



## Documentation

### Getting Started

What is Segment?  
[How Segment Works](#)  
Getting Started Guide  
A Basic Segment Installation  
Planning a Full Installation  
A Full Segment Installation  
Sending Data to Destinations  
Testing and Debugging  
What's Next  
Use Cases

### Guides

### Connections

### Unify

### Engage

### Privacy

### Protocols

### Segment App

### API

### Partners

### Glossary

### Config API

### Help

ⓘ Mobile

ⓘ Mobile

ⓘ Server

ⓘ Server

[Zendesk Chat](#), (previously called Zopim) is a live chat solution that helps businesses increase sales conversion by engaging important leads on their websites. The `analytics.js` Zendesk Chat Destination is open-source. You can browse the code [on GitHub](#).

**NOTE:** Zendesk Chat currently offers [two types of widgets](#) a standalone `Chat Widget`, which is mainly designed to provide chat related features, and a `Web Widget`, which incorporates both Zendesk Chat and Zendesk Support functionalities. At the moment, Segment only supports the `Chat Widget`. For more details refer to the “Getting Started” section below.

## Getting Started

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

2. Search for “Zopim” in the Catalog, select it, and choose which of your sources to connect the destination to. (This is the old name.)

[Add](#) your Zendesk Chat ID (Zopim ID) to your Destination Settings. If you are using the chat widget, you can find your ID in the widget script itself. See example below:

```
<!--Start of Zendesk Chat Script-->
<script type="text/javascript">
window.$zopim||(function(d,s){var z=$zopim=function(c){z._.push(c)},$=z.s=
d.createElement(s),e=d.getElementsByTagName(s)[0];z.set=function(o){z.set.
_.push(o)};z._=[];z.set._=[];$.async=!0;$.setAttribute("charset","utf-8");
$.src="https://v2.zopim.com/?[ZOPIM ID]";z.t=+new Date;$.
type="text/javascript";e.parentNode.insertBefore($,e)})(document,"script");
</script>
<!--End of Zendesk Chat Script-->
```

If you are using the Web Widget (see example below), **you will need to contact Zendesk Support in order to get your Chat Account ID or you can follow the steps outlined in Zendesk's [How do I find my Chat Account Key?](#) docs:**

```
<!-- Start of Zendesk Widget script -->
<script>/*!/[CDATA[*/window.zEmbed||function(e,t){var n,o,d,i,s,a=[],r=document.createElement("iframe");window.zEmbed
=function(){a.push(arguments)},window.zE=window.zE||window.zEmbed,r.src="javascript:false",r.title="",r.role="present
ation",(r.frameElement||r).style.cssText="display: none",d=document.getElementsByTagName("script"),d=d[d.length-1],d.
parentNode.insertBefore(r,d),i=r.contentWindow,s=i.document;try{o=s}catch(e){n=document.domain,r.src='javascript:var
d=document.open();d.domain="'+n+'";void(0);',o=s}o.open()._l=function(){var e=this.createElement("script");n&&(this.d
omain=n),e.id="js-iframe-async",e.src="https://assets.zendesk.com/embeddable_framework/main.js",this.t=+new Date,this
.zendeskHost="SUBDOMAIN.zendesk.com",this.zQueue=a,this.body.appendChild(e),o.write('<body onload="document._l();">
'),o.close()}();
/*]]>*/</script>
<!-- End of Zendesk Widget script -->
```

Your changes appear in the Segment CDN in about 45 minutes, and then Analytics.js starts asynchronously loading the Zendesk Chat snippet on your page and sending data.

## Identify

If you're not familiar with the Segment Specs, take a look to understand what the [Identify method](#) does. An example call would look like:

```
analytics.identify('ze8rt1u89', {
  name: 'Zaphod Kim',
  email: 'jane.kim@example.com',
  phone: '1-401-826-4421',
});
```

When you call identify, the name, email, and phone traits included in the call will be set to the current user in Zendesk Chat.

## Record Live Chat Events

With this destination, you can automatically record track events for live chat conversations. If you select this option, we'll collect the following events:

- Live Chat Conversation Started
- Live Chat Conversation Ended

These events will then flow out to your other tools, so you can do things like analyze if users who chat spend more money over time.

To learn more about the live chat events you can capture with this destination, head on over to our [Live Chat spec docs](#).

Zopim Settings

Setup Guide

Zopim is a customer support tool that lets you connect with your customers in real time. [Zopim Website](#).

Connection Settings

Zopim ID\*\*

test123test123

Other Settings

Record live chat events.

On

## Troubleshooting

### I want to hide the Zendesk Chat widget on certain pages, or after a analytics.js call is made.

Currently, the best way to ensure that the Zendesk Chat widget does not load on a page is to fire a small JavaScript snippet as [documented here on the legacy Zopim site](#). To ensure that the Zendesk Chat snippet fires after the library loads on the page, you can either wrap the snippet in an `analytics.ready()` method with any conditional logic you'd like, or place the script in the callback of any Analytics.js (`.track()`, `.identify()`, etc) call so that it hides after that call is made.

## Settings

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

SETTING	DESCRIPTION
Record live chat events.	<code>boolean</code> , defaults to <code>FALSE</code> . Record Live Chat Conversation events from Zopim.
Zopim ID (required)	<code>string</code> . To get your Zopim ID, please contact Zopim support: <a href="https://www.zopim.com/contact">https://www.zopim.com/contact</a>

This page was last modified: 09 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.

Request Demo

or

Create free account

© 2025 Segment.io, Inc.

[Privacy](#)

[Terms](#)

[Website Data Collection Preferences](#)

