

# Alerts & Notifications

Alchemer Voice keeps you informed about your conversations by sending alerts when a conversation finishes processing. This article explains the notifications you receive by default, how to tailor them to your needs, what each message contains, and how to troubleshoot missing alerts.

## Default notifications

By default, Alchemer Voice sends an email alert automatically once a conversation has finished processing. You do not need to configure anything to start receiving these messages.

Each default alert includes a short summary of the conversation along with a direct link so you can jump straight to the full details. Because these alerts are tied to the conversation itself rather than to any advanced setup, users with viewing access generally receive them even when they do not manage more advanced alerting.

## Customizing your alerts

Beyond the default per-conversation email, you can add your own alert segments directly from your notification settings. Each segment is scoped to criteria you choose, with its own delivery frequency, so you only hear about the conversations you actually care about.

- Alerts scoped to a specific participant, so you only hear about conversations you or your team are part of.
- Alerts scoped to a conversation's purpose, type, or service.
- Alerts scoped to a persona, account, opportunity, product, lead, or case.
- Multiple alert segments running at the same time, each with its own frequency.

Each alert segment can be set to arrive Immediately, Daily, Weekly, or Monthly, so less urgent segments can be bundled into a periodic digest instead of arriving one message at a time.

## Setting up notifications

Use the following steps to review and adjust how you are notified:

1. Open your notification settings and review the alerts that are currently turned on.
2. Set your preferred alert frequency, for example immediate, weekly, or monthly.
3. For grouped or team-wide alerts such as digests, configure the appropriate advanced alerting option for your account.
4. Select Add new alert to create a segment scoped to specific criteria.
5. For needs beyond your personal alert segments, such as pairing a notification with automatic labeling or sending output somewhere other than email, build a Workflow instead.

# What each notification includes

The information you receive depends on the type of alert.

| Alert type                       | What it contains                                                                                      |
|----------------------------------|-------------------------------------------------------------------------------------------------------|
| Per-conversation email           | A subject line, the conversation name, a summary, and links to the full details.                      |
| Daily, weekly, or monthly digest | A single consolidated email that gathers links to all of the matching conversations from that period. |

## Best practices

- For alerts that are important to a wider audience, consider forwarding them to a shared or group email address so everyone who needs the information receives it.
- Choose an alert frequency that matches how closely you need to stay on top of activity, so you stay informed without overloading your inbox.
- Give your conversations clear, unique titles so they are easy to identify in alerts and easy to track over time.

## Troubleshooting

**You are not receiving alerts.** Check your spam or junk folder and review any email filters or rules that might be redirecting the messages.

You only want alerts for certain conversations. From your notification settings, add an alert segment scoped to the criteria you care about, such as participant, purpose, type, or service, instead of relying on the default per-conversation alert. For needs a personal alert segment cannot cover, build a Workflow instead.

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