

Alchemer Survey integration in Workflows

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 workflows to be personalized with existing contact data and contact records to be kept in sync with workflow data.

Common uses for the Alchemer Survey integration

- Personalize emails and workflow steps using existing contact list data
- Use contact fields in workflow logic and routing
- Automatically create new contacts in Alchemer from workflow data
- Update or upsert contact records with data collected in workflows
- Reduce manual data entry and keep contact lists current

What can the Alchemer Survey integration do?

- [Get contact](#)
- [Update contact](#)
- [Create contact](#)
- [Upsert 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 workflow

[Alchemer Survey | Get Contact](#)

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You will need:

- Alchemer API credentials. [More details in the authentication how-to guide.](#)
- A workflow field containing a unique identifier for the contact you want to look up

Configure the action

1. Open your workflow in **Workflow Builder**.
2. On the right side, drag and drop the **Alchemer Survey** connection where you want the action to trigger.
3. In the connection box, click the pencil icon in the top-right corner.
4. Select **Alchemer Survey | Get Contact**.
5. **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.
6. **Alchemer Survey | Select contact list:** Select the contact list that you would like to use for the contact lookup.
7. **Alchemer Survey | Find Contact:** Select the Alchemer field containing the lookup value (e.g. email address or contact ID).
8. **Alchemer Survey | Get data back:** Select the contact fields you want returned (e.g. *first name*, *last name*, *email*, custom fields). These values can be used to personalize workflow steps or drive logic.
9. 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
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Alchemer Survey | Update Contact

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You will need:

- Alchemer API credentials. [More details in the authentication how-to guide.](#)
- A workflow field containing a unique identifier for the contact you want to update

Configure the action

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

2. On the right side, drag and drop the **Alchemer Survey** connection where you want the action to trigger.
3. In the connection box, click the pencil icon in the top-right corner.
4. Select **Alchemer Survey | Update Contact**.
5. **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.
6. **Alchemer Survey | Select contact list:** Select the contact list that you would like to use for the contact lookup.
7. **Alchemer Survey | Find Contact:** Select the Alchemer field containing the unique contact identifier.
8. **Alchemer Survey | Update Contact:** Map Alchemer workflow fields to the contact fields you want to update.
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 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](#).
- Workflow fields containing the contact data you want to write (e.g. email address, first name, last name)

Configure the action

1. Open your workflow in **Workflow Builder**.
2. On the right side, drag and drop the **Alchemer Survey** connection where you want the action to trigger.
3. In the connection box, click the pencil icon in the top-right corner.

4. **Select Alchemer Survey | Create Contact**.
5. **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.
6. **Alchemer Survey | Select contact list:** Select the contact list that you would like to use for the contact lookup.
7. **Alchemer Survey | Create Contact:** Map workflow fields to the contact fields you want to populate.
8. **Alchemer Survey | Get data back:** Select metadata fields (e.g. *message*, *status code*) to return. These help with debugging your integration.
9. 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](#).
- Workflow fields containing a unique identifier for the contact and any fields you want to write

Configure the action

1. Open your workflow in **Workflow Builder**.
2. On the right side, drag and drop the **Alchemer Survey** connection where you want the action to trigger.
3. In the connection box, click the pencil icon in the top-right corner.
4. **Select Alchemer Survey | Upsert Contact**.
5. **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.
6. **Alchemer Survey | Select contact list:** Select the contact list that you would like to use for the contact lookup.
7. **Alchemer Survey | Find Contact:** Select the Alchemer field containing the lookup value used to determine whether the contact already exists.

8. **Alchemer Survey | Upsert Contact:** Map workflow fields to the contact fields you want to create or update.
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 created/updated contact
 - 202: Multiple contacts were found. Please update your query to select unique fields.
 - 400: The external integration returned an error
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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 input/output metadata.
- 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.
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Monitoring Integration Activity

Where to find logs

- Go to **Results** → **Monitor**.
- Select the integration step you want to inspect.

What logs display

- Input/Output
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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
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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?

When the workflow triggers and reaches the integration step.

Can I use multiple Alchemer Survey actions in one workflow?

Yes. Actions can work independently or together.

Why isn't my data updating?

Check the Monitor logs for lookup issues, mapping problems, or API errors.

What if I need additional functionality?

Contact Alchemer Support for enhancement requests.

Related Articles