



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

- Boost feature adoption with contextual tooltips and announcements.
- Understand user behavior and optimize engagement with built-in analytics.

Why integrate Jimo with Segment?

By connecting Jimo to Segment, you can:

- Leverage real-time user data to trigger personalized experiences.
- Sync customer insights across your stack to enhance user journeys.
- Measure the impact of your onboarding and feature adoption efforts.

Jimo maintains this destination. For any issues with the destination, [contact the Jimo Support team](#).

Getting started

- From the Destinations catalog page in the Segment App, click **Add Destination**.
- Search for "Jimo" in the Destinations Catalog, and select the **Jimo** destination.
- Choose which Source should send data to the Jimo destination.

- Go to the [Jimo dashboard](#) and find and copy the API key.
- Enter the **API Key** in the Jimo destination settings in Segment.

Supported methods

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

Identify

Send [Identify](#) calls to enrich your end-users data to help you target the right users based on their traits. For example:

```
analytics.identify("userId123", {
  email: "john.doe@example.com"
});
```

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

Track

Send [Track](#) calls to help you target your end-users based on their behavior on your app. For example:

```
analytics.track("Login Button Clicked");
```

Segment sends Track calls to Jimo 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 Jimo 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> . You can find your API key in your integrations page after you linked Segment to your Jimo account

Need support?

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