Documentation

This destination is maintained by MoEngage. For any issues with the destination, contact the MoEngage Support team.

Benefits of MoEngage (Actions) vs MoEngage Classic

MoEngage (Actions) provides the following benefits over the MoEngage Classic destination:

Data Consistency. Data consistency between device-mode and cloud-mode. Earlier, data sent from device and cloud-mode would sometimes be mismatched with duplicated properties - this has now been fixed.

Better Mapping. Using MoEngage Actions, you can now map incompatible properties with MoEngage-compatible properties. This significantly reduces your development bandwidth.

Region Support. Support across all data clusters. Moengage provides an option to choose your Data Region where your app is present.

Better Configuration. There are additional configurations for the JavaScript integration like custom Service Worker.

Getting started

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

2. Search for **MoEngage (Actions)** and select it.

3. Click **Configure MoEngage**.

4. Select an existing Source to connect to MoEngage (Actions).

5. Finish the setup.

6. Configure the settings. See the table below for more information.

FIELD NAME	DESCRIPTION
Name	The name of the Moengage destination such as MoEngage prod, MoEngage test.
App Id	Navigate to Settings > API > General on your MoEngage dashboard to access the App ID.
App Key	Navigate to Settings > API > General on your MoEngage dashboard to access the App Key.
Endpoint Region	This is your MoEngage data center. Read more.

7. Enable the toggle option to **Enable** the destination and click **Save changes**.

Default Mapping

> ⚠️ **Do not change the preset values**
>
> Moengage provides preset values to all mappings and hence no changes are required in the Identify User Actions, and Track Event Actions.

Destination Settings

SETTING	DESCRIPTION
Api Id	*Required.* Your Moengage API Id
Api Key	*Required.* Your Moengage API Key
Endpoint Region	*Required.* The region to send your data.

Available Actions

Build your own Mappings. Combine supported triggers with the following Moengage-supported actions:

> ℹ️ **Mapping limits per destination**
>
> Individual destination instances have support a maximum of 50 mappings.

- Track Event
- Identify User

Track Event

Send an event to Moengage.

Track Event is a **Cloud** action. The default Trigger is: `type = "track"`

Click to show / hide fields

FIELD	DESCRIPTION
Event type *	Type: `STRING` The type of the event being performed.
Event Name *	Type: `STRING` The name of the event being performed.
User ID	Type: `STRING` The unique identifier of the user.
Anonymous ID	Type: `STRING` The unique identifier of the anonymous user.
OS Name	Type: `STRING` The name of the mobile operating system or browser that the user is using.
APP Version	Type: `STRING` The version of the mobile operating system or browser the user is using.
Library Version	Type: `STRING` The version of the mobile operating system or browser the user is using.
Timestamp	Type: `DATETIME` The timestamp of the event. If time is not sent with the event, it will be set to the time our servers receive it.
Event Properties	Type: `OBJECT` An object of key-value pairs that represent event properties to be sent along with the event.
Update Existing Users Only	Type: `BOOLEAN` If set to true, events from the Segment will only trigger updates for users who already exist in Moengage.

Identify User

Set the user ID for a particular device ID or update user properties.

Identify User is a **Cloud** action. The default Trigger is: `type = "identify"`

Click to show / hide fields

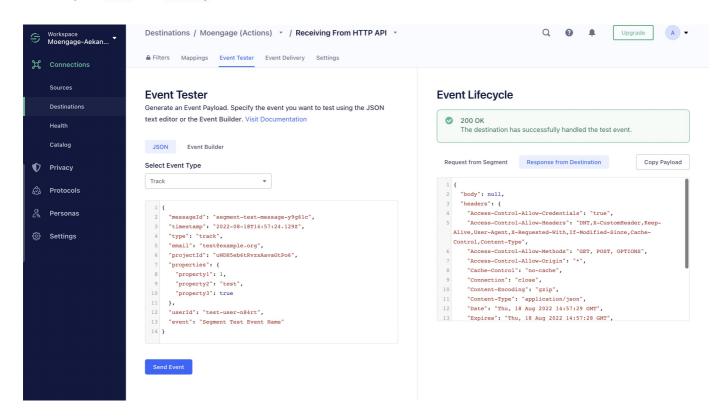| FIELD	DESCRIPTION
Event type *	Type: `STRING` The type of the event being performed.
User ID	Type: `STRING` The unique user identifier set by you
Update existing users only	Type: `BOOLEAN` Setting this to true will not create new users in MoEngage. Only existing users will be updated
Anonymous ID	Type: `STRING` The generated anonymous ID for the user
OS Name	Type: `STRING` The name of the mobile operating system or browser that the user is using.
APP Version	Type: `STRING` The version of the mobile operating system or browser the user is using.

FIELD	DESCRIPTION
Library Version	Type: `STRING` The version of the mobile operating system or browser the user is using.
Timestamp	Type: `DATETIME` The timestamp of the event. If time is not sent with the event, it will be set to the time our servers receive it.
User Properties	Type: `OBJECT` Properties to set on the user profile

Testing the integration

1. Navigate to **Connections > Destinations> MoEngage**.

2. Go to the **Event tester** tab.

3. Test your `track` and `identify` methods.

If successful, the data starts flowing into your MoEngage account in 3-5 minutes. You can log in to your MoEngage dashboard and go to Test & Debug > Recent events to verify.

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