

(Beta) Create a [!DNL Customer.io] source connection in the UI

[!NOTE]

The [!DNL Customer.io] source is in beta. See the [sources overview](#) for more information on using beta-labelled sources.

This tutorial provides steps for creating a [!DNL Customer.io] source connection using the Adobe Experience Platform user interface.

Getting started {#getting-started}

This tutorial requires a working understanding of the following components of Experience Platform:

- [\[!DNL Experience Data Model \(XDM\)\] System](#): The standardized framework by which [!DNL Experience Platform] organizes customer experience data.
 - [Basics of schema composition](#): Learn about the basic building blocks of XDM schemas, including key principles and best practices in schema composition.
 - [Schema Editor tutorial](#): Learn how to create custom schemas using the Schema Editor UI.
- [\[!DNL Real-Time Customer Profile\]](#): Provides a unified, real-time consumer profile based on aggregated data from multiple sources.

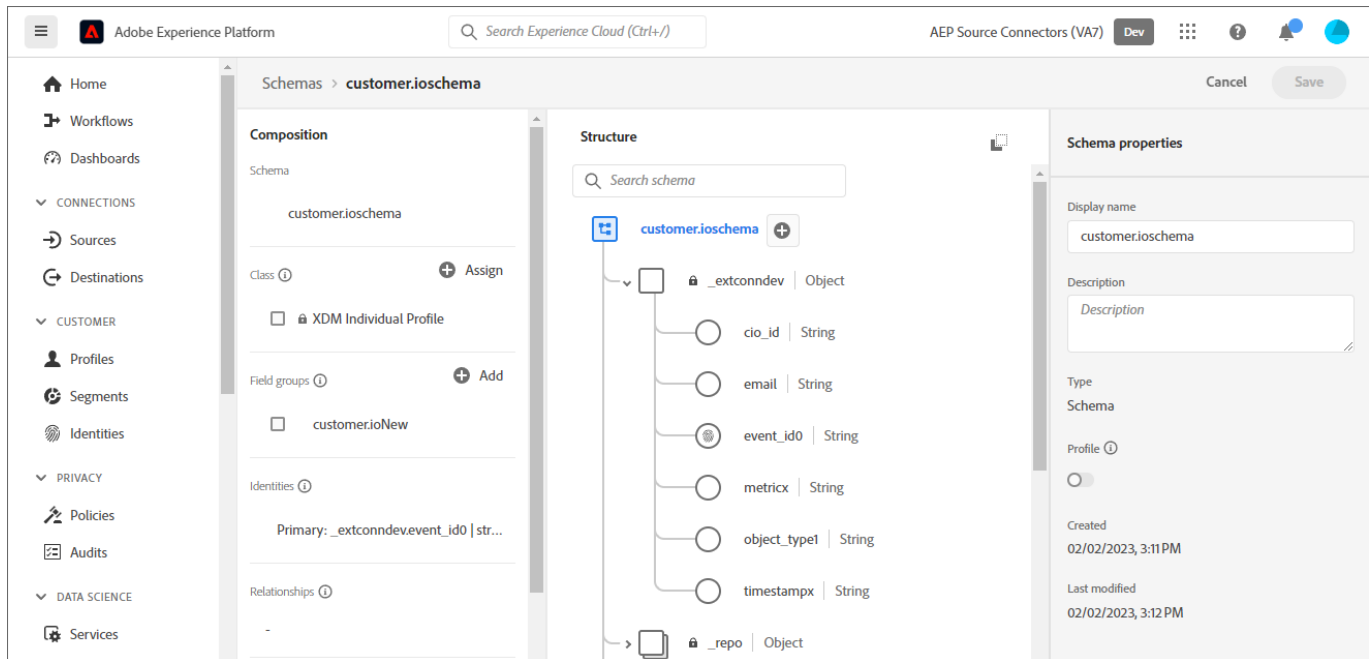
Prerequisites - Sample JSON to define source schema for [!DNL Customer.io] {#prerequisites-json-schema}

Before creating a [!DNL Customer.io] source connection, you will require a source schema to be provided. You can use the below JSON.

```
{
  "event_id": "01E4C4CT6YDC7Y5M7FE1GWWPQJ",
  "object_type": "customer",
  "metric": "subscribed",
  "timestamp": 1613063089,
  "data": {
    "customer_id": "42",
    "email_address": "test@example.com",
    "identifiers": {
      "id": "42",
      "email": "test@example.com",
      "cio_id": "d9c106000001"
    }
  }
}
```

Create a Platform schema for [!DNL Customer.io]

Before creating a [!DNL Customer.io] source connection, you must also ensure that you first create a Platform schema to use for your source. See the tutorial on [creating a Platform schema](#) for comprehensive steps on how to create a schema.



