



Getting Started

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Enhancing customer success and product implementation.

This destination is maintained by Gleap. For any issues with the destination, [contact their Support team](#).

Getting started


- From the Segment web app, click **Catalog**, then click **Destinations**.
- Find the Destinations Actions item in the left navigation, and click it.
- Click **Configure Gleap**.
- Select an existing Source to connect to Gleap (Actions).
- To use the Gleap destination, obtain an API key by signing up at app.gleap.io.
- Once registered, navigate to **Project > Settings > Security** in the Gleap dashboard.
- Copy the API key and paste it into the Segment Gleap destination settings.

Destination Settings

SETTING	DESCRIPTION
Secret API token	<i>Required.</i> Found in Project settings -> Secret API token .

Available Actions

Build your own Mappings. Combine supported [triggers](#) with the following Gleap (Action)-supported actions:

**Mapping limits per destination**
Individual destination instances have support a maximum of 50 mappings.

 [Track Event](#)

 [Identify Contact](#)

Track Event

Submit an event to Gleap.

Track Event is a **Cloud** action. The default Trigger is: `type = "track" or type = "page" or type = "screen"`

[Click to show / hide fields](#)

FIELD	DESCRIPTION
Event Name	Type: <code>STRING</code> The name of the event that occurred. Names are treated as case insensitive. Periods and dollar signs in event names are replaced with hyphens.
Event Timestamp *	Type: <code>DATETIME</code> The time the event took place in ISO 8601 format. Segment will convert to Unix before sending to Gleap.
User ID *	Type: <code>STRING</code> Your identifier for the user who performed the event. User ID is required.
Event Metadata	Type: <code>OBJECT</code> Optional metadata describing the event. Each event can contain up to ten metadata key-value pairs. If you send more than ten keys, Gleap will ignore the rest.
Enable Batching?	Type: <code>BOOLEAN</code> When enabled, Segment will send events in batches.

Identify Contact

Create or update a contact in Gleap

Identify Contact is a **Cloud** action. The default Trigger is: `type = "identify"`

[Click to show / hide fields](#)

FIELD	DESCRIPTION
User ID *	Type: <code>STRING</code> A unique identifier for the contact.
First name	Type: <code>STRING</code> The contact's first name.
Last name	Type: <code>STRING</code> The contact's last name.

FIELD	DESCRIPTION
Email Address	Type: <code>STRING</code> The contact's email address.
Phone Number	Type: <code>STRING</code> The contact's phone number.
Company Name	Type: <code>STRING</code> The contact's company name.
Company ID	Type: <code>STRING</code> The contact's compan ID
Language	Type: <code>STRING</code> The user's language.
Subscription Plan	Type: <code>STRING</code> The user's subscription plan.
User Value	Type: <code>NUMBER</code> The user's value.
Last Page View	Type: <code>STRING</code> The page where the contact was last seen.
Signed Up Timestamp	Type: <code>DATETIME</code> The time specified for when a contact signed up.
Last Seen Timestamp	Type: <code>DATETIME</code> The time when the contact was last seen.
Custom Attributes	Type: <code>OBJECT</code> The custom attributes which are set for the contact.

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 Gleap (Actions) 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
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SETTING	DESCRIPTION
Secret API token (required)	<code>string</code> . Found in Project settings -> Secret API token.

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