Sharing a conversation

Overview

You can share an analyzed conversation with someone outside your organization without giving them an Alchemer Voice account. Alchemer Voice creates a link to a read-only page, which you can copy or have emailed to the conversation's external participants. Anyone with the link can view the page.

Requirements

- Your role includes permission to share conversations (see Permissions below).
- Your organization's Alchemer Voice plan is active.
- The conversation has finished processing. Draft, pending, not-processed, and expired conversations can't be shared.
- To email someone, they must be external to your organization and have a valid email address on the conversation. Add missing addresses by editing the participants.

Share a conversation

1. Open the three-dot menu on the conversation or its card and choose **Share conversation**.

2. Copy the link, or under **Send participants an email with the link**, select **Share** next to a person.

Each person you share with receives an email with the subject "(your name) shared a conversation with you," and the button changes to **Shared**.

What recipients see

The page opens in a browser without sign-in. It shows the conversation details (date, participants with talk time, and any linked company), the summary, the transcript, and the recording if available. Insights, labels, CRM records (other than the linked company name), and other conversations aren't shown. Colleagues signed in to your Alchemer Voice workspace are taken to the full conversation instead.

If the conversation contains redacted personal information, the shared page shows placeholders such as [PERSON-1] and doesn't play the recording. See PII redaction and unredacting.

Access and limits

- **The link is the access.** There's no password or sign-in, and recipients can forward the link.
- **No expiry or revocation.** The link doesn't expire and can't be switched off for a single conversation. Each conversation has one link, so sharing again gives the same address. Deleting the conversation stops the link working. To cut off access any other way, contact

Alchemer Support.

- **Downloads.** If the recording plays on the shared page, the player's download option is available to the viewer.

Troubleshooting

- **Share conversation is missing from the menu:** Check that you have permission to share, that processing has finished, and that your plan is active.
- **No one is listed to email:** Only external participants with a valid email address appear. Edit the conversation to add addresses.

Permissions

Sharing requires a role with permission to share conversations. The Viewer, Creator, and Admin roles include it by default. Without it, **Share conversation** isn't shown in the menu. See Roles and permissions.

For more on working with conversations, see Conversations.

Related Articles