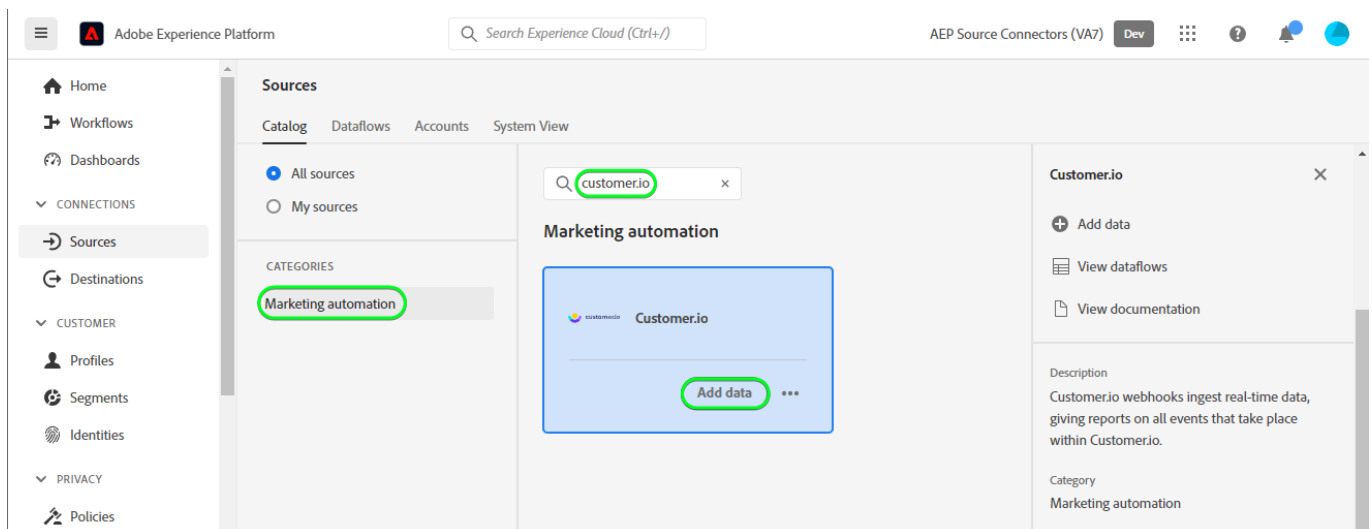
Integrate [!DNL Customer.io] with your webhook

Connect your [!DNL Customer.io] account

In the Platform UI, select **[!UICONTROL Sources]** from the left navigation bar to access the [!UICONTROL Sources] workspace. The [!UICONTROL Catalog] screen displays a variety of sources with which you can create an account.

You can select the appropriate category from the catalog on the left-hand side of your screen. Alternatively, you can find the specific source you wish to work with using the search option.

Under the *Marketing automation* category, select **[!UICONTROL Customer.io]**, and then select **[!UICONTROL Add data]**.

