

Alchemer Workflow Constant Contact Initiator

Overview

Constant Contact is an email and digital marketing platform used by organizations to manage contact lists, send email campaigns, and engage audiences across channels.

The Alchemer integration with Constant Contact supports automated workflow initiation based on the contacts in a Constant Contact contact list. On a set schedule, the Alchemer → Constant Contact Workflow integration checks a selected contact list for new or updated contacts, filters them on the criteria you choose, and starts a separate workflow run for every matching contact—passing the contact's details and custom field values into the workflow.

Common uses for the Alchemer Constant Contact integration

- Automatically send surveys to new or updated contacts on a Constant Contact list
- Start follow-up workflows for contacts that match a specific field value (e.g., a custom field)
- Use Constant Contact contact and custom field data in workflow logic and personalization
- Reduce manual exporting and importing of contact lists
- Keep outreach in Alchemer in sync with list activity in Constant Contact

What can the Alchemer Constant Contact integration do?

- [Start workflow from Constant Contact](#)

You will need

- Constant Contact OAuth authentication (sign in with your Constant Contact account). [More details in the authentication how-to guide.](#)
- 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 Constant Contact integration in Workflow

Constant Contact | Start Workflow from Constant Contact

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You will need:

- Constant Contact login credentials. [More details in the authentication how-to guide.](#)
- A Constant Contact contact list containing the contacts you want to start the workflow for
- A specific contact field and value you want to use to find contacts (e.g., a custom field)

Configure the action

1. Open your workflow in **Workflow Builder**.
2. On the **Select Initiator** pop up, select the **Constant Contact** initiator.
3. Select **Constant Contact | Start workflow from Constant Contact**.
4. **Constant Contact | Authentication:** Select an existing authentication or [create a new one](#).
5. **Constant Contact | Select contact list:** Select the Constant Contact contact list you want to use for finding contacts and sending surveys to, and confirm your selection.
6. **Constant Contact | Find contacts:** Set the criteria for which contacts will start the workflow. Select the Constant Contact field to filter by, then manually enter the value it must match.
 - a. **Note:** The value dropdown will be empty. Type the value you want to match manually.
 - b. **Note:** A workflow run is started for every contact in the selected list that matches this criteria. Make sure your criteria matches only the contacts you want to start the workflow for.
7. **Constant Contact | Schedule for runs:** Set the **Interval**, **Time Unit**, **Start running on**, and **Stop running by** values for how frequently you want to pull contacts from Constant Contact.
 - a. **Note:** Runs take place at the specified interval, at the same time of day set in **Start running on**. Dates and times are shown in your local time zone.
8. Save the action.

Status codes

- 200: Successfully started a workflow run for each matching contact
- 202: No contacts matched the selected criteria
- 400: The external integration returned an error

Testing and Troubleshooting

Testing and Validation

How to test

- Add or update a test contact on the selected Constant Contact list so it matches your **Find contacts** criteria.
- Wait for the next scheduled run, then monitor individual runs in the **Monitor** tab.
 - Click on each run to view the contact data passed into the workflow.

How to verify results

- Set a send email action to yourself with action metadata included.
 - Verify that each matching contact generated an independent workflow run.
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Monitoring Integration Activity

Where to find logs

- Go to Monitor
- Check the individual workflow steps

What logs display

- Contact data sent per run
 - Workflow output or returned status
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Troubleshooting

Authentication issues

- Expired or revoked Constant Contact OAuth session
- Constant Contact user lacks access to the selected contact list

Contact filter issues

- Filter value doesn't match the contact field value in Constant Contact
- Selected field is empty for the contacts on the list
- No new or updated contacts on the list since the last run

Schedule issues

- Start running on date is in the future, or Stop running by date has passed
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FAQs

What permissions do I need?

Integration Manager in Alchemer and a Constant Contact account with access to the selected contact list.

When does the integration run?

On the set schedule.

Which contacts start a workflow?

Contacts on the selected list that are new or updated since the last run and match your Find contacts criteria.

How do I avoid sending to the same contact twice?

Make sure your contacts are updated before each scheduled run so your criteria only matches the contacts you want to start the workflow for.

Why isn't my workflow triggering?

Check the Monitor tab for filter issues, authentication errors, or schedule settings.

What if I need additional functionality?

Contact Alchemer Support for enhancement requests.

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