Slack

Overview

The Slack integration connects Alchemer Voice to your team's Slack workspace so you can capture and share customer insights, trigger alerts, and automate workflows in the channels where your team already collaborates. Alchemer Voice can follow relevant conversations, post summaries and notifications to the channels that matter, and make it easy to share validated feedback across departments.

Who this is for

The Slack integration is a good fit for any team that wants to:

- Collect, analyze, or automate customer and product feedback from Slack conversations and channels.
- Deliver insights, summaries, alerts, and reports to product, sales, customer success, or leadership channels without switching tools.
- Cut down on manually copying feedback or issues between Slack and other systems such as Alchemer Voice, a CRM, or Jira.

What you can do with the Slack integration

- Bring customer feedback, questions, and product requests from selected Slack channels into Alchemer Voice automatically.
- Route important insights to specific channels or people with targeted workflow notifications, for example competitor mentions, key product blockers, or urgent customer pain.
- Share Alchemer Voice summaries, reports, and highlights to any Slack channel for real-time discussion and follow-up.
- Alert product managers, account owners, or customer success managers as soon as new evidence appears on a topic you are tracking.
- Jump straight from a Slack message to the full insight detail or the matching customer conversation in Alchemer Voice.
- Use Slack to distribute weekly, monthly, or ad hoc digest reports built in Alchemer Voice.

Before you start

To connect Slack, you will need:

- An Alchemer Voice admin license.
- Permission to add integrations and apps to your Slack workspace.
- The channels where customer feedback, product discussions, or support conversations take place (public or private, with the right access).

Connect Slack to Alchemer Voice

You add the Alchemer Voice app to your Slack workspace from the Connections page under Admin in Alchemer Voice.

1. Open the Connections area under Admin in Alchemer Voice and click **Connect** on the Slack tile.
2. Authorize Alchemer Voice to access your Slack workspace.
3. That is it. Alchemer Voice can now be configured to send notifications through workflows and to listen to threads in your channels.

After the app is installed, a channel member needs to invite the Alchemer Voice bot into each channel you want it to work in, whether to post messages or to read channel threads.

Import content from a channel

- To import content into Alchemer Voice from a channel, use the slash command **/capture**. Alchemer Voice notifies the channel members that it has started watching the channel for feedback.
- If the channel includes customers, Alchemer Voice identifies the correct CRM account to link to, or asks you for guidance.
- Alchemer Voice automatically picks up threads (and, if enabled, historic messages) from connected channels, analyzes them for insights, and associates them with the relevant accounts, deals, or topics.
- You control which messages are ingested by inviting the Alchemer Voice bot only to the channels you choose.

Send notifications to Slack

- Insights, conversations, and other notifications arrive in Slack with context and direct links back to the original message, the related customer, or deeper analysis in Alchemer Voice.
- For outbound notifications, create a workflow in Alchemer Voice to capture and summarize the information you care about, then add a **Slack Notification** node to the workflow to send the output to the right channel.

Best practices

- Connect only channels that are customer-facing or where product feedback appears, so you reduce noise.
- For privacy, avoid connecting channels that hold sensitive company-only discussions unless you specifically need them.
- Use workflow customization to alert only on high-value signals, for example urgent bugs, key customer feedback, or notable mentions, so channels are not flooded with non-actionable information.

Common use cases

Use case	How Alchemer Voice helps
Capture customer feedback from Slack	Connect support or customer-feedback channels. Alchemer Voice ingests new messages, then analyzes and clusters them into insights for product, customer success, or leadership teams.
Alert product managers about key product blockers	Set up a workflow that posts to a #pm-alerts channel when a Slack message contains high-severity feedback or a keyword such as "broken" or "critical blocker."
Broadcast a competitor mention to sales or leadership	Trigger an alert in #sales-alerts whenever a competitor is mentioned. Include a summary and a link back to the original conversation.
Send a weekly digest to a product or leadership channel	Alchemer Voice posts a summary of top requests, pain points, or trends to a designated Slack channel on a schedule, for example every Monday.
Find which customers reported a specific issue	Use the links in Slack alerts to jump straight to a filtered list of conversations, including customer data and supporting evidence.

Frequently asked questions

Question	Answer
How does Alchemer Voice know which Slack channels to listen to?	You choose the connected channels during setup. For private channels, be sure to invite the Alchemer Voice bot manually.
Will Alchemer Voice ingest all messages in a channel?	That is the usual approach, but you can also import thread by thread instead.
Can Alchemer Voice post alerts or digests to channels it is not ingesting?	Yes. You can dedicate channels to notifications only, even when ingestion is turned off.
How are messages linked to accounts and customers?	Based on the participants in the channel, Alchemer Voice matches the Slack thread to existing CRM data. If the channel is internal only, no linking is performed.
Does Alchemer Voice capture threads and replies?	Yes. As soon as team members start replying to a message and it becomes a Slack thread, Alchemer Voice begins importing it as a conversation.

Question	Answer
Can we limit who sets up Slack workflow automations?	Workflow permissions are managed in Alchemer Voice. Admins control who configures or edits workflows by assigning Creator licenses.
Will the Slack integration overwrite or change channel data?	No. Alchemer Voice only listens and posts notifications. It does not edit or delete any Slack content.
How often are notifications or ingested messages processed?	Workflows and alerts are real-time. Ingestion and summarization may have a slight delay depending on your configuration, and digest or summary posts are sent on your workflow schedule.

Still have questions or want to automate a new workflow? Contact Alchemer Support or your Alchemer account representative to discuss custom workflow automation in Slack.

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