Alchemer Voice in Gemini Enterprise

You can add Alchemer Voice to Gemini Enterprise as a custom MCP server that searches your Alchemer Voice conversations, insights, topics and CRM data and links back to the source. Searching is read-only, but Gemini can also create and apply labels and create topic models.

To get started, a Google Cloud administrator sets Alchemer Voice up as a custom MCP server data store and connects it to one or more Gemini Enterprise apps. After that, each person authorizes it with their own Alchemer Voice user.

This guide covers the Gemini Enterprise Standard, Plus, Pay-as-you-go and Frontline editions, which are managed in the Google Cloud console. Business edition is administered separately; see Google's Business edition help. For more on custom MCP servers, see Google's guide to setting up a custom MCP server.

Access requirements

- An Alchemer Voice user who can create OAuth clients in Admin > Connections. See API access tokens and OAuth clients.
- A Google Cloud project with a Gemini Enterprise app already set up.
- A Google Cloud administrator with the Discovery Engine Editor role (roles/discoveryengine.editor).

Some Google Cloud projects block custom MCP data stores by default. If you can't create one, you may need to override the organization policy for custom MCP data stores.

Create an OAuth client in Alchemer Voice

1. In Alchemer Voice, go to Admin > Connections and scroll down to OAuth clients.
2. Click Create Client.
3. Enter a Name, for example "Gemini Enterprise".
4. Enter this Callback URL: https://vertexaisearch.cloud.google.com/oauth-redirect
5. Click Create.

Keep this page open. You need the Client ID and Client Secret in the next section; use the copy icon next to each to copy it. The authorization and token addresses are listed under the clients.

Add the data store in Gemini Enterprise

1. In the Google Cloud console, go to Gemini Enterprise > Data stores and click Create data store.

2. Scroll to MCP servers, find the Custom MCP Server card and click Add MCP server.

3. Under Authentication settings, choose OAuth 2.0 and enter:
    - MCP Server URL: https://fourfour.ai/mcp
    - Authorization URL: https://fourfour.ai/oauth/authorize
    - Authorization URL Parameters: leave blank.
    - Token URL: https://fourfour.ai/oauth/token
    - Client ID and Client Secret: the values from your Alchemer Voice OAuth client.
    - Scopes: mcp:use
    - Enable PKCE Support: select it.
    - Use HTTP Basic Authentication: leave it selected.

4. Click Continue.

5. Open Advanced options. In MCP Server Description, paste the text below. It tells Gemini what Alchemer Voice is and how to use it, and you can edit it. Leave Route egress through Agent Gateway unselected unless you use an Agent Gateway. Click Continue.

    ```
    Alchemer Voice is an AI-powered platform that helps companies capture, analyze, and act on customer conversations at s
    cale. By transcribing calls, chats, tickets and meetings, Alchemer Voice uncovers critical insights that fuel product devel
    opment, sales strategy, and customer success.
    It connects with your existing CRM and other systems, automatically surfacing actionable themes and high-value
    feedback while streamlining workflows across teams.
    With deep analysis, customizable templates, and robust integration options, Alchemer Voice turns unstructured conver
    sation data into clear, actionable summaries and powerful dashboards, driving smarter, faster decisions and
    accelerating revenue growth.

    General guidance:
    - Always include links: every result contains Alchemer Voice links. Always surface these in your response as citations a
    nd evidence. Never summarize without linking to the source.
    - Combine available tools to move from discovery into deeper research, thematic analysis, or organization.
    - Always resolve IDs to the relevant object name before showing the result to the user.
    - Tools support various filters. Check each tool's API schema for supported fields.
    - If you get errors or empty results, double-check your query parameters.

    For help, contact Alchemer Support.
    ```

6. On the Configuration step, leave Multi-region as the default or choose the one you use, and enter the connector name "Four/Four". The region and name can't be changed later. Click Create.

Enable the actions

After you create the data store, Gemini shows a banner saying its actions are disabled. Gemini can't use Alchemer Voice until you enable them.

1. Click Go to actions, or open the Actions tab of the data store.

2. Click Reload custom actions.

3. An OAuth consent window opens. Sign in to Alchemer Voice if asked, and approve access. If you've approved before, the window closes by itself.

4. The connector's actions appear, all disabled. Select the ones you want, or select all, and click Enable actions.

Enabling every action here doesn't widen anyone's access. Alchemer Voice still enforces each person's own permissions when they use Gemini.

Connect the data store to your app

1. Go to Gemini Enterprise > Apps and open your app.
2. Click Connected data stores, then Add existing data stores.
3. Select Four/Four and click Connect.

Four/Four appears in the list with the status Active. It can take a few minutes before it works in the app.

Authorize and use Alchemer Voice

Each person authorizes the connector once with their own Alchemer Voice user.

1. Open your Gemini Enterprise app. The web address is on the app's Overview page in the Google Cloud console.
2. Click the connectors icon.
3. Next to Four/Four, click Authorize.
4. Sign in to Alchemer Voice if asked and approve access. If you've approved before, the window closes by itself.
5. Make sure the Four/Four toggle is on, then ask your question.

Troubleshooting

- **No Custom MCP Server card, or creating the data store is blocked:** the organization policy constraint hasn't been overridden, custom_mcp is missing from the allowed data sources, or you don't have the Discovery Engine Editor role.
- **Sign-in returns a callback or redirect error:** check that the OAuth client's Callback URL is exactly https://vertexaisearch.cloud.google.com/oauth-redirect and that the client ID, client secret and scope match.
- **The data store can't reach Alchemer Voice:** check that fourfour.ai is allowed as an egress FQDN (if FQDN enforcement is active).
- **No actions appear:** open the data store, go to Actions and click Reload custom actions.
- **The approval window doesn't open:** allow pop-ups for the page and try again.
- **Four/Four is missing from the connectors menu, or Gemini doesn't use it:** check that the

actions are enabled, that the data store is connected to your app, and that the Four/Four toggle is on.

Still stuck? Contact Alchemer Support.

Permissions

Gemini Enterprise sees only what your Alchemer Voice user can see. Creating and applying labels and starting topic models depend on your role; without the needed permission, Gemini can't do those things. See the MCP tools reference for how tools are offered by role.

To connect Claude or ChatGPT instead, see Alchemer Voice in Claude and Alchemer Voice in ChatGPT.

Related Articles