



Getting Started

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This documentation is maintained by Segment's engineering team. [Contact the Segment support team.](#)

Getting Started

- From the Segment web app, click **Catalog**.
- Search for "ScopeAI" in the Catalog, select it, and choose which of your sources to connect the destination to.
- In the Segment Settings UI under "API Key" place the Segment token that can be seen after clicking "Show Token" in the panel of the Segment integration you've created in the [ScopeAI integrations page](#). If you haven't yet created a Segment integration on the ScopeAI app, follow these [instructions](#) to create one.

Data will only display when there are conversations imported into ScopeAI (these must be imported through separate integrations) that have a `userId` or `email` that match with the `userId` or `email` of Segment API calls.

Page

If you're not familiar with the Segment Specs, take a look to understand what the [Page method](#) does. An

example call would look like:

```
analytics.page()
```

Page calls will be sent to ScopeAI as a `pageview`.

You can filter by this data in ScopeAI by finding "Page View" under "User Attributes".

This data can be used to customize analysis on ScopeAI.

Identify

If you're not familiar with the Segment Specs, take