# MCP tools reference

Alchemer Voice runs a Model Context Protocol (MCP) server so AI assistants can search your conversations, insights, topics and CRM data and organise them with labels and topic models. It offers 17 tools. To connect an assistant, see the Alchemer Voice in Claude and Alchemer Voice in ChatGPT articles.

## Connection

| Item | Detail |
|---|---|
| Server address | `https://fourfour.ai/mcp` . In the app, **Analyst > Use MCP** shows connection steps. |
| Authentication | OAuth: compatible clients discover the sign-in details automatically and you approve access once. A personal access token with the Read from API scope also works. |
| Prompts | Shared Analyst prompts and your own prompts are offered to the assistant as ready-made prompts. |
| Links and paging | Search tools return links back to Alchemer Voice, which assistants are told to include. Results are paged; tools accept a page number and report when more results exist. |

## Search tools

| Tool | Returns | Page size | Filters |
|---|---|---|---|
| `find_conversations` | Meetings, calls and emails with summary, participants, linked CRM records and labels. Newest first. Transcripts only when requested. | Max 20 (default 10) | Search text; dates (from, to, relative periods); conversation purpose and type; labels; account labels; conversation ids; CRM filters (account, contact, lead and opportunity ids, stages, statuses, types, amounts, owners, regions, industries, company names and sizes, participant persona role and domain) |
| `find_insights` | Extracted insights such as jobs to be done, pains, impacts, feature requests and emotions | Max 500 (default 200) | Same date, label and CRM filters as conversations; insight type and category (for example value, force, effort, emotion, feature, needs analysis, pain/impact, solution, job); topic |

| Tool | Returns | Page size | Filters |
|---|---|---|---|
| `find_topics` | Topics from your topic models with description, insight counts, a link and the CRM records most recently mentioned | 20 | Topic model; label (include or exclude); search text |
| `find_topic_models` | Topic model analyses with filters, topics and generation progress | 5 | Model id; label; search text |
| `find_accounts`, `find_contacts`, `find_leads`, `find_opportunities` | CRM records with links | Max 100 (default 10) | Name or search text; ids; owners; stages; statuses; types; amounts; regions; industries and similar CRM fields |
| `find_issues` | Issues from connected product trackers with project, status, labels and links | Max 20 (default 10) | Tracker project and project type; issue type; status and status category; quality |
| `find_labels` | Personal and team labels you can access | Max 20 (default 10) | Search text |
| `help` | Guidance on using the tools available to you | - | - |

`find_conversations` returns only conversations that have finished processing and have a summary.

# Tools that change data

These tools cannot delete conversations or change CRM data.

| Tool | Action |
|---|---|
| `create_label` | Create a personal or team label, with an optional colour. |
| `modify_label` | Change a label's name, colour, or whether it is personal or shared with the team. |

| Tool | Action |
| --- | --- |
| `attach_label` , `detach_label` | Add or remove a label on accounts, conversations, insights, topics or topic models, using ids from the search tools. |
| `create_topic_model` | Start a topic model over a filtered set of insights, using the `find_insights` filters and a title you provide. It runs in the background; use `find_topic_models` to watch progress. |

# Sending feedback

The `submit_feedback` tool lets an assistant pass your feedback about Alchemer Voice along. An assistant uses it when you give feedback, a suggestion, a complaint or praise, or when you are struggling to get something done. It sends the relevant part of your chat as a transcript, with your messages and the assistant's replies, together with your name and email. It does not read or change any of your workspace data, and the assistant only sends messages that are new since its last submission in that chat.

Feedback is not a support request and nobody replies to it. For help, contact Alchemer Support.

# Troubleshooting

- **Sign-in fails or the assistant reports it is unauthorised:** reconnect the connector and approve access again.
- **Empty results:** widen dates or filters. Conversations still processing, or without a summary, are not returned.

# Permissions

- The assistant sees only what you can see. If you can see insights but not all conversations, results are limited to conversations visible to you.
- A tool is offered only if your role allows it. For example, without permission to apply labels, the label-attaching tools are unavailable, and you get a permission error for objects you may not label. If a tool is missing, your role lacks the permission it needs; ask an admin.
- Personal labels remain visible only to their owner.

Related Articles