Craft.io

The Craft.io integration reads your Craft.io workspaces and items, matches the items to customer insights in Alchemer Voice, and can write insight statistics back onto each item through custom fields. It doesn't create, edit, or delete items. The only thing Alchemer Voice writes is the optional custom fields described below.

What's imported

Workspaces, and the items in them with their descriptions, statuses, and parent items. Alchemer Voice groups item statuses into to do, in progress, and done. New and changed items are checked every 5 minutes.

Set up

Before you begin

- A Craft.io API key, which you request from Craft.io support. The connection uses the key, so there's no sign-in redirect.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. In Alchemer Voice, go to **Admin** > **Connections** and find **Craft.io** under **Product management tools**.
2. Click **Connect**.
3. In the **Connecting Craft.io** window, paste the key into **API Key** and click **Connect**.

If Craft.io rejects the key, you see "Craft.io could not be connected." Check the key and try again. Once connected, click **Settings** on the card to continue.

Choose what Alchemer Voice uses

Workspaces are listed under **Tracker** on the settings page. If none are listed, the first sync hasn't finished. For each workspace:

1. Click the pencil icon next to **Using all tracking issues** to choose which items are used, by quality, status, and status category.
2. Click the pencil icon next to **Incorporating any insight type** to choose which insights are considered.
3. Click **Save**, then **Enable modelling** to have Alchemer Voice build a model of the workspace and match items to insights. The button is available once at least 10 items match your filters.

Disable modelling turns it off.

Insight stats on items

Create these custom fields in your Craft.io workspace. The names must match exactly as shown, and all of them are optional.

Field name	Contents
Four/Four Insights	Insight count
Four/Four Issue	Link back to the matching idea in Alchemer Voice
Four/Four Accounts	Account count
Four/Four Leads	Lead count
Four/Four Opportunities	Opportunity count

Alchemer Voice writes the values as text, so use a field type that accepts text or numbers. Values are refreshed once a day, around midnight, for items in workspaces with modelling enabled that Alchemer Voice has matched to a topic. After creating the fields, expect to see values the next day.

Troubleshooting

- **"Craft.io could not be connected":** Craft.io didn't accept the key. Check that it was copied completely, or request a new one.
- **Authentication failed:** Craft.io no longer accepts the key, for example because it was revoked. Click **Disconnect**, get a new key, then click **Connect** and paste it.
- **Setup error:** Setup didn't finish. Click **Connect** to try again.
- **Stats aren't appearing:** Check that the field names match exactly, modelling is enabled for the workspace, and allow until the next day.

Permissions

Connecting Craft.io 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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