Outlook 365

The Outlook 365 integration connects your organization's Microsoft Exchange accounts to Alchemer Voice and keeps your Outlook mailboxes and calendars in sync with Alchemer Voice.

Who this integration is for

This integration is a good fit for anyone who emails with people outside your company, including Product, Sales, Customer Success, and Research teams. If you want customer email conversations captured and analyzed automatically, this integration is built for you.

What you can do with the Outlook integration

- Sync your Outlook calendars to Alchemer Voice so meeting data stays current.
- Sync your Outlook mailboxes to Alchemer Voice so every customer conversation is captured.

How it works

Connecting your Outlook calendar

When you connect your Outlook calendar to Alchemer Voice:

1. Alchemer Voice reads calendar events for every user in your Alchemer Voice account, so meeting data stays current.

Connecting your Outlook mail

When you connect your Outlook mail to Alchemer Voice:

1. Alchemer Voice reads mailboxes for every user in your Alchemer Voice account.
2. Alchemer Voice creates conversations and insights from every email thread that involves a customer.

Common use cases

- Automatically capture and analyze customer email threads.

Frequently asked questions

Can I use this with multiple calendars?

Alchemer Voice syncs the primary Outlook calendar for each user who connects their account.

Which email threads are imported?

Alchemer Voice imports only email threads that involve leads and contacts already tracked in your

CRM. It automatically syncs the relevant conversations and links them to the matching CRM records. It does not import all of your email, only the threads associated with people and accounts your CRM recognizes. This is the same technique used by services such as HubSpot and Salesforce Einstein.

Getting started

1. In Alchemer Voice, open your connection settings.

2. Connect your Microsoft 365 Mail and Calendar accounts.

That is all that is required. Alchemer Voice begins syncing, and insights from your customer email conversations flow directly into your Alchemer Voice workspace.

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