Conversations

What are Conversations?

Conversations are any recorded interactions, such as calls, meetings, or messages, between your company and your customers, prospects, or internal teams. Alchemer Voice captures these interactions automatically from your connected tools, such as Zoom, Gong, Zendesk, and your CRM. Once captured, each interaction becomes a searchable, analyzable record in Alchemer Voice.

How does Alchemer Voice use Conversations?

Once your tools are connected, Alchemer Voice automatically picks up new conversations, or you can manually upload audio files or transcripts when needed. Every conversation is transcribed, indexed, and analyzed by AI, which surfaces insights, trends, action items, and key topics. You can search and filter conversations by date, contact, company, topic, and more to quickly find what you need, whether for customer research, internal review, or compliance. Alchemer Voice also pulls actionable insights from each conversation, such as feature requests, objections, or competitor mentions, making it easy to connect this data to your workflow. To compare every way conversations can arrive, see How conversations are captured.

What can I do with Conversations?

Within Alchemer Voice, you can review full meeting transcripts and listen to the audio from any conversation. AI-generated summaries and insights help you quickly understand the most important points. You can bookmark, tag, or comment on specific conversations for your team. To share a conversation with someone outside your organization, see Sharing a conversation. You can also link conversations to deals, accounts, or support tickets so you always have context. Exporting and sharing insights is simple, so your team can use conversation evidence for roadmap decisions, QBRs, churn-risk analysis, and more.

The Conversations list

My conversations shows the conversations where you are a participant. **All conversations** shows every completed conversation. **Draft conversations** holds uploaded recordings that have not been submitted for analysis yet (see Uploading a recording or transcript). **Pending conversations** holds conversations that are waiting, unprocessed, or in error. The Analyst works on the conversations in view, but it is not available on the Draft and Pending tabs. For search and filters, see Searching.

Status badges

Badge	Meaning
Draft	Uploaded, waiting for you to submit it for analysis
Processing	Being transcribed and analyzed

Badge	Meaning
Pending	Queued, or waiting for something else to finish
Not processed	Skipped, for example because no conversation analysis hours remained.
Error	Processing failed
Expired	Transcript and recording removed under your organization's data retention policy. The conversation record and its insights remain.

Open a conversation

Participants are shown with their share of talk time. If there is a recording, the player starts at 1.2x. Change the speed in the player settings. In the transcript, select a line to jump to that point in the recording, turn on **Auto-scroll** to follow playback, and hover over a line to add a label or copy a link to that moment. The summary is AI-generated. The copy-link icon beside **Conversation details** copies a link to the conversation. For conversations imported from another tool, an arrow icon opens the original there.

Edit conversation details

Select the date, purpose, or participants in an open conversation to edit them in the **Conversation details** panel. Adding a missing participant email helps Alchemer Voice link people to your CRM. In the same panel, the person icon with a minus removes a participant and their insights, and the light bulb icon with a minus deletes only that participant's insights. To rename a conversation, hover over its title and select the pencil icon.

Add labels

Use the label icon beside **Conversation details**, or hover over a card to find its label icon. Typing a name that does not exist lets you create it by picking a color. You can also label individual transcript lines and insights, and labels work as filters.

Download a conversation

The three-dot menu offers **Download recording** (video or audio) and **Download transcript** (.vtt). They appear only if the recording is still available. A disconnected source tool can make it unavailable. If a recording contains redacted personal information, you need permission to unredact it before you can play or download it. See PII redaction and unredacting. PII redaction is an add-on feature, contact your account manager.

Delete a conversation

From the three-dot menu on a card or the conversation page:

- **Delete conversation** removes the conversation and all its insights.
- **Delete all insights** removes the insights and keeps the conversation.
- **Delete transcript** (draft conversations only) removes the transcript so you can upload a different one.

Permissions

What you can see and do in conversations depends on your role. See Roles and permissions for the full list.

Action	Permission
Conversations list tabs	Only the tabs your role allows are shown. Without wider access, there is no All conversations tab and you see only conversations you took part in. Depending on your role, All conversations shows everyone's conversations or only those that include someone from your groups. Admins see the Pending conversations tab by default.
Edit details, delete a conversation or its transcript	Permission to manage all conversations
Delete all insights	Permission to manage all conversations and permission to manage insights
Attach a label	Permission to apply labels
Create a label	Permission to manage labels
Download recording or transcript	A role that can download conversations
Play or download a recording with redacted personal information	Permission to unredact that information. Without it you cannot play or download the recording. See PII redaction and unredacting.

Troubleshooting

- **Cannot play or download a recording:** the original recording must still be available.
- **Conversation not yet listed:** processing starts when the meeting ends and most conversations appear within a few minutes. Longer recordings take longer.

Best practices

To get the most value from Conversations, integrate all relevant calendar, conferencing, and CRM tools so you do not miss important interactions. Regularly review new conversations for emerging insights, and use topic filters or saved views to monitor ongoing themes across your customer

base.

Keyboard shortcuts

If your conversation includes video or audio, you can use keyboard shortcuts to navigate quickly.

Key	Action
0 to 9	Seek from 0 to 90% respectively
Space	Toggle playback
K	Toggle playback
← (left arrow)	Seek back 10 seconds
→ (right arrow)	Seek forward 10 seconds
↑ (up arrow)	Increase volume
↓ (down arrow)	Decrease volume
M	Toggle mute
F	Toggle fullscreen
C	Toggle captions

FAQ

Which calls are included?
Any call or meeting from connected accounts is included, along with any manually uploaded recording or transcript.

How soon are conversations available?
Processing begins as soon as the meeting ends, and most conversations appear in Alchemer Voice within a few minutes.

Can I upload past conversations?
Yes. Use the upload option on the Conversations page to add past audio, video, or transcript files. For step-by-step instructions, see Uploading a recording or transcript.

Related Articles