How conversations are captured

Overview

Conversations can enter Alchemer Voice five ways, and most teams combine several. Each captured conversation is transcribed where needed, analyzed using the analysis allowance on your plan, and listed under Conversations.

Comparison

Method	Set up in	What arrives
Recorder integration (Gong, Microsoft Teams, Aircall, RingCentral, Outreach)	Admin > Connections, Call recording	Existing and new call and meeting recordings
Manual upload	Conversations, or Upload video on the checklist	A video, optionally with a VTT transcript
Slack capture	Admin > Connections, Collaboration tools	A customer channel or a single thread
Email	Admin > Connections, Productivity services (Outlook 365)	Emails with external contacts matched to your CRM
Support tickets	Admin > Connections, Service management	Tickets and cases as Support case conversations

Recorder integrations

If your team already records calls in a tool such as Gong, Microsoft Teams, Aircall, RingCentral, or Outreach, connect it and its recordings flow in automatically. See each integration's article in Connections / Integrations for Alchemer Voice for what it imports and how often it syncs.

Manual upload

Drag and drop a video onto the Conversations page. If you have a transcript from another tool, export it as VTT for best results; otherwise Alchemer Voice creates one. Uploads appear under Draft conversations until processed. For step-by-step instructions, see Uploading a recording or transcript.

Slack

After connecting Slack, you can capture a whole customer channel or a single thread with the Alchemer Voice Slack actions. Alchemer Voice must be a member of the channel. Direct messages and group direct messages can't be captured. When you capture a channel, Alchemer Voice imports existing and future threads and messages you in Slack to confirm which customer (by website address) the channel relates to. Reply with the correct address, or "none" if the channel isn't tied to one customer.

Email

Alchemer Voice imports an email only when it involves someone outside your internal email domains who matches a lead, or a contact that belongs to an account, in your CRM. Automatic replies, bounces, bulk mail, and mailing-list messages are skipped.

Support tickets

Supported help desks include HubSpot Service Hub, Salesforce Service Cloud, and Dynamics 365 Customer Service. Tickets arrive as Support case conversations.

Before you start

- Add your internal email domains in Admin > Company so Alchemer Voice can tell customers from colleagues.

Troubleshooting

- **A conversation says it hasn't been processed:** Usually no analysis hours remained when it arrived.
- **A conversation produced no insights:** Very short conversations, ones with one participant, and ones where nobody from your side spoke can be skipped. Internal meetings are only analyzed in limited ways.

Permissions

Who can set up each capture method depends on role.

Method	Who sets it up
Recorder integrations, Slack capture, email, support tickets	Admin
Manual upload	Anyone with permission to upload

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