1. From the Segment web app, click **Catalog**.

2. Search for "Upcall" in the Catalog, select it, and choose which of your sources to connect the destination to.

3. Enter the "API Key" into your Segment Settings UI which you can find from your Upcall dashboard.

Identify

If you're not familiar with the Segment Specs, take a look to understand what the Identify method does. An example call in Node would look like:

```
analytics.identify(
  userId: 'userId12345',
  traits: {
    firstName: 'Bob',
    lastName: 'Dole',
    phone: '+16501234567'
  },
  integrations: {
    Upcall: {
      campaign_id: [YOUR UPCALL CAMPAIGN ID]
    }
  }
});
```

When you call Identify, you must include a phone number (in US or E.164 format) as a `phone` trait. Upcall will check whether the lead with the same number exists in the campaign.

If they do not exist, the lead will be added to the campaign and immediately called (if the campaign is live). If they do exist in the campaign, no action will be taken.

The `campaign_id` parameter is optional and is added to the integrations object. If not provided, we will add the lead to the most recent campaign (in pending, live or paused state). It is recommended to specify it otherwise leads might get mixed up in multiple campaigns.

Engage

You can send computed traits and audiences generated using Engage to this destination as a **user property**. To learn more about Engage, schedule a demo.

For user-property destinations, an identify call is sent to the destination for each user being added and removed. The property name is the snake_cased version of the audience name, with a true/false value to indicate membership. For example, when a user first completes an order in the last 30 days, Engage sends an Identify call with the property `order_completed_last_30days: true`. When the user no longer satisfies this condition (for example, it's been more than 30 days since their last order), Engage sets that value to `false`.

When you first create an audience, Engage sends an Identify call for every user in that audience. Later audience syncs only send updates for users whose membership has changed since the last sync.

> ℹ️
> **Real-time to batch destination sync frequency**
> Real-time audience syncs to Upcall may take six or more hours for the initial sync to complete. Upon completion, a sync frequency of two to three hours is expected.

Settings

Segment lets you change these destination settings from the Segment app without having to touch any code.

SETTING	DESCRIPTION
API Key *(required)*	`string`. You can find your key in your Upcall dashboard under Settings > Integrations > API

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