# Weflow

The Weflow integration imports your Weflow recordings, with titles, participants, and transcripts, into Alchemer Voice. The integration is read-only: Alchemer Voice never writes anything back to Weflow.

## Set up

### Before you begin

- The ability to create an API key in Weflow.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

### Steps

1. In Weflow, go to **Admin > API > Setup** and create an API key.
2. In Alchemer Voice, go to **Admin > Connections**.
3. Under **Call recording**, find **Weflow** and click **Connect**.
4. Paste the key into **API Key** and click **Connect**.

## What's imported

Every five minutes, Alchemer Voice checks Weflow for new or updated recordings and adds any it hasn't already imported. The first import covers the previous 90 days. After that, only new recordings are picked up. When a recording is processed, Alchemer Voice fetches its transcript and participant list and matches transcript speakers to participants by name. A speaker whose name doesn't match any participant is added as an additional participant under the name in the transcript.

## Troubleshooting

- **Not connected:** No key is saved.
- **Syncing...:** The first import is running.
- **Authentication failed:** Weflow rejected the saved key, for example because it was removed. Click **Disconnect**, then **Connect** with a new key.

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

## Permissions

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

If you need help, contact Alchemer Support.

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