⊘ Server	⊘ Server

Partner Owned

This integration is partner owned. Please reach out to the partner's support for any issues.

Crisp is an all-in-one solution to communicate with your customers using text-messaging.

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

Getting Started

1. Go to the Crisp Plugins page.

2. Search for the "Segment" plugin, click **Connect to Segment**.

3. The Segment App opens in a new window. Log in to authenticate the connection from Crisp.

4. Select the Workspace and Source to connect with Crisp.

Supported methods

Crisp supports the following methods, as specified in the Segment Spec.

Identify

Send Identify calls to create or update a User profile. The `email` trait is required to create new Users. For example:

```
analytics.identify('userId123', {
  name: 'John Doe',
  email: 'john.doe@segment.com',
  phone: '012346789',
  avatar: 'https://pbs.twimg.com/profile_images/834424630630817795/TfyS4uXb_400x400.jpg'
});
```

Track

Crisp adds Track events to the User's profile events stream.

```
analytics.track('Completed Purchase', {
  revenue: 42.99,
  shippingMethod: '2-day',
  category: 'Conversion'
});
```

> ⚠️ Send an Identify call for any user who triggers Track calls. If Crisp receives a Track call for an unknown `userId`, the call is dropped.

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 Crisp 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` . The API key is autoset when linking Crisp with Segment. Click "Connect to Segment" in the Crisp plugins section
Website ID	`string` .

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👎 No

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