



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

[team](#).

Getting Started

1. From the Destinations catalog page in the Segment App, select **Inflection**.
2. Choose the Source from which events have to be sent to Inflection destination.
3. [Contact the Inflection Support team](#) and get an **API key** generated for your account.
4. Enter the **API Key** in the Inflection destination settings on Segment.
5. Once data starts flowing in from Segment to Inflection, the stats can be viewed on the Connections page on Inflection App.

Supported methods

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

Identify

Send [Identify](#) calls to Identify a user. The traits should have the `email` trait to be processed. All the other reserved traits are optional, but will be used to populate *Person DB* if available. If a *Data Warehouse* is set to sync *Person DB* data to Inflection, the Identify call will be used only to map the `userId` to the `person.id` on Inflection app. For example:

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

Track

Send [Track](#) calls to be added to *Product Activity* on Inflection App. For example:

```
analytics.track('Login Button Clicked')
```

Group

Send [Group](#) calls to tie a user to an org. There are two IDs that are relevant in a group call: the `userId`, which belongs and refers to the user, and the `groupId`, which belongs and refers to the specific group. A user can belong to multiple groups, each associated with a different `groupId`, but the user will have only one `userId` linked to each of these different groups.

```
analytics.group("0e8c78ea9d97a7b8185e8632", {
  name: "Initech",
  industry: "Technology",
  employees: 329,
  plan: "enterprise",
  "total billed": 830
});
```

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 Inflection 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> . Contact Inflection support at support@inflection.io to get the API key generated

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