Analyst

The Analyst 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 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. On the Analyst page it uses up to 200 of the most relevant insights; from Insights or a topic it uses up to 500. If more match, a note tells you; add filters or create a topic set.	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.

Scopes

The Analyst is a chat assistant that answers questions from your own customer data. You can start a chat from the Analyst page, or from insights, topics, conversations, accounts, and labels. What

the Analyst can see depends on where you start, and that scope is fixed for the life of the chat. Your first question sets the scope. It cannot be changed afterward, so start a new chat to look at something different.

Where you start	What the Analyst uses	Limit
Analyst page (free-form)	Alchemer Voice selects insights from the wording of your first question, such as a product, region, or time period. The filters it applied are shown with the chat.	Up to 200 most relevant insights
Ask the Analyst on Insights	Insights matching your current filters, picked by how closely they relate to your first question.	Up to 500 insights. If more match, a note tells you. Add filters or create a topic set.
Ask the Analyst on a topic	That topic's insights, respecting any filters on the page. If the topic is later merged into another, the chat header says so and links to it.	Up to 500 insights
A single conversation	The full transcript. The button is available once the conversation has finished processing.	One conversation
Conversations list, account page, or label page	The conversations in that list, account, or label. Full transcripts where possible, falling back to summaries when there is too much text.	Very large selections may not cover every conversation

Insight and topic scopes work on summarized insights. Use a conversation-based scope when you need exact wording or detailed action lists, and an insight or topic scope for trends and summaries. Be specific in the first question on the Analyst page, because it decides which insights are used. See Topics, Topic Sets, and Labels & Tagging.

Ask a question

Type a question on the Analyst page or in an Ask the Analyst drawer, or pick a prompt with **Use a prompt**. The prompt fills the message box, and you can edit it before sending. Ask follow-up questions in the same chat.

Hover over a message for its tools: copy, save as prompt (on your own questions), and delete, which removes that message. For insight and topic scopes, answers reference the underlying insights as cards you can open. Copying an answer includes each insight's wording, type, and speaker.

If you ask for quotes, the Analyst returns word-for-word excerpts from transcripts when it is working from conversations, and tries to attribute them to speakers. Insights are short extracted

statements, so for verbatim quotes start from a conversation, account, label, or conversations list.

History, sharing, and deletion

- **History** lists only chats you started in the app, not chats started in Slack.
- **Share:** anyone in your organization who opens a shared chat gets a read-only view and can duplicate the chat to continue it. Only the person who started a chat can add messages to it.
- **Duplicate chat:** in the three-dot menu, makes your own copy of any chat, including one shared with you.
- **Delete chat:** in the three-dot menu, deletes chats you started. This cannot be undone.

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 will not pull verbatim quotes or transcript details.
- Run a conversation-level analysis whenever you need exact statements from a call.

Slack

After your administrator connects Alchemer Voice to your Slack workspace, send a direct message to the Four/Four app; replies post in the thread. You must be an Alchemer Voice user who has accepted your invite and has a verified email. Otherwise the app tells you to ask your administrator for an invite. See the Slack integration.

Your first message sets the filters, and the reply lists them under "Using these filters". Slack answers use up to 200 insights.

Reply in the same thread to continue. Start a new message to ask a different question or change the filters.

The first reply includes a link to open the same chat in Alchemer Voice. Slack chats are not listed in History, so use that link to reopen one.

Claude and ChatGPT

Click Use MCP at the top of the Analyst page for instructions specific to your account. In Claude, open the Four/Four connector in the Claude directory, click Add connector, then Connect. In ChatGPT, open the apps page, click Create app, enter a name, paste the MCP server URL shown, and click Create. ChatGPT requires a paid plan with Developer mode enabled.

Troubleshooting

Symptom	Cause and fix
Ask the Analyst is greyed out	There is nothing to analyze: no insights match the filters, the conversation is still processing, or the list is empty. Draft or pending conversations cannot be analyzed.
You cannot type in a chat	You did not start it. Shared chats are read-only. Use Duplicate chat.
You need different filters	The Analyst cannot change scope mid-chat. Start a new chat.
An error appears	If the request is too large, you are asked to try a smaller one. If it is blocked by content policy, reword it. Otherwise try again.

Permissions

The save as prompt tool on your own questions is available only if your role allows creating prompts. Otherwise it is not offered. See Roles and permissions.

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