Alchemer Voice overview

Overview

Alchemer Voice helps you capture, analyze, and act on customer conversations at scale. It brings in your calls, meetings, chats, emails, and support tickets, turns them into short statements called insights, and links those insights to the accounts and contacts in your CRM. Product, sales, and customer success teams use it to see what customers are saying, spot themes, and back decisions with evidence from real conversations.

For definitions of the terms used throughout the product, see Key concepts.

What you can do with Alchemer Voice

- **Capture conversations:** Connect the tools your team already uses, or upload recordings, so conversations arrive in one place.
- **Generate insights:** Alchemer Voice analyzes each conversation and extracts insights such as pains, feature requests, and jobs to be done.
- **Find themes:** Group insights into topic sets, label them, and ask the Analyst for reports with citations back to the original conversations.
- **Act on what you learn:** Match insights to your product ideas with Tracker, and share them with your team through workflows and integrations.

Where to start

Section	What you will find
Getting Started with Alchemer Voice	How to sign in, key concepts, user management, roles and permissions, groups, and your company description.
Using Alchemer Voice	How conversations are captured, working with conversations, searching, labels, topics and topic sets, prompts, Tracker, and workflows.
Reporting & Dashboards in Alchemer Voice	The dashboard, insights and how they are generated, the Analyst, and monitoring trends.
Managing Your Alchemer Voice Account	Alerts and notifications, and PII redaction.
Connections / Integrations for Alchemer Voice	How to connect your CRM, call recorders, collaboration tools, and other data sources.

New to Alchemer Voice?

1. Sign in. See Getting started and signing in to Alchemer Voice.
2. Learn the vocabulary. See Key concepts.
3. Connect your data sources. See Connections / Integrations for Alchemer Voice.
4. Invite your team and assign roles. See User Management and Roles and permissions.

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