Chorus

Connect Chorus with a personal API token to import its recorded conversations and transcripts into Alchemer Voice for analysis. Access is read-only: nothing is written to Chorus.

Set up

Before you begin

- A Chorus Personal API Token. Generate it on the **Personal Settings** page in Chorus. While the Chorus API is in early access, you may need to ask your Chorus customer success manager for it.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. In Chorus, generate a token on the **Personal Settings** page.
2. In Alchemer Voice, go to **Admin** > **Connections**.
3. Under **Call recording**, find **Chorus** and click **Connect**.
4. In the **Connecting Chorus** window, paste the token into **Personal API Token** and click **Connect**.

What's imported

Alchemer Voice checks Chorus every 5 minutes for new engagements. The first sync imports the last 90 days. Each conversation is imported with its transcript and the participants who spoke, then analyzed. Engagements with no duration are skipped.

Troubleshooting

- **Authentication failed:** Chorus rejected the token, for example because it was revoked or the user was deactivated. Click **Disconnect**, then **Connect** with a new token.
- **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 Chorus requires the **Manage connections** permission. See Roles and permissions.

If you need help, contact Alchemer Support.

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