



## Documentation

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### Additional versions of this destination are available

This page is about the FullStory Destination. See below for information about other versions of the FullStory destination:

● [FullStory Device Mode \(Actions\)](#)

● [FullStory Cloud Mode \(Actions\)](#)



### FullStory (Classic) is in Maintenance mode

The FullStory (Classic) Destination has entered maintenance mode. Future updates are limited to security updates and bug fixes. A new version of this destination is available. See [FullStory \(Actions\)](#)

FullStory lets product and support teams easily understand everything about the customer experience. The

Segment integration for FullStory helps accurately identify your customers within the FullStory dashboard.

## Getting Started

1. From the Segment web app, click **Catalog**.

2. Search for "FullStory" in the Catalog, select it, and choose which of your sources to connect the destination to. Note the source must be sending events using our JavaScript library Analytics.js.

3. Add your fs org in the destination settings. You can find this in FullStory by navigating to Settings > General > and copying the value found on the line `window['_fs_org'] = 'fullstory_org_here';`

Your changes appear in the Segment CDN in about 45 minutes, and then Analytics.js starts asynchronously loading FullStory's recording snippet on your page and sending data.

## Identify

If you're not familiar with the Segment Specs, take a look to understand what the [identify method](#) does. Identify calls sent to Segment will be transformed and sent to FullStory's `FS.identify` method.

An example call which does not include a `userId` will send FullStory the value of the `anonymousId` and would look like:

```
analytics.identify();
```

If an `identify` call does contain a `userId`, that will be the ID sent along to FullStory.

```
analytics.identify("userId");
```

In addition, Segment will send over along any traits included in the `identify` call. The example call below would send over both `plan` and `logins`.

```
analytics.identify("userId123", {
  plan: "premium",
  logins: 5
});
```

## Specifying display name and email

Both `email` and `displayName` are special traits that will be passed to FullStory to be used in their interface as explained in [FullStory's docs](#). These traits are optional.

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

## Track

If you're not familiar with the Segment Specs, take a look to understand what the [track method](#) does. Track calls sent to Segment will be automatically passed directly to FullStory using FullStory's `FS.event` method, including all the properties passed in the event.

An example call would look like:

```
analytics.track('Product Purchased', {
  order_ID: '2969302398',
  category: 'boots',
  product_name: 'yellow_cowboy_boots',
  price: 99.95,
  currency: 'EUR'
});
```

## Settings

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

SETTING	DESCRIPTION
Enter FS debug mode	<code>boolean</code> , defaults to <code>FALSE</code> .  This will enable FullStory's debug mode
Capture only this iFrame	<code>boolean</code> , defaults to <code>FALSE</code> .  This will enable FullStory within an iframe.
FS Org ( <i>required</i> )	<code>string</code> . You can find your <code>_fs_org</code> on the FullStory settings page by logging into your account, clicking the settings icon on the bottom left, and looking in the recording snippet for <code>window['_fs_org']</code>
Track All Pages	<code>boolean</code> , defaults to <code>FALSE</code> .  Sends all page calls as tracking events to FullStory.
Track Categorized Pages	<code>boolean</code> , defaults to <code>FALSE</code> .  Sends pages that specify a category to Fullstory as tracking events.
Track Named Pages	<code>boolean</code> , defaults to <code>FALSE</code> .  Sends pages with names to FullStory as tracking events.

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## Get started with Segment

Segment is the easiest way to integrate your websites & mobile apps data to over 300 analytics and growth tools.

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