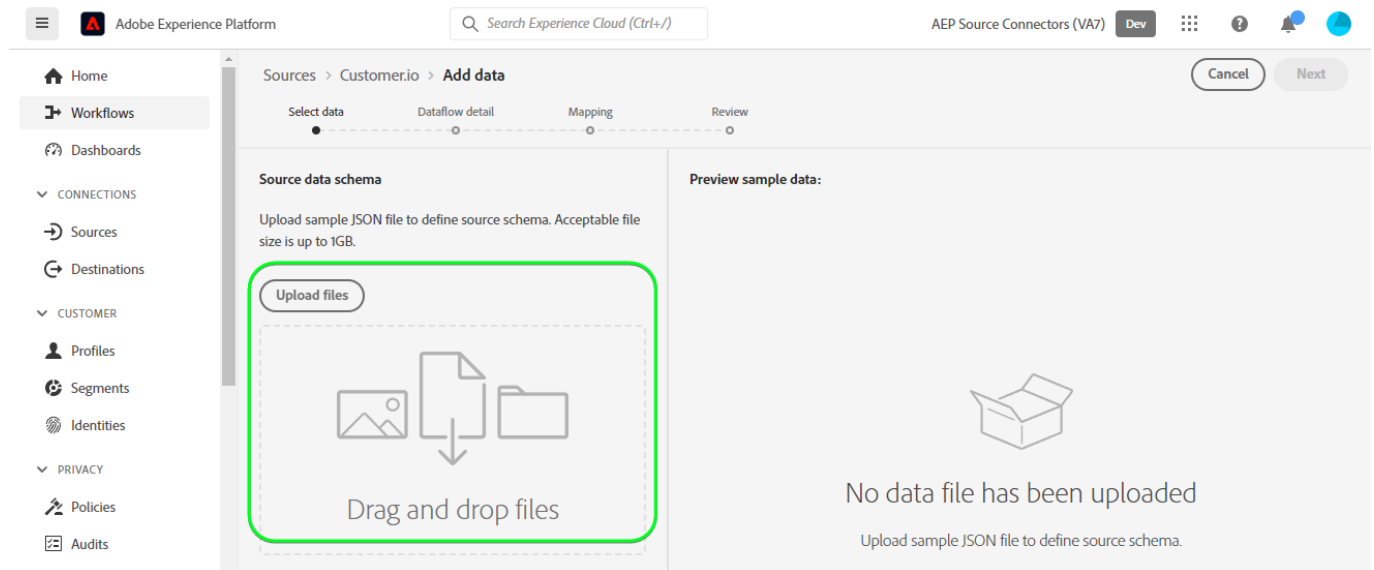


Select data

The **[!UICONTROL Select data]** step appears, providing an interface for you to select the data that you bring to Platform.

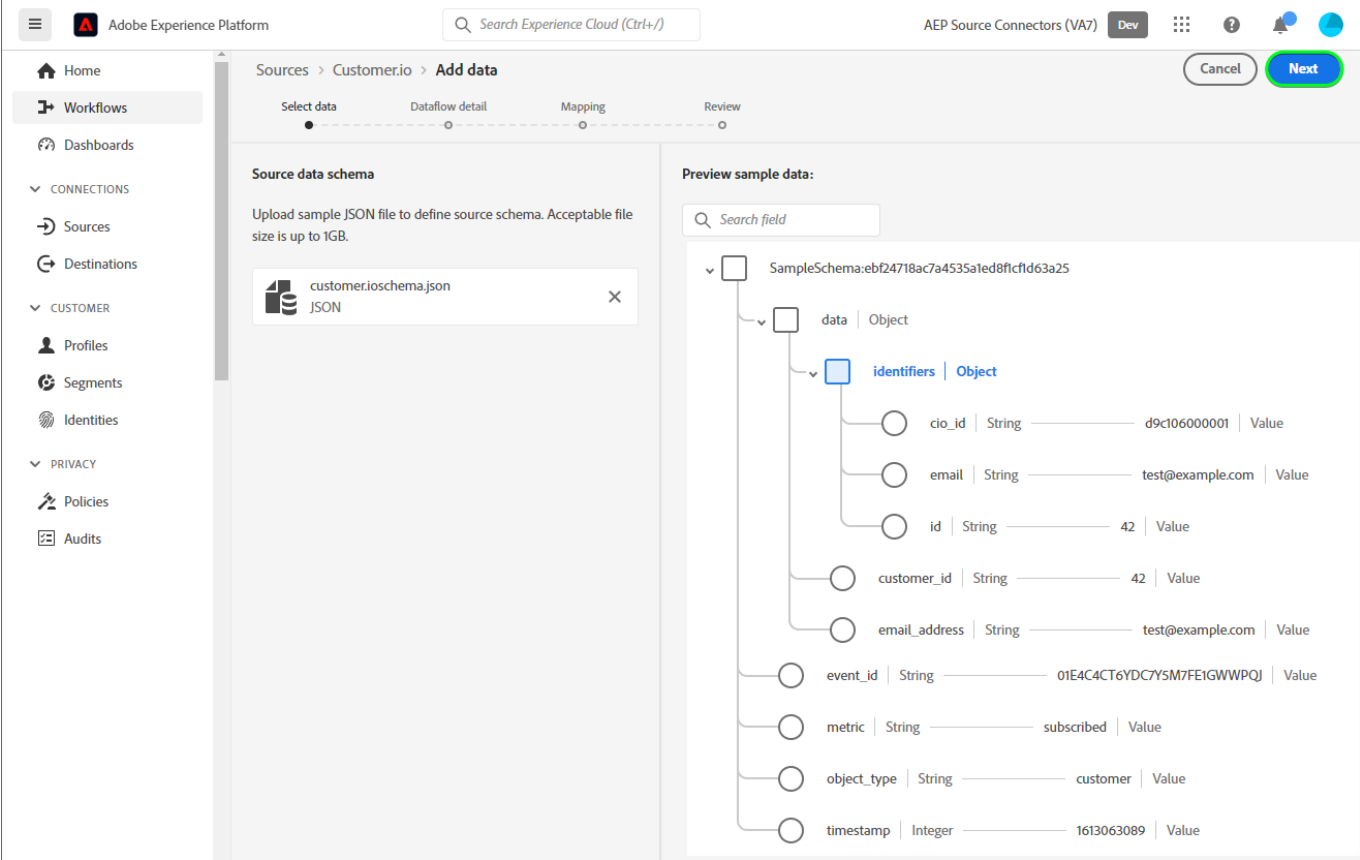
- The left part of the interface is a browser that allows you to view the available data streams within your account;
- The right part of the interface lets you preview up to 100 rows of data from a JSON file.

