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support@plotline.so.

Getting started

- 1 From your workspace's [Destination catalog page](#) search for "Plotline".
- 2 Select and click **Add Destination**.
- 3 Select an existing source to connect to.
- 4 Go to [Plotline's dashboard](#), navigate to "Credentials" and copy the API key.
- 5 Enter the API Key in the destination settings in Segment.

Supported methods

Plotline supports the following methods, as specified in the [Segment Spec](#).

Identify

Send Identify calls to update user attributes in Plotline. These user attributes can be used for setting up the audience in campaigns and personalizing the content in the campaigns. For example:

```
analytics.identify('userId123', {
  name: 'John Doe'
});
```

Segment sends Identify calls to Plotline as an `identify` event.

Track

Send Track calls to Plotline. Track calls are used for Plotline to know all user events and can be used for setting up the audience in campaigns and defining the goal events. For example:

```
analytics.track('Checkout Completed')
```

Segment sends Track calls to Plotline as a `track` event.

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.



Real-time to batch destination sync frequency

Real-time audience syncs to Plotline 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)	<code>string</code> . Your Plotline API key

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