Google Workspace

The Google Workspace integration connects Gmail to Alchemer Voice and imports customer email threads as conversations. Access is read-only.

How authentication works

The integration uses domain-wide delegation. A Google Workspace super administrator authorizes the Alchemer Voice service account once for your domain, and Alchemer Voice then reads each Alchemer Voice user's mailbox on their behalf. Individual users don't approve anything.

Card	Scope
Google Mail	`https://www.googleapis.com/auth/gmail.readonly`

Every active Alchemer Voice user is synced. Users whose email isn't in your Google Workspace domain are skipped.

Set up

Before you begin

- You're signed in to Alchemer Voice with a Google Workspace account in the domain you're connecting.
- A Google Workspace super administrator to complete the Admin console steps.
- A connected CRM that has finished its initial sync.
- Internal email domains set under **Admin > Company**, so your own domain isn't treated as a customer. See Company Description Setup.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. In Alchemer Voice, go to **Admin > Connections** and find **Google Mail** under **Productivity services**.
2. Click **Connect**. If Google is already authorized for your domain, the card connects right away. Otherwise, the **Connecting Google Workspace** window opens.
3. Click **Open Domain-wide Delegation**, which opens the Google Admin console. A super administrator must complete the next steps.
4. Under **API clients**, click **Add New**.
5. Paste the **Client ID** from the window (use the copy button).
6. Paste the **Scope** from the window (also with a copy button).
7. Click **Authorize** in the Admin console.

8. Back in Alchemer Voice, click **Connect** in the window.

Changes in Google can take a few minutes to apply. If the connection fails at first, wait and click **Connect** again.

Gmail sync

- **Frequency:** Mailboxes are checked every hour. The first sync goes back 90 days per mailbox. After that, only new messages are read.
- **Skipped:** Spam, Trash, and automated email such as out-of-office replies, bounces, mailing lists, and no-reply senders.
- **Only customer emails are kept.** A message is imported only when someone outside your company is on it (sender, To, Cc, or Bcc) and that person matches a lead in your CRM, or a contact in your CRM who belongs to an account. Internal-only messages and people not found in your CRM are ignored. Internal email domains aren't counted as external people.
- **Threads:** Messages in the same Gmail thread are combined into one email conversation.
- **CRM dependency:** Email is only imported once a CRM is connected and its first sync has finished.

Troubleshooting

- **"Google Mail could not be connected":** The delegation isn't in place yet. Check that the Client ID and scope were pasted exactly and that the super administrator clicked **Authorize**, then wait a few minutes and try again.
- **Authentication failed:** Google no longer accepts the delegation, for example because it was removed or the scope changed. Add it again using the details in the **Connecting Google Workspace** window, then click **Disconnect** and **Connect**.
- **Setup error:** Setup didn't finish. Click **Connect** and follow the steps again.
- **One user's email is missing:** They must be an active Alchemer Voice user whose email belongs to your Google Workspace domain.
- **No emails appearing:** Check that your CRM is connected and has finished its first sync, and that the people on the emails exist in your CRM as leads or as contacts attached to an account.

Permissions

Connecting Google Mail 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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