Salesloft

The Salesloft integration imports Salesloft Conversations recordings and transcripts into Alchemer Voice, so calls and meetings recorded in Salesloft are analyzed alongside your other customer conversations. The integration is read-only: Alchemer Voice doesn't write anything back to Salesloft. Salesloft is a source of recorded conversations, not a CRM, so connect your CRM as well to see account, contact, and opportunity data.

Set up

Before you begin

- A Salesloft account with Conversations (call and meeting recording and transcription).
- A Salesloft user who can authorize the connection.
- 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 **Salesloft** and click **Connect**.
3. Sign in to Salesloft and approve access.

You're returned to Alchemer Voice. The card shows **Syncing...** during the first import and **Connected** when it finishes.

What's imported

Alchemer Voice checks Salesloft about every five minutes for new or updated conversations. For each new conversation, it imports the title, start and end time, attendees, and transcript. Conversations with audio only are treated as phone calls, and the rest as online meetings. A conversation that has already been imported isn't imported again.

When you first connect, Alchemer Voice imports conversations from roughly the last 90 days, then keeps importing new ones. Conversations must have been recorded and transcribed by Salesloft first.

Alchemer Voice also reads your Salesloft users so conversations can be attributed to the matching Alchemer Voice user by email address. Inactive Salesloft users are skipped. Matching to CRM records works as it does for any other conversation: Alchemer Voice uses attendee email addresses to find contacts and accounts in your connected CRM.

Troubleshooting

- **Authentication failed:** Alchemer Voice can no longer use the connection, for example because

the connecting user was deactivated or access was revoked. Click **Disconnect**, then **Connect** and sign in again.

- **Authentication error banner on the Connections page:** Salesloft rejected the sign-in. Try again with an admin user, and contact Alchemer Support if it keeps happening.
- **Conversations are missing:** Only conversations from roughly the last 90 days before you connected are imported, and they must have been recorded and transcribed by Salesloft.

To disconnect, click **Disconnect** on the Salesloft card.

Permissions

Connecting and disconnecting Salesloft requires the **Manage connections** permission. Without it, you can't connect or disconnect the integration. See Roles and permissions.

If you need help, contact Alchemer Support.

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