returned an error

Alchemer Survey | Create Contact

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You will need:

- Alchemer API credentials. More details in the authentication how-to guide.
- Survey fields containing the contact data you want to write (e.g. email address, first name, last name)

Configure the action

1. Open your survey in **Survey Builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Your Integrations** section.

4. Select **Alchemer Survey**.
5. Select **Alchemer Survey | Create Contact**.
6. **Alchemer Survey | Authentication:** Select an existing authentication or create a new one, this authentication uses your Alchemer API Key. Select the datacenter for your Alchemer account.
7. **Alchemer Survey | Select contact list:** Select the contact list that you would like to use for the contact lookup.
8. **Alchemer Survey | Create Contact:** Map survey fields to the contact fields you want to populate.
9. **Alchemer Survey | Get data back:** Select metadata fields (e.g. *message*, *status code*) to return. These help with debugging your integration.
10. Save the action.

Status codes

- 200: Successfully created contact
- 400: The external integration returned an error

Alchemer Survey | Upsert Contact

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You will need:

- Alchemer API credentials. More details in the authentication how-to guide.
- Survey fields containing a unique identifier for the contact and any fields you want to write

Configure the action

1. Open your survey in **Survey Builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Your Integrations** section.
4. Select **Alchemer Survey**.
5. Select **Alchemer Survey | Upsert Contact**.
6. **Alchemer Survey | Authentication:** Select an existing authentication or create a new one, this authentication uses your Alchemer API Key. Select the datacenter for your Alchemer account.
7. **Alchemer Survey | Select contact list:** Select the contact list that you would like to use for the contact lookup.
8. **Alchemer Survey | Find Contact:** Select the Alchemer field containing the lookup value used to

determine whether the contact already exists.

9. **Alchemer Survey | Upsert Contact:** Map survey fields to the contact fields you want to create or update.
10. **Alchemer Survey | Get data back:** Select metadata fields (e.g. *message*, *status code*). These can be used to help debug your action setup.
11. Save the action.

Status codes

- 200: Successfully created/updated contact
- 202: Multiple contacts were found. Please update your query to select unique fields.
- 400: The external integration returned an error

Alchemer Survey | Delete Contact

You will need:

- Alchemer API credentials. More details in the authentication how-to guide.
- A survey field containing the ID of the contact you want to delete

Configure the action

1. Open your survey in **Survey Builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Your Integrations** section.
4. Select **Alchemer Survey**.
5. Select **Alchemer Survey | Delete Contact**.
6. **Alchemer Survey | Authentication:** Select an existing authentication or create a new one, this authentication uses your Alchemer API Key. Select the datacenter for your Alchemer account.
7. **Alchemer Survey | Select contact list:** Select the contact list that contains the contact you want to delete.
8. **Alchemer Survey | Delete Contact:** Select the Alchemer field containing the ID of the contact you want to delete from the contact list.
9. **Alchemer Survey | Get data back:** Select metadata fields (e.g. *message*, *status code*). These can be used to help debug your action setup.
10. Save the action.

Status codes

- 200: Successfully deleted contact
- 201: Query ran successfully, but no contacts were found
- 400: The external integration returned an error

Testing and Troubleshooting

Testing and Validation

How to test

- Submit a survey response with data that triggers the integration action.
- Confirm the expected contact activity in Alchemer (created, updated, or retrieved).
- Use returned metadata to validate successful behavior.

How to verify results

- Inspect the affected contact record in your Alchemer contact list.
- Ensure all retrieved or updated values match expectations.

Monitoring Integration Activity

Where to find logs

- Go to **Results → Individual Responses**.
- Select the response you want to inspect.
- Open the **Action Log** tab.

What logs display

- **Success or failure status**
- Timestamp
- Input and output values
- Returned status codes from the Alchemer API

Troubleshooting

Authentication issues

- Incorrect or expired API key or secret
- Wrong data center selected during authentication

Lookup failures

- Invalid or missing contact identifier
- No matching contact found in the contact list

Mapping errors

- Unsupported or invalid field values
- Incorrect formatting (e.g. email address format)

API errors

- Validation failures from the Alchemer API
- Rate limit or endpoint restrictions

FAQs

What permissions do I need?

Integration Manager in Alchemer and a valid Alchemer API key with access to contact list data.

When does the integration run?

In real time when a survey response is submitted.

Can I use multiple Alchemer Survey actions in one survey?

Yes. Actions can work independently or together.

Why isn't my data updating?

Check the Action Log for lookup issues, mapping problems, or API errors.

What if I need additional functionality?

Contact Alchemer Support for enhancement requests.

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