

Alchemer Workflow Passare Initiator

Overview

Passare is a case management platform used by funeral homes and cremation providers to manage cases, arrangements, and related workflows.

The Alchemer integration with Passare supports automated workflow initiation based on Passare case events. The Alchemer Passare Workflow Initiator allows Alchemer to receive a webhook notification from Passare and trigger a workflow execution—fully automating downstream actions whenever a case event occurs in Passare, without manual intervention.

Common uses for the Alchemer Passare integration

- Start a workflow the moment a case event occurs in Passare
- Automate follow-up communications tied to a Passare case
- Sync case data into other Alchemer-connected systems
- Drive workflow branching or routing using data from the Passare event
- Reduce manual monitoring of case activity in Passare

What can the Alchemer Passare integration do?

- [Start workflow from Passare](#)

You will need

- Access to your Passare workflow/notification setup so you can configure a webhook
- An Alchemer plan that includes integrations with Workflow and the Integration Manager permission enabled.
 - [Contact us](#) if you are unsure if your plan includes integrations.

Setup Alchemer Passare integration in Workflow

Passare | Start workflow from Passare

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You will need:

- Access to your Passare workflow/notification setup so you can configure a webhook
- The custom field names (keys) your Passare payload will include, beyond the fields received by default

Configure the action

1. Open your workflow in **Workflow Builder**.
2. On the **Select Initiator** pop up select the **Passare** initiator.
3. Select **Passare | Start workflow from Passare**.
4. **Passare | Settings — Webhook URL**: Copy the generated webhook URL and add it to the corresponding webhook/notification setting in your Passare workflow setup so case events are sent to Alchemer.
5. **Passare | Settings — Custom Fields**: Add any custom fields your Passare payload will include beyond the fields received by default (see below). These fields will be available as merge codes in the workflow.
6. Save the action.

Fields received by default

The following fields are accepted by default and should not be added as custom fields:

- event_id
- trigger_type
- trigger_timestamp
- notification_timestamp
- organization_id
- payload | case_uuid

Status codes

- 200: Successfully triggered the workflow from the Passare event
 - 400: The external integration returned an error
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Testing and Troubleshooting

Testing and Validation

How to test

- Trigger a case event in Passare and monitor the run in the **Monitor** tab.
 - Click on the run to view metadata outputs received from Passare.

How to verify results

- Set a send email action to yourself with action metadata included.
 - Verify that the event from Passare generated a workflow run with the expected fields.
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Monitoring Integration Activity

Where to find logs

- Go to **Monitor**.
- Check the individual workflow steps.

What logs display

- Fields received from Passare
 - Workflow output or returned status
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Troubleshooting

Webhook issues

- Webhook URL not configured correctly in Passare
- Custom field names do not match the keys in the incoming payload
- Custom fields added that duplicate a default field (event_id, trigger_type, trigger_timestamp, notification_timestamp, organization_id, or payload | case_uuid)
- Case event not sent by Passare

API errors

- Passare validation failures
 - Endpoint or runtime errors
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FAQs

What permissions do I need?

Integration Manager in Alchemer and access to configure webhooks/notifications in your Passare workflow setup.

Do I need a Passare API Token to use this initiator?

No. This initiator only requires the Integration Manager permission in Alchemer and access to configure a webhook in your Passare workflow setup.

When does the integration run?

As soon as Passare sends a case event to the configured webhook URL.

Why are my fields not being received?

If you are mapping nested fields you may need to add a pipe '|' between the fields to drill down into those fields. EX: *payload / acquaintance_uuid*

Why isn't my workflow triggering?

Check the Monitor tab for an incorrectly configured webhook URL in Passare, a custom field mismatch, or a Passare-side event failure.

Do I need to map event_id, trigger_type, trigger_timestamp, notification_timestamp, organization_id, or payload | case_uuid myself?

No. These fields are received automatically and should not be added as custom fields.

What if I need additional functionality?

Contact Alchemer Support for enhancement requests.

Related Articles
