PII redaction and unredacting

PII redaction is an add-on feature, contact your account manager.

Overview

Alchemer Voice can detect personal information (PII) in conversations, such as names, email addresses, and card numbers, and replace it with placeholders like [PERSON-1] or [EMAIL-2]. Redaction runs during processing, before insights and summaries are created, so those are written from the redacted text. You can reveal the original text on a transcript, one tier at a time, if you have permission to do so.

Redaction tiers

Tier	Covers
Financial	Credit card numbers, bank account numbers, IBANs, US Social Security numbers, US Medicare beneficiary IDs, Canadian Social Insurance numbers, and health card numbers
Document	Dates of birth, passport numbers, driver's license numbers, and other government-issued ID numbers
Contact	Person names, email addresses, phone numbers, street addresses, zip or postal codes, ages, and vehicle identification numbers

Unredact a transcript

On the Transcript tab, select Unredact (the padlock above the transcript). It appears only if the conversation has redacted text. The change affects only your view and lasts only while you stay on the page; reloading redacts it again. It doesn't change what other people see.

What remains redacted

- Insights and summaries never contain the original values.
- Copied and downloaded transcripts contain placeholders.
- Recordings are not redacted.
- Shared links show the redacted transcript and no recording for any conversation containing redacted information.

Permissions

Each redaction tier can be unredacted only by roles with the matching permission.

Tier	Permission
Financial	Unredact financial PII
Document	Unredact document PII
Contact	Unredact contact PII

Without a tier's permission, that tier stays as placeholders, and Unredact isn't shown if your role has no unredact permission. You can play or download a recording only if you can unredact every tier present in that conversation; otherwise the player and Download recording are hidden.

Grant unredact permissions

No built-in role (Viewer, Creator, Admin) includes the unredact permissions, and built-in roles can't be edited. Create a custom role instead. You need permission to manage the team.

1. Go to Admin > Roles.
2. Select Create role, or open a built-in role and select Duplicate.
3. Name the role and, under Conversations, tick Unredact financial PII, Unredact document PII, and/or Unredact contact PII. Keep the other permissions the role needs.
4. Select Save.
5. Go to Admin > Team, select the person, and assign the role.

Tiers are independent. For example, support managers can reveal contact details while only compliance can reveal financial details. For more on roles, see Roles and permissions.

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