



Getting Started

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[Stories](#) gathers all the user events that matter on a timeline, so your teams can understand what is going on and take action in the right direction.

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

Getting Started

- 1 From the Segment web app, click **Catalog**.
- 2 Search for "Stories" in the Catalog, select it, and choose which of your sources to connect the destination to.
- 3 Enter the "API Key" into your Settings UI which you can retrieve from your [Stories Account](#).
- 4 You can choose whether to Sync Users or not with Stories. If you enable this setting, identified users will be automatically added and/or merged with your Stories users. Read more about [Merging Users](#) below.

Identify

Identify calls are sent to Stories as a new event on a user's timeline. This call is mainly used to keep track of changes to users' profile and maintain user properties called *traits* in Segment. If you want to track specific user actions we recommend using the [track call](#).

Only `identify` calls update the Profile traits and Attributes on the left-hand side of user profiles. `track`, `page`, and `screen` calls create users but don't populate user Attributes.

`userId` is a **required** property to assign the call to a specific user. Stories does not support anonymous user tracking. An example call would look like with a server-side call:

```
POST api.getstories.io/v1/events/
Params: {
  user_id: "some_user_id", //Segment's userId
  name: "Identify", //Segment's call type
  data: {
    traits: { //Segment's traits for the user
      first_name: "Jacob"
    }
  }
}
```

Page & Screen

`page` and `screen` calls are sent to Stories as a new event on a user's timeline as a visited Page or opened Screen. `userId` is a **required** property to assign the call to a specific user. `name` is a recommended field that helps identify the event characteristics but is not required. An example server-side call:

```
POST api.getstories.io/v1/events/
Params: {
  user_id: "some_user_id", //Segment's userId
  name: "Page", //Segment's call type
  data: {
    content: "FAQ - Help" //Segment's name
  }
}

POST api.getstories.io/v1/events/
Params: {
  user_id: "some_user_id", //Segment's userId
  name: "Screen", //Segment's call type
  data: {
    content: "App went Foreground" //Segment's name
  }
}
```

Track

`track` calls are sent to Stories as a new event on a user's timeline to keep a track of user actions. `userId` is a **required** property to assign the call to a specific user. `name` is a recommended field that helps identify the event characteristics but is not required. An example server-side call:

```
POST api.getstories.io/v1/events/
Params: {
  user_id: "some_user_id", //Segment's userId
  name: "Track", //Segment's call type
  data: {
    content: "Remote Log session started" //Segment's name
  }
}
```

Known & Anonymous Users

Stories does not support anonymous users at the moment. To have Stories recognize a user, you must include `userId` when calling `identify`. Otherwise, Stories won't automatically be able to log the call under the correct user.

Merging Users

Stories automatically merges identified Users in Segment with their corresponding Stories User and creates a

new User in Stories if it does not exist already. When an `identify` fires, it merges/updates User attributes with the `identify` call's traits.

An example server-side call:

```
POST api.getstories.io/v1/users
Params: {
  "user_id": "some_user_id", //Segment's userId
  "name": "Han Solo", //Segment's username
  "email": "han.solo@millenium.fa", //Segment's email
  "phone": "+14155552671", //Segment's phone
  "attributes": { //Segment's Traits
    "vehicle": "Millennium Falcon",
    "latest_action": "Marry Leia"
  },
}
```

Sync Users


When you set up your Stories Destination in Segment, your users automatically sync to Stories. Note that only Users who have a `userId` in Segment are synced, Stories does not support anonymous users yet. Users are updated by `identify` events from Segment.

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 Stories 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 <i>(required)</i>	<code>string</code> . Paste here the Personal Access Token you created from your Stories Account > Settings > API

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