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Getting Started

When you enable on Nudgespot from the Segment web app, your changes appear in the Segment CDN in about 45 minutes, and then Analytics.js starts asynchronously loading the Nudgespot code on your site.

If you're using Nudgespot for the first time, sign up and choose the **Segment** option under Destinations on Nudgespot's **Getting Started with Nudgespot** page. Once you reach the Segment onboarding page, click **Enable with Segment** option.

If you already use Nudgespot, go to the **Settings** page and click **Enable with Segment**.

Nudgespot is supported on mobile, web browsers and on the server side.

Identify

The first thing you'll want to do is to identify your users so Nudgespot knows who they are. You'll use the `identify` method to accomplish this - `identify` takes the unique user Id of a user, first name, and any other traits you know about them.

Server Side

When you call `identify` from any of Nudgespot's server-side libraries, they'll create or update the users in Nudgespot with the traits provided.

Track

You will see the traits appear as properties on any events you track.

When you use Nudgespot, it's important that you `identify` a user before you call `track`. A `track` without an `identify` won't create a user.

Nudgespot is a communication tool you can use to communicate with your users after you `track` their action (or inaction). The more events you `track`, the better Nudgespot will work for you.



The Segment `track` method maps events and event properties directly to Nudgespot events and event properties.

Sending Data from Nudgespot


Nudgespot supports sending [email events](#) to other tools on the Segment platform. These events will be sent as `track` calls to the other destinations you've turned on. To enable this feature, enter in your Write Key when setting up your account.

Get started with Nudgespot

Send Email Events to Segment.com(Optional)

 > 

You'll need the Writekey from your Segment.com account

WriteKey 

[Ask a colleague for help](#)

Troubleshooting

When will I see data from my mobile app?

If you already have an app deployed with the Segment source, and you just turned on Nudgespot, it will take up to an hour for all your mobile users to refresh their Segment settings cache, and learn about the new service that you want to send to. After the settings cache refreshes, our source will automatically start sending data to Nudgespot.

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 Nudgespot 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
Server-side API Key (required)	<code>string</code> . Your Server-side API Key can be found in your Nudgespot dashboard under Settings
Javascript API Key (required)	<code>string</code> . Your Javascript API Key can be found in your Nudgespot dashboard under Settings

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