# Aircall

The Aircall integration for Alchemer Voice automatically imports the calls you record and transcribe with Aircall AI Assist into your Alchemer Voice workspace. Once your calls are in Alchemer Voice, the platform generates insights from them and links each conversation to your CRM records, so your team can make better product and commercial decisions.

## Who this integration is for

This integration is built for sales teams, account managers, product managers, and anyone who wants real customer feedback to guide product development and go-to-market strategy. It is a good fit for teams that already use Aircall for calling and want those conversations to power the insights in Alchemer Voice.

## What you can do with the Aircall integration

- Automatically import call recordings and transcripts from Aircall into your Alchemer Voice conversation library.
- Connect each conversation to the right contacts, accounts, deals, and opportunities in your CRM.
- Capture product insights, feature requests, and jobs-to-be-done directly from call transcripts, with no manual note-taking.
- View all of your customer and prospect conversations in one place, ready to analyze or share across your team.
- Stay current. Alchemer Voice checks Aircall every few minutes, so new calls and insights appear quickly.

## Before you begin

To use the Aircall integration, you need:

- An Aircall admin account to make the initial connection.
- Alchemer Voice Admin privileges
- Call recording turned on in Aircall, either automatic or manual.
- Aircall AI Assist licenses for any users whose calls you want transcribed. Transcription in Aircall requires the AI Assist add-on.
- Aircall users who have call recording and transcription enabled.

## Connect Aircall to Alchemer Voice

1. In Alchemer Voice, open the Connections page under Admin.
2. Under Call Recording Services, locate Aircall.
3. Click Connect.

4. Authorize the connection using an Aircall admin account.

Once the connection is authorized, Alchemer Voice will:

- Fetch all available call recordings and transcriptions, going back as far as your subscription or lookback period allows.
- Match the conversations pulled from Aircall to your existing CRM data, including contacts, companies, and deals.
- Index every conversation so you can search, filter, and analyze it directly in Alchemer Voice.
- Automatically extract insights such as feature requests, issues, and jobs-to-be-done.
- Keep your Aircall account in sync, pulling in new calls and transcripts every few minutes.

# Common use cases

- Analyze sales and support calls to understand what customers actually say about your product.
- Automatically capture and organize customer requests, feedback, and objections, with no manual CRM entry.
- Trace every product problem or feature request back to a real conversation and validate it with evidence.
- Surface insights instantly to share with your product, research, and leadership teams.
- See a unified conversation history for each customer, no matter who on your team made the call.

# Frequently asked questions

## Do I need special Aircall permissions?

Yes. You need to be an Aircall admin to make the connection.

## Can I get transcriptions for every call?

Yes, as long as call recording is enabled and you have subscribed to Aircall AI Assist for transcription.

## How far back will Alchemer Voice import calls?

As far back as your Alchemer Voice account allows. If you have purchased a historical lookback add-on, every call within that window is imported.

## How does Alchemer Voice connect conversations to CRM data?

Using your connected CRM, Alchemer Voice automatically matches Aircall calls to the right records based on contact and company details.

## If I add new CRM records, will older calls get linked?

Yes. Alchemer Voice keeps everything in sync. New or updated CRM data triggers re-linking, so

even previously imported calls are matched.

## How quickly are new calls and insights available?

Usually within a few minutes. Alchemer Voice checks Aircall frequently for new or changed conversations.

## What insights does Alchemer Voice create from calls?

Feature requests, jobs-to-be-done, product issues, and more, all surfaced automatically from your call transcripts.

## How do I know if a call is being recorded?

Call recording must be enabled in your Aircall admin settings. Consult your compliance officer if you are unsure about recording rules.

## How do I enable transcription in Aircall?

You need to subscribe to Aircall AI Assist to use transcription. Aircall provides a getting-started article on transcription in their help center.

## What happens if my Aircall setup changes?

If you change recording, users, or other Aircall settings, Alchemer Voice syncs the next time you connect and updates ongoing imports.

## What if I do not see my calls in Alchemer Voice?

Confirm that call recording and transcription are enabled in Aircall and that you are using the correct account for the integration.

For more details, contact Alchemer Support.

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