Avoma

Connect Avoma with an API key to import its recorded meetings and calls, with transcripts and speakers, into Alchemer Voice for analysis. Access is read-only: nothing is written to Avoma. Avoma doesn't show the API key in its settings, so you need to request it from Avoma support.

Set up

Before you begin

- An Avoma API key for your account, requested from Avoma support.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. Ask Avoma support for an API key for your account.
2. In Alchemer Voice, go to **Admin** > **Connections**.
3. Under **Call recording**, find **Avoma** and click **Connect**.
4. In the **Connecting Avoma** window, paste the key into **API Key** and click **Connect**.

What's imported

Alchemer Voice checks Avoma every 5 minutes. The first sync imports the last 90 days of meetings. A meeting is imported once Avoma has finished processing it: completed, with audio, video, and a transcript ready. If it isn't ready, Alchemer Voice tries again every 20 minutes for up to 6 hours, so a recent meeting may not appear right away. Each meeting is analyzed after import.

Troubleshooting

- **Authentication failed:** Avoma rejected the key. Click **Disconnect**, then **Connect** with a valid key.
- **Setup error:** Try connecting again. If it keeps happening, contact Alchemer Support.
- **Syncing...:** The first import is still running.

To stop importing, click **Disconnect**. Conversations already imported stay in Alchemer Voice.

Permissions

Connecting Avoma requires the **Manage connections** permission. See Roles and permissions.

If you need help, contact Alchemer Support.

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