

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.

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. 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.

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

Key	Action
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.

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