Select **[!UICONTROL Upload files]** to upload a JSON file from your local system. Alternatively, you can drag and drop the JSON file you want to upload into the **[!UICONTROL Drag and drop files]** panel.



Once your file uploads, the preview interface updates to display a preview of the schema you uploaded. The preview interface allows you to inspect the contents and structure of a file. You can also use the **[!UICONTROL Search field]** utility to access specific items from within your schema.

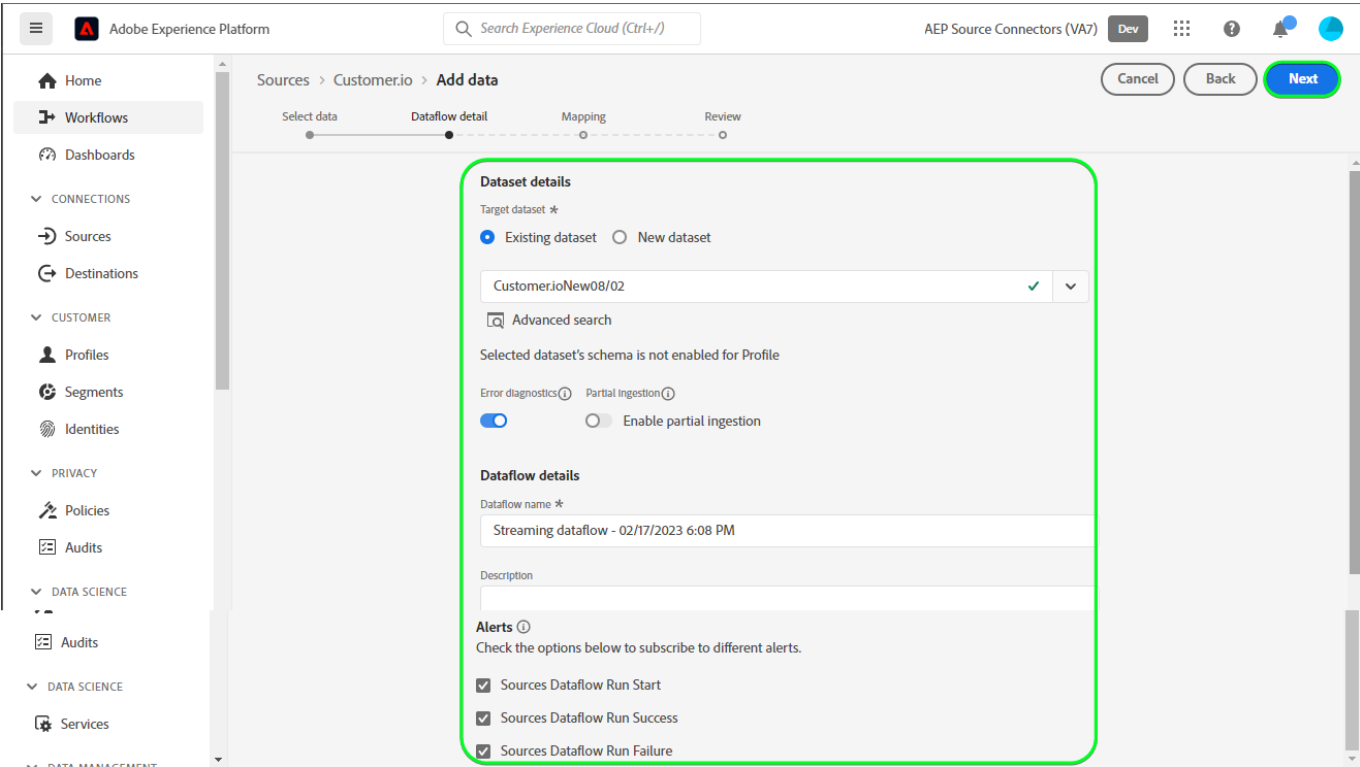
When finished, select **[!UICONTROL Next]**.



