

RingCentral

The RingCentral integration for Alchemer Voice automatically imports the calls you record and transcribe in RingCentral and RingSense into your Alchemer Voice workspace. Alchemer Voice then generates insights from those calls and links them to your CRM records, helping you 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 shape product development and go-to-market strategy. It is a strong fit for teams that already use RingCentral for calling and want those conversations to power the insights inside Alchemer Voice.

What you can do with the RingCentral integration

- Automatically import call recordings and transcripts from RingCentral into your Alchemer Voice conversation library.
- Connect each conversation to the right contacts, accounts, deals, and opportunities from 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 syncs with RingCentral every few minutes, so new calls and insights appear quickly.

Before you start

Make sure you have the following in place before you connect the integration:

- A RingCentral admin account, which is required to make the initial connection.
- Alchemer Voice Admin privileges
- Call recording enabled in RingCentral, either automatic or manual.
- RingSense licenses for any users whose calls you want transcribed. Transcription in RingCentral requires the RingSense add-on.
- RingCentral users who have both call recording and transcription enabled.

Connect the RingCentral integration

1. In Alchemer Voice, open the Connections page under Admin.
2. Under Call Recording Services, find RingCentral.

3. Click Connect.
4. Authorize the connection as a RingCentral admin.

How it works

Once the integration is connected, Alchemer Voice does the following:

- Fetches all available call recordings and transcriptions, going back as far as your Alchemer Voice subscription or lookback period allows.
- Matches conversations pulled from RingCentral to your existing CRM data, including contacts, companies, and deals.
- Indexes every conversation so it can be searched, filtered, or analyzed directly in Alchemer Voice.
- Automatically extracts insights such as feature requests, issues, and jobs-to-be-done using Alchemer Voice AI.
- Keeps your RingCentral 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, without 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 product, research, and leadership teams.
- See a unified conversation history for each customer, no matter who in your company made the call.

Frequently asked questions

Question	Answer
Do I need special RingCentral permissions?	Yes. You must be a RingCentral admin to make the connection.
Can I get transcriptions for every call?	Yes, as long as call recording is enabled and every caller has a RingSense license for transcription.
How far back will Alchemer Voice import calls?	As far as your Alchemer Voice account allows. If you purchased a historical lookback add-on, all calls within that window are imported.

Question	Answer
Does this work with RingCentral video meetings?	Yes. Video recordings are supported wherever transcriptions are available.
How does Alchemer Voice connect conversations to CRM data?	Using your connected CRM, Alchemer Voice automatically matches RingCentral calls to the right records based on contact and company details.
If I add new CRM records, will old calls get linked?	Yes. Alchemer Voice keeps everything in sync. New or updated CRM data triggers re-linking, so even previously imported calls get matched.
How quickly are new calls and insights available?	Usually within a few minutes. Alchemer Voice checks RingCentral 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 call transcripts.
How do I know if a call is being recorded?	Call recording must be enabled in your RingCentral admin settings. Consult your compliance officer if you are unsure about recording rules.
How do I enable transcription in RingCentral?	Assign RingSense licenses to each user whose calls you want transcribed.
What happens if my RingCentral setup changes?	If you change recording, user, or RingSense 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 RingCentral and that you are using the correct account for the integration.

For more help, contact Alchemer support.

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