Intercom

The Intercom integration imports closed conversations and tickets from your Intercom workspace into Alchemer Voice as "Support case" conversations. Your Intercom contacts and companies are imported as customer records. The integration is read-only: Alchemer Voice doesn't change anything in Intercom or message your customers.

What's imported

Item	Behavior
Conversations	Imported with their messages and tags. Only closed conversations become Alchemer Voice conversations. Open ones are synced but not analyzed until they're closed.
Tickets	Imported with their messages. The same rule applies: only closed tickets become conversations.
Contacts and companies	Imported as customer records.
Frequency	Contacts, conversations, and tickets are checked every 5 minutes. Companies are refreshed about every 12 hours.
First sync	Conversations and tickets go back 90 days.

Set up

Before you begin

- An Intercom login that is allowed to authorize apps for your workspace. Nothing needs to be copied between the two products.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. In Alchemer Voice, go to **Admin > Connections** and find **Intercom** under **Service management**.
2. Click **Connect**. You're taken to Intercom.
3. Choose your workspace if asked, and approve the access request.

Troubleshooting

- **Authentication failed:** The access you approved is no longer valid, for example because it was revoked in Intercom. Click **Disconnect**, then **Connect** to approve again.
- **Setup error:** Setup didn't finish. Click **Connect** to run it again.
- **Authentication error banner at the top of Connections:** Intercom returned an error during

sign-in. Try again, and contact Alchemer Support if it keeps happening.

- **A conversation is missing:** Check that it's closed in Intercom and that it was last updated within the 90 days before you first connected.

Permissions

Connecting Intercom requires the **Manage connections** permission, which is normally held by admins. See Roles and permissions.

If you need help, contact Alchemer Support.

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