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This destination is maintained by UserGuiding. For any issues with the source, contact the UserGuiding Support team.

Getting Started

From your workspace's Destination catalog page search for UserGuiding.

2elect UserGuiding, and click **Add Destination**.

Shoose the source you want to connect UserGuiding destination to.

Give the destination a name.

5nter the API key provided in the UserGuiding integrations page.

6elect the data residency region for your UserGuiding account.

Identify

If you're not familiar with the Segment Spec, take a look to understand what the Identify method does. An example call would look like:

```
analytics.identify('user_id_123', {
  email: 'john.doe@example.com',
  firstname: 'john',
  lastname: 'doe'
});
```

Using the Identify method triggers a call to UserGuiding's Identify method. For more information about user identification in UserGuiding, see UserGuiding's Sending user attributes and tracking user actions documentation.

Track

If you're not familiar with the Segment Spec, take a look to understand what the Track method does. An example call would look like:

```
analytics.track('Visited Products Page')
```

Using the Track method triggers a call to UserGuiding's userGuiding.track method. For more information about tracking user action in UserGuiding, see UserGuiding's Sending user attributes and tracking user actions documentation.

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 UserGuiding 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)	string . Your userguiding api key
Region (required)	select . Your UserGuiding region.

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Get started with Segment

I₱ No

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