Jiminny

The Jiminny integration imports completed Jiminny conversations, with participants and transcripts, into Alchemer Voice. The integration is read-only: Alchemer Voice never writes anything back to Jiminny.

Set up

Before you begin

- A Jiminny API bearer token. Jiminny issues tokens, so contact your Jiminny Customer Success representative to request one.
- The region your Jiminny account is hosted in (EU or US).
- 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 **Jiminny** and click **Connect**.
3. Paste the token into **Bearer token**.
4. Set **API service location** to **EU** or **US**, matching your Jiminny account.
5. Click **Connect**.

What's imported

Every five minutes, Alchemer Voice looks for newly completed activities and imports each with its participants and transcript. Activities that aren't completed yet are skipped and picked up on a later check. Active Jiminny users are imported too.

The first import works backward from today in three-month steps and stops at the first three-month period with no completed conversations, so it can reach back further than 90 days. After that, only new conversations are imported.

Troubleshooting

- **Not connected:** No token is saved.
- **Syncing...:** The first import is running.
- **Authentication failed:** Jiminny rejected the token. Check that the token is still valid and that **API service location** matches your region. An EU account doesn't work with the US setting, or the reverse. Click **Disconnect**, then **Connect** again.

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

Permissions

Connecting and disconnecting Jiminny requires the **Manage connections** permission, which admins usually have. Without it, you can't connect or disconnect Jiminny. See Roles and permissions.

If you need help, contact Alchemer Support.

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