Alchemer Voice Data in Power BI

Power BI Desktop reads Alchemer Voice through the read-only OData feed, so reports can be refreshed against current data. The connection cannot change anything in Alchemer Voice. Tables include Conversations, Insights, Topics, Accounts, Opportunities and Participants; see the OData API reference article for the full list.

Connect Power BI Desktop

Before you begin

- Power BI Desktop
- Alchemer Voice Admin privileges

Steps

1. In Alchemer Voice, go to **Admin > Connections** and scroll to **Data services**.
2. On the **Microsoft PowerBI** card, click **Connect**. The "Connecting PowerBI" window shows your **Username** (your email address) and **Password** (a newly generated personal access token), each with a copy button.
3. Click **Connect** in the window. A connection file (`.pbids`) downloads. Open it to launch Power BI pointed at your OData feed.
4. When Power BI asks for authentication, choose **Basic**, paste your email as the user name and the token as the password, and click **Connect**.
5. In the Navigator, tick the tables you want and click **Load** or **Transform Data**.

Tokens

Each time you open the Power BI window, Alchemer Voice creates a new token named "PowerBI", listed under **Admin > Connections > Access tokens > Personal tokens** . Tokens are valid for one year. Repeat the setup to create a fresh one, and revoke any you no longer use.

The connection file is designed for Power BI Desktop. Any tool that reads an OData v4 feed with Basic authentication can use the same address and credentials.

Troubleshooting

- **Credentials rejected:** confirm Basic authentication, your Alchemer Voice email as user name, and the token (not your Alchemer Voice password) as password. If the token expired or was revoked, click **Connect** on the card to create a new one.

- **Too many requests:** wait a minute and refresh again.

Permissions

The feed shows only the data that the Alchemer Voice user who created the token can see. If rows are missing in Power BI, check what that user can see in Alchemer Voice.

To manage the personal token this connection creates, see API access tokens and OAuth clients.

If you need help, contact Alchemer Support.

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