Pylon

The Pylon integration imports resolved issues from your Pylon workspace into Alchemer Voice as "Support case" conversations, along with your Pylon accounts, contacts, and users. It connects with an API token rather than a sign-in redirect, and it's read-only.

What's imported

Item	Behavior
Issues	Imported with all their messages and tags. An issue becomes a conversation once it's resolved (Pylon has recorded a resolution time). Unresolved issues are synced but not analyzed until they're resolved.
Accounts, contacts, users	Imported as customer records. Refreshed about once a day.
Issue frequency	Checked every 5 minutes.
First sync	Issues go back 90 days.

Set up

Before you begin

- The ability to create an API token in Pylon. If API tokens aren't visible in your Pylon settings, ask a Pylon admin.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. In Pylon, open the API tokens page (the link in the **Connecting Pylon** window goes to app.usepylon.com/settings/api-tokens), create a token, and copy it.
2. In Alchemer Voice, go to **Admin** > **Connections** and find **Pylon** under **Service management**.
3. Click **Connect**.
4. In the **Connecting Pylon** window, paste the token into the **API Token** field and click **Connect**.

If Pylon rejects the token, you see "Pylon rejected the provided API token, please check and try again." Check that you copied the whole token.

Troubleshooting

- **Authentication failed:** Pylon no longer accepts the token, for example because it was deleted or replaced. Click **Disconnect**, create a new token in Pylon, then click **Connect** and paste it.

The same applies if you rotate the token.

- **Setup error:** Setup didn't finish. Click **Connect** to try again.
- **An issue is missing:** Check that it's resolved in Pylon and that it had activity in the 90 days before you first connected.

Permissions

Connecting Pylon 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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