Dataflow detail

The **Dataflow detail** step appears, providing you with options to use an existing dataset or establish a new dataset for your dataflow, as well as an opportunity to provide a name and description for your dataflow. During this step, you can also configure settings for Profile ingestion, error diagnostics, partial ingestion, and alerts.

When finished, select **[!UICONTROL Next]**.



Mapping

The [!UICONTROL Mapping] step appears, providing you with an interface to map the source fields from your source schema to their appropriate target XDM fields in the target schema.

Platform provides intelligent recommendations for auto-mapped fields based on the target schema or dataset that you selected. You can manually adjust mapping rules to suit your use cases. Based on your needs, you can choose to map fields directly, or use data prep functions to transform source data to derive computed or calculated values. For comprehensive steps on using the mapper interface and calculated fields, see the [Data Prep UI guide](#).

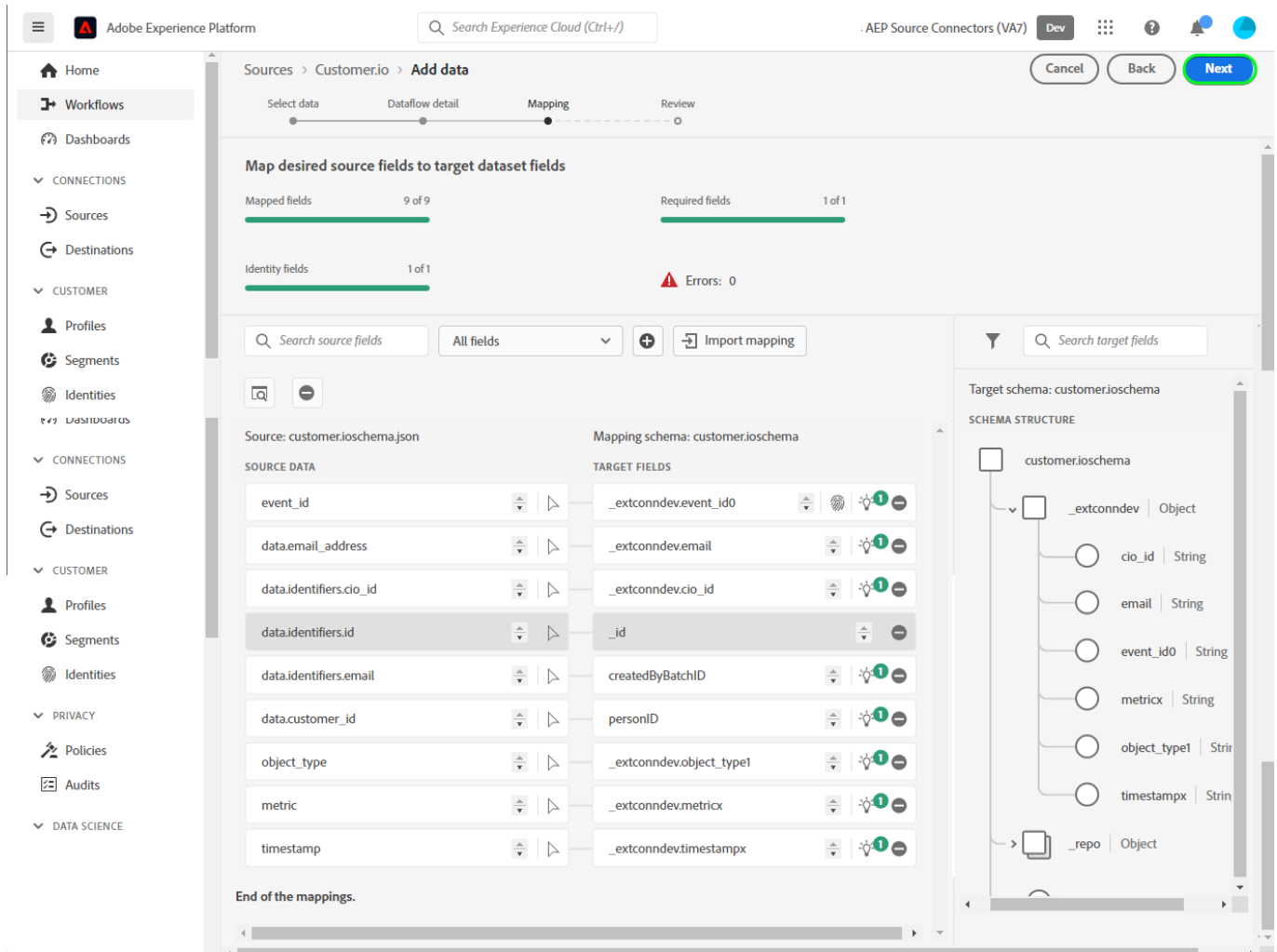
All the mappings listed below are mandatory and should be setup before proceeding to the [!UICONTROL Review] stage.

