≡ Documentation

Userpilot helps product teams deliver personalized in-app experiences to increase growth metrics at every stage of the user journey. When you integrate Userpilot with Segment, you can send your Segment events to Userpilot, which allows you to create more personalized experiences for your users.

This destination is maintained by Userpilot. For any issues with the destination, contact Userpilot's Support team.

Getting started

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

2. Find the Destinations Actions item in the left navigation, and click it.

3. Click **Configure Userpilot Cloud (Actions)**.

4. Select an existing Source to connect to Userpilot Cloud (Actions).

5. Find your Userpilot API key and API endpoint in the environment dashboard.

Overview

The Userpilot cloud-mode destination uses Userpilot's REST APIs to transmit user data and associated events

directly to Userpilot. This lets you use Userpilot's capabilities based on the real-time data received from your application.

- **User Identification** Send Identify calls from Segment to Userpilot for identifying or updating user and company properties. This data is dispatched directly from your backend servers and can be used for segmenting users and triggering personalized content in real-time.

- **Event Tracking:** Segment Track calls are converted into Userpilot events. This feature captures user actions on your web application, allowing you to build a comprehensive understanding of your user's overall experience. You can trigger live, targeted content based on certain user actions like clicking a button or completing a transaction.

Each Identify and Track call is sent to Userpilot's server directly without being affected by the user's browser settings. This direct server-to-server communication enables a more reliable and secure data transfer.

Remember to follow Segment's API rate limits to ensure your data is being sent at an acceptable rate. Always check Userpilot's API documentation for the most recent information on how to set up Userpilot as a Cloud Mode Destination in Segment.

Destination Settings

SETTING	DESCRIPTION
API Key	*Required.* Your Userpilot API key can be found in the Userpilot environment dashboard.
API Endpoint	*Required.* Your Userpilot API endpoint can be found in the Userpilot environment dashboard.

Available Presets

Userpilot Cloud (Actions) has the following presets:

PRESET NAME	TRIGGER	DEFAULT ACTION
Identify User	Event type = "identify"	Identify User
Track Event	Event type = "track"	Track Event

Available Actions

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

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

- Identify User
- Track Event

Identify User

Defines a user in Userpilot, you can visit Userpilot docs for more information.

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

[Click to show / hide fields]

FIELD	DESCRIPTION
User ID *	Type: `STRING` The ID of the logged-in user.
User Created At Date	Type: `DATETIME` The date the user profile was created at
Traits	Type: `OBJECT` Segment traits

Track Event

Send an event to Userpilot, you can visit Userpilot docs for more information

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

Click to show / hide fields

FIELD	DESCRIPTION
User ID	Type: `STRING` The ID of the logged-in user.
Name *	Type: `STRING` Event name
Properties	Type: `OBJECT` Event properties

Troubleshooting

If you experience any issues while setting up Userpilot as a destination, follow these steps:

- Check your Userpilot API Key. Make sure it's correctly entered in Segment.
- Verify that you've enabled Userpilot as a destination in Segment.
- If you're still having trouble, contact Segment's support team for further assistance.

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 Userpilot Cloud (Actions) 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` . Your Userpilot API key can be found in the Userpilot environment dashboard.
API Endpoint (required)	`string` , defaults to `https://analytex.userpilot.io/` . Your Userpilot API endpoint can be found in the Userpilot environment dashboard.

This page was last modified: 07 Aug 2024

Need support?

Questions? Problems? Need more info? Contact Segment Support for assistance!

Visit our Support page

Help improve these docs!

Edit this page

Request docs change

Was this page helpful?

👍 Yes

👎 No

Get started with Segment

Segment is the easiest way to integrate your websites & mobile apps data to over 300 analytics and growth tools.

Your work e-mail

Request Demo

or

Create free account