Clari Copilot

Connect Clari Copilot with an API key and secret to import its recorded calls and transcripts into Alchemer Voice for analysis. Access is read-only: nothing is written to Clari.

Set up

Before you begin

- A Clari admin who can see the API credentials.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. In Clari, go to **Workspace Settings** > **Integrations** > **Clari Copilot API** and copy the key and secret.
2. In Alchemer Voice, go to **Admin** > **Connections**.
3. Under **Call recording**, find **Clari** and click **Connect**.
4. In the **Connecting Clari** window, enter the **API Key** and **API Secret**, then click **Connect**.

If Clari rejects them, you see "Clari rejected the provided API key and secret, please check and try again." and nothing is saved.

What's imported

Alchemer Voice checks Clari every 5 minutes. The first sync imports the last 90 days. Only calls that Clari has finished processing are imported. Each is imported with its transcript and participants (internal users and external contacts), then analyzed.

Troubleshooting

- **Authentication failed:** The key and secret are no longer valid. Click **Disconnect**, then **Connect** with current credentials.
- **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 Clari Copilot requires the **Manage connections** permission. See Roles and permissions.

If you need help, contact Alchemer Support.

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