Target Field	Description
<code>object_type</code>	Object Type, refer to the [!DNL Customer.io] events documentation for the supported types.
<code>id</code>	Object Id.
<code>email</code>	Email address associated with the object.
<code>event_id</code>	Unique identifier of the event.
<code>cio_id</code>	[!DNL Customer.io] identifier for the event.
<code>metric</code>	Event Type, refer to the [!DNL Customer.io] events documentation for the supported types.
<code>timestamp</code>	Timestamp when the event occurred.

[!NOTE]

Do not map `cio_id` when executing [!DNL Customer.io] webhook in the `test mode` as there will be no associated field sent from [!DNL Customer.io].

Once your source data is successfully mapped, select **[!UICONTROL Next]**.

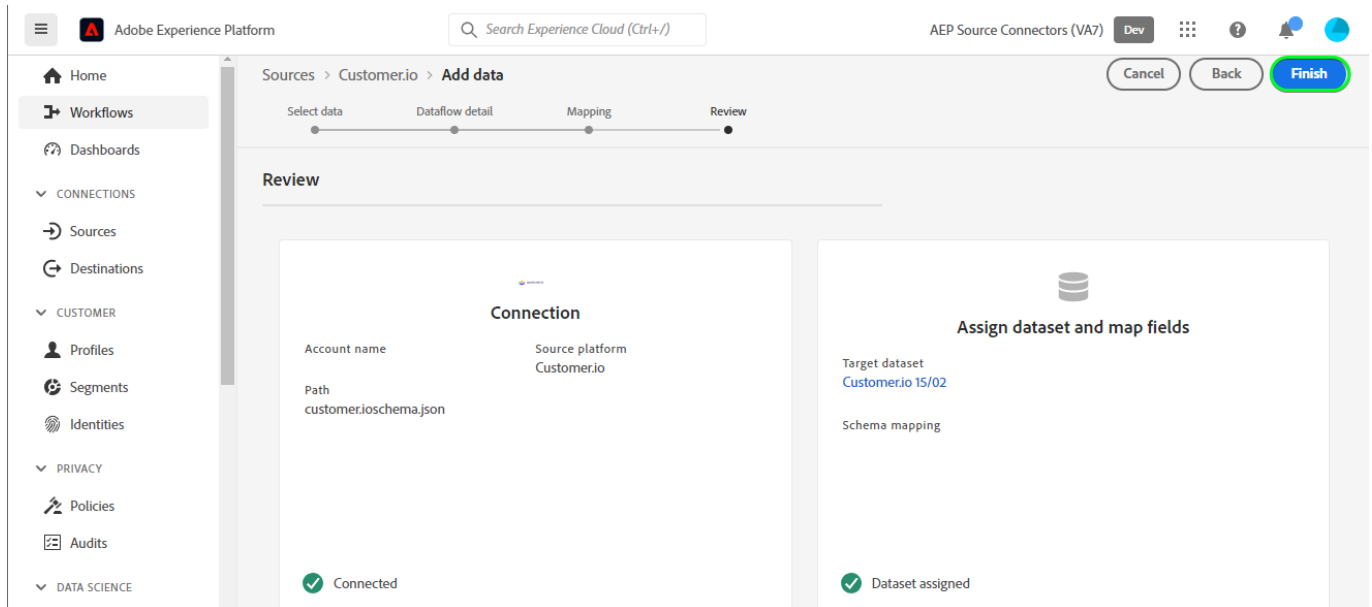


Review

The **[!UICONTROL Review]** step appears, allowing you to review your new dataflow before it is created. Details are grouped within the following categories:

- **[!UICONTROL Connection]:** Shows the source type, the relevant path of the chosen source file, and the amount of columns within that source file.
- **[!UICONTROL Assign dataset & map fields]:** Shows which dataset the source data is being ingested into, including the schema that the dataset adheres to.

Once you have reviewed your dataflow, click **[!UICONTROL Finish]** and allow some time for the dataflow to be created.



