



## 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

Server

Server

## Getting Started

When you enable LiveChat in the Segment web app, your changes appear in the Segment CDN in about 45 minutes, and then Analytics.js starts asynchronously loading LiveChat's JavaScript onto your page. This means you should remove LiveChat's snippet from your page.

LiveChat's chat box will appear on your page and you can start chatting with visitors.

LiveChat is only supported on the client-side.

## Identify

When you call `identify` on analytics.js, we take all the `traits` you provide and set them as custom variables using LiveChat's `set_custom_variables` function. We use the `userId` you provide to `identify` as a custom variable called

User ID.

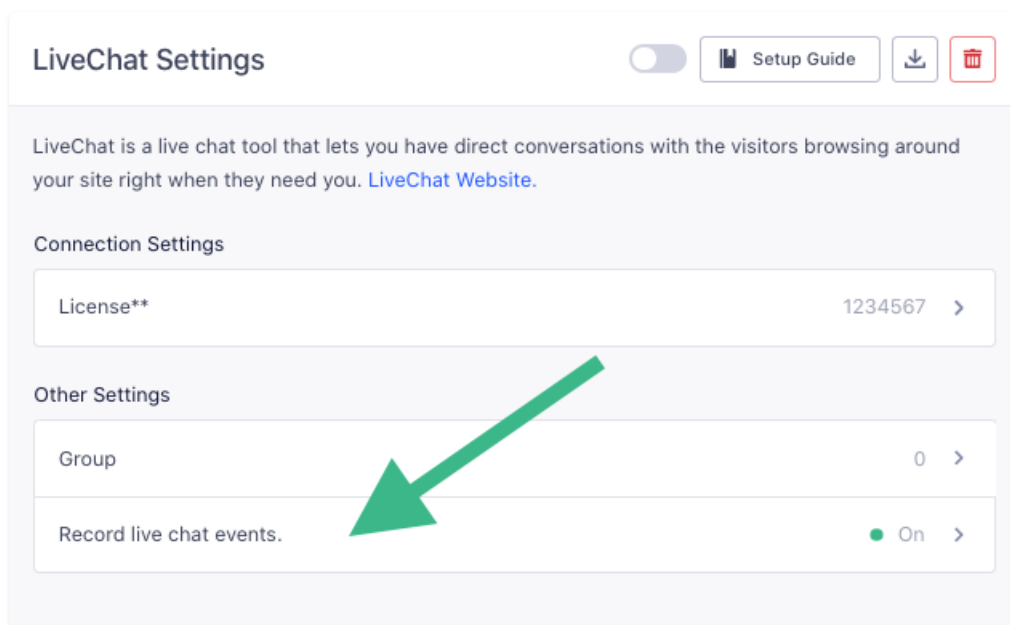
## Record Live Chat Events

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
- Live Chat Message
- Live Chat Message Received

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](#).



## Settings

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

SETTING	DESCRIPTION
Group	<code>string</code> , defaults to <code>0</code> . You can divide LiveChat agents into different groups such as "Billing" or "Support"
License (required)	<code>string</code> . You can find your License key in your LiveChat Javascript snippet on the <b>Settings &gt; Installation</b> page. Or, if you're just signing up, it's right in the setup guide!
Record live chat events.	<code>boolean</code> , defaults to <code>FALSE</code> . Automatically send Live Chat message events, conversation starts and ends to other tools you have enabled.

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