Attention

The Attention integration imports your Attention conversations and their transcripts into Alchemer Voice, where insights are extracted and conversations are linked to your CRM records. The integration is read-only: Alchemer Voice never writes anything back to Attention.

Set up

Before you begin

- The ability to create a personal API key in Attention. Because the key is personal, create it as a user who can see the conversations you want imported.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. In Alchemer Voice, go to **Admin** > **Connections**.
2. Under **Call recording**, find **Attention** and click **Connect**.
3. In Attention, click your profile avatar in the bottom-left corner and select **Settings**.
4. In the sidebar, select **Personal API Keys**.
5. Click **+ Create API Key** in the top-right corner and copy the key.
6. In Alchemer Voice, paste the key into **API Key** and click **Connect**.

What's imported

Alchemer Voice checks Attention every five minutes and imports each conversation it hasn't seen before, with its title, start and end times, participants, and transcript. It also imports your Attention users so participants can be matched. The first import covers the previous 90 days. After that, only new conversations are picked up, with a short overlap so nothing is missed.

If Attention hasn't finished processing a conversation, Alchemer Voice tries again a few minutes later.

Troubleshooting

- **Not connected:** No key is saved. Click **Connect** and enter one.
- **Syncing…:** The first import is still running. Large histories take longer.
- **Authentication failed:** Attention rejected the saved key, for example because it was deleted or revoked. Click **Disconnect**, then **Connect** with a new key.
- **A conversation is missing:** Attention may still be processing it, or the key's owner may not be able to see it in Attention.

Disconnecting removes the saved key. Conversations already imported stay in Alchemer Voice.

Permissions

Connecting and disconnecting Attention requires the **Manage connections** permission, which admins usually have. See Roles and permissions.

If you need help, contact Alchemer Support.

Related Articles