Get your streaming endpoint URL

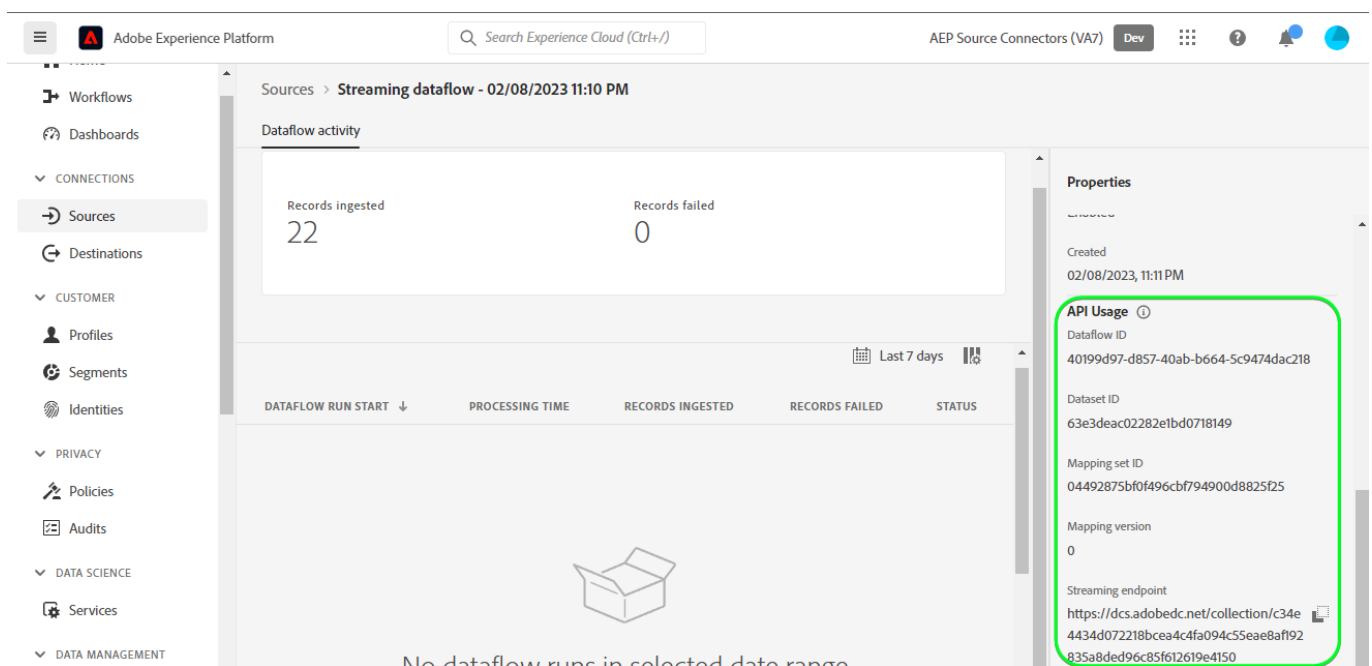
With your streaming dataflow created, you can now retrieve your streaming endpoint URL. This endpoint will be used to subscribe to your webhook, allowing your streaming source to communicate with Experience Platform.

Next, you will require to construct a URL using the API details generated within Platform which will be used to configure the webhook on [!DNL Customer.io].

Note down the values of the fields below:

- **[!UICONTROL Dataflow ID]**
- **[!UICONTROL Streaming endpoint]**

To retrieve your **[!UICONTROL Dataflow ID]** and **[!UICONTROL Streaming endpoint]**, go to the **[!UICONTROL Dataflow activity]** page of the dataflow that you just created and copy the details from the bottom of the **[!UICONTROL Properties]** panel.



Construct a URL using these values following the pattern below: `{STREAMING_ENDPOINT}?x-adobe-flow-id={DATAFLOW_ID}`

Example of a constructed webhook URL:

`https://dcs.adobedc.net/collection/febc116d22ba0ea2868e9c93b199375302afb8a589617700991bb8f3f0341ad7?x-adobe-flow-id=439b3fc4-3042-4a3a-b5e0-a494898d3fb0`

Next steps

By following this tutorial you have successfully [configured a dataflow to bring data into Platform](#).

Next, login to your account on [\[!DNL Customer.io\]](#) and create a reporting webhook by following this [tutorial](#).

Use the URL that was constructed in the `[!UICONTROL WEBHOOK ENDPOINT]` field.

More info: Details on the format and specific webhooks we deliver are available in [our documentation](#).

WEBHOOK NAME
Demo Webhook1

WEBHOOK ENDPOINT
`https://dcs.adobedc.net/collection/77f23c02fade8bf545038aa87f087ab1657a23656a0f7d5dca625e6ea6bb58df?x-adobe-flow-id=d8dbd5a7-7573-4c4` Send Test

Select Events

Event	Description
<input checked="" type="checkbox"/> Customer Events	Send all customer subscribes and unsubscribes
<input checked="" type="checkbox"/> Email Events	Send all Email events
<input checked="" type="checkbox"/> In-App Events	Send all in-app events
<input checked="" type="checkbox"/> Push Events	Send all Push events
<input checked="" type="checkbox"/> SMS Events	Send all SMS events
<input checked="" type="checkbox"/> Slack Events	Send all Slack events
<input checked="" type="checkbox"/> Webhook Events	Send all Webhook events

Options

SEND FREQUENCY

☐ Send only the first time the event occurs

☒ Send every time the event occurs

BODY CONTENT

☐ Include body content and headers in all Sent events

Refer to the [\[!DNL Customer.io\] events](#) documentation section to understand in detail on the various events that can be selected, each events' message will be ingested into Platform when any [\[!DNL Customer.io\]](#) action event trigger criteria are satisfied.

Additional resources

The sections below provide additional resources that you can refer to when using the [\[DNL Customer.io\]](#) source.

Guardrails {#guardrails}

Refer to the [\[DNL Customer.io\] Timeouts and failures](#) page.

Validation {#validation}

To validate that you have correctly set up the source and [\[!DNL Customer.io\]](#) messages are being ingested, follow the steps below:

- You can check the [\[!DNL Customer.io\] \[!UICONTROL Activity Logs\]](#) page to identify the events being captured by [\[!DNL Customer.io\]](#).

Analysis

Campaigns

Broadcasts

Transactional

Deliveries & Drafts

People

Companies New

Segments

Activity Logs

Data & Integrations

Content

Settings

Activity Logs

Identified Anonymous

Last updated yesterday at 11:42:13 pm (IST) Auto refresh Off

Add Filter

PERSON / OBJECT	ACTIVITY TYPE	ACTIVITY NAME	TIMESTAMP	PROCESSED AT
	Attribute Change	unsubscribed	Yesterday at 11:42:07 pm (IST)	Yesterday at 11:42:07 pm (IST)
	Sent Webhook	Webhook 1 >	Yesterday at 11:42:01 pm (IST)	Yesterday at 11:42:02 pm (IST)
	Drafted Email	Sale >	Yesterday at 11:42:00 pm (IST)	Yesterday at 11:42:00 pm (IST)
	Attribute Change	3 attributes (2 identifiers) chan...	Yesterday at 11:42:00 pm (IST)	Yesterday at 11:42:00 pm (IST)
	Person Created	email, id (identifiers)	Yesterday at 11:42:00 pm (IST)	Yesterday at 11:42:00 pm (IST)
	Attribute Change	unsubscribed	Yesterday at 11:40:44 pm (IST)	Yesterday at 11:40:44 pm (IST)
	Sent Webhook	Webhook 1 >	Yesterday at 11:40:32 pm (IST)	Yesterday at 11:40:33 pm (IST)
	Drafted Email	Sale >	Yesterday at 11:40:31 pm (IST)	Yesterday at 11:40:31 pm (IST)
	Attribute Change	3 attributes (2 identifiers) chan...	Yesterday at 11:40:31 pm (IST)	Yesterday at 11:40:31 pm (IST)

- In the Platform UI, select **UICONTROL View Dataflows** beside the **DNL Customer.io** card menu on the sources catalog. Next, select **UICONTROL Preview dataset** to verify the data that was ingested for the events that you have selected within **DNL Customer.io**.

Adobe Experience Platform

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AEP Source Connectors (VA7) Dev

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DATA SCIENCE

Services

Datasets Customer.ioNew08/02

Delete dataset Preview dataset

Customer.ioNew08/02

Search field

customerioschema

extconndev | Object

	_EXTCONNDEV.OBJECT_TYPE1	_EXTCONNDEV.EVENT_ID0	_EXTCONNDEV.EMAIL	_EXTCONNDEV.METRIX
customer		01GRS3MK775XZ3DMB7NEW6AHHP		unsubscribed
webhook		01GRS3HQED7SZ4HW6DCXNZX4DF		sent
email		01GRS3MCG57VASZ83QNZFG46I7		drafted
email		01GRS3HNN3M10FSFTW7A2PPP6T		drafted
customer		01GRS3J25CNJ3ZSXVBESZJDRDV		unsubscribed
webhook		01GRS3MEBBGV5SM0H1HWGX4PA0		sent

Ingested batches Failed batches

Source