



## Getting Started

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## Help

- 1 From the Segment Destinations page click **Add Destination**.
- 2 Search for "Intercom" and select it in the results that appear.
- 3 Choose a Kotlin or Swift Mobile source to connect to Intercom.
- 4 Authorize your Intercom account in Segment and select the Intercom Account to sync with Segment.
- 5 Find your "App ID" in the [Intercom UI](#) or by navigating to the Gear Menu and clicking on "App Settings" followed by "API Keys". It should look something like 9iefb489.

## Mobile

### Kotlin

To find implementation details for Segment's Kotlin Intercom Destination Plugin, please review the [Intercom plugin documentation](#).

### Swift

To find implementation details for Segment's Swift Intercom Destination Plugin, please review the [Intercom plugin documentation](#).

# Settings

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

SETTING	DESCRIPTION
Custom Inbox Button Selector	<code>string</code> , defaults to <code>#IntercomDefaultWidget</code> .  By default, Intercom will inject their own inbox button onto the page, but you can choose to use your own custom button instead by providing a CSS selector like: <code>#my-button</code> . <i>Note: you must have enabled the <b>Show the Intercom Inbox</b> setting for this to work.</i> The default value is <code>#IntercomDefaultWidget</code>
API Base	<code>select</code> . For customers who are using Regional Data Hosting for Intercom, you can choose the regional API to ensure your Messenger is pointing to your Regional workspace.
Enter your API Key	<code>string</code> . Note: this is <b>deprecated</b> . Intercom requires events hitting their server-side api authenticated via OAuth.
App ID (required for analytics.js and mobile)	<code>string</code> . Note: this is <b>required</b> to send data to Intercom from your browser or mobile app. You can find your App ID after activating your account under the <b>Gear Menu &gt; App Settings &gt; API Keys</b> at <a href="#">Intercom.io</a> . It should look something like this: <code>9iefb489</code> .
Include Context with Identify Calls	<code>boolean</code> , defaults to <code>FALSE</code> .  Pass context data with Identify calls as Custom Attributes. Includes device.type, device.manufacturer, device.model, os.name, os.version, app.name, app.version
Enter your Mobile API Key	<code>string</code> . Note: this is <b>required</b> to send data to Intercom from your mobile apps.
Rich Link Properties	<code>array</code> , defaults to .  To use Intercom's Rich Link object, list the name of the exact Segment property name and make sure the value of those properties only include <code>url</code> and <code>value</code> keys.

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## Get started with Segment

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