

Constant Contact Integration with Alchemer Workflow

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 contact lookups and contact upserts. The Alchemer Constant Contact integration allows Alchemer to use information from Constant Contact to personalize workflow steps, enrich workflow data, and create or update Constant Contact contacts and list memberships with workflow data.

Common uses for the Alchemer Constant Contact integration

- Personalize outbound emails and workflow steps using Constant Contact contact details
- Use Constant Contact contact fields in workflow logic
- Automatically create or update Constant Contact contacts from workflow data
- Add contacts to a selected Constant Contact contact list as part of a workflow
- Keep Constant Contact contacts synchronized with data collected in Alchemer
- Reduce manual data entry and contact list maintenance

What can the Alchemer Constant Contact integration do?

- [Get contact details](#)
- [Upsert 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 | Get Contact Details

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You will need:

- Constant Contact login credentials. [More details in the authentication how-to guide.](#)

- A workflow field containing the Constant Contact `contact_id` of the contact you want to retrieve

Configure the action

1. Open your workflow in **Workflow Builder**.
2. On the right side, drag and drop the **Constant Contact** connection where you want the action to trigger.
3. In the connection box, click the pencil icon in the top-right corner.
4. Select **Constant Contact | Get contact details**.
5. **Constant Contact | Authentication:** Select an existing authentication or [create a new one](#).
6. **Constant Contact | Contact ID:** Select the Alchemer workflow field that contains the `contact_id` of the contact you want to find in Constant Contact.
 - a. **Data prep options:** Choose how input values are prepared before they are sent (e.g., *Strip HTML tags from inputs*).
7. **Constant Contact | Get data back:** Select the Constant Contact contact fields you want returned (e.g., *email address, first name, last name*, custom fields) and confirm your selection. These values can be used in later workflow steps or drive workflow logic.
8. Save the action.

Status codes

- 200: Successfully found contact
- 404: Contact not found
- 400: Failed to get contact

Constant Contact | Upsert Contact

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You will need:

- Constant Contact login credentials. [More details in the authentication how-to guide](#).
- A workflow field containing the contact's email address
- The name of the Constant Contact contact list the contact should be added to or updated on

Configure the action

1. Open your workflow in **Workflow Builder**.
2. On the right side, drag and drop the **Constant Contact** connection where you want the action to trigger.
3. In the connection box, click the pencil icon in the top-right corner.

4. **Select Constant Contact | Upsert contact.**
5. **Constant Contact | Authentication:** Select an existing authentication or [create a new one](#).
6. **Constant Contact | Contact list:** Select the contact list the contact is already associated with, or that you would like them to be associated with, and confirm your selection.
 - a. **Data prep options:** Choose how input values are prepared before they are sent (e.g., *Strip HTML tags from inputs*).
7. **Constant Contact | Upsert contact:** Map Alchemer workflow fields to the Constant Contact contact fields you want to create or update.
 - a. **Note:** Email must be mapped. Constant Contact matches existing contacts on email address — if a contact with that email exists, it is updated; otherwise, a new contact is created.
 - b. **Note:** Constant Contact custom fields support text and date values only. Please reference Constant Contact's [API documentation](#) to ensure inputs match required formatting.
8. Save the action.

Status codes

- 201: Successfully created contact. Contact added to the selected list.
- 200: Successfully updated contact. Contact added to the selected list.
- 400: Failed to upsert contact

Testing and Troubleshooting

Testing and Validation

How to test

- Trigger the workflow and monitor individual runs in the **Monitor** tab.
 - Click into individual workflow runs to see input/output metadata.
- Confirm the expected retrieval, creation, or update occurs in Constant Contact.
- Use metadata values returned to verify success or help debug issues.

How to verify results

- Check the impacted contact and contact list directly in Constant Contact.
- Ensure all retrieved or updated values match workflow expectations.

Monitoring Integration Activity

Where to find logs

- Go to Results → Monitor.
- Select the integration step you want to inspect.

What logs display

- Input/Output

- Returned status codes from Constant Contact
-

Troubleshooting

Authentication issues

- Expired or revoked Constant Contact OAuth session
- Constant Contact user lacks permission to view or edit contacts

Lookup failures

- Invalid or missing *contact_id*
- No matching contact found in Constant Contact

Mapping errors

- Email address not mapped on Upsert contact
- Invalid email address format
- Incorrect custom field formatting (custom fields accept text or date values only)

API errors

- Constant Contact validation failures
 - Rate limits or account custom field limits reached
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FAQs

What permissions do I need?

Integration Manager in Alchemer and a Constant Contact account with access to the contacts and contact lists you want to use.

When does the integration run?

When the workflow triggers and reaches the Constant Contact integration step.

Can I use multiple Constant Contact actions in one workflow?

Yes. Actions can run independently or in sequence.

How does Upsert contact decide whether to create or update?

Contacts are matched on email address. If a contact with the mapped email already exists, it is updated and added to the selected list; otherwise, a new contact is created.

Why isn't my data updating?

Check the Monitor logs for lookup issues, mapping mismatches, or API errors.

What if I need additional functionality?

Contact Alchemer Support for enhancement requests.

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