

Analyst Tool

The Analyst Tool brings generative question-and-answer analysis to Alchemer Voice. Point it at a set of conversations, insights, or topics, give it a prompt, and it returns an AI-generated answer that you can read, copy, or share. Each finding links back to the insights that support it, so you can verify the answer against the source data.

Levels of analysis

The Analyst Tool can work at two levels. The level you choose determines the source data it draws on and the kind of answer it can give.

Level	What it analyzes	Best for
Conversation level	The full call transcript.	Granular review, pulling exact quotes, and building action items.
Insight or topic set level	Summarized insights, limited to 500 per analysis. When a set contains more than 500, the tool samples across them intelligently.	Trend analysis and higher-level summaries.

How to run an analysis

You can open the Analyst two ways. Go to Analyst in the left navigation to ask an open-ended question against your full prompt library, with no conversation, insight, or topic pre-selected. Or click Ask the Analyst from inside a specific conversation, from an insight list, or from a topic to scope the analysis to just that item, using its full transcript or whichever insights are currently in view. Your first question also sets filters, such as account type or insight type, that narrow the analysis; review these before asking follow-up questions.

1. Go to Analyst in the left navigation, or click Ask the Analyst from a conversation, an insight list, or a topic.
2. Choose a prompt from the prompt library, or enter your own custom prompt.
3. Review the generated output, then read, copy, or share it as needed.

Best practices

- Use conversation level when you need detailed action lists or verbatim quotes.
- Use insight or topic level when you want trend analysis or a summary.
- When a set contains more than 500 insights, break it into smaller topic sets so the analysis covers the full picture rather than a sample.

Limitations

- At the insight or topic level, the Analyst Tool will not pull verbatim quotes or transcript details.
- Run a conversation-level analysis whenever you need exact statements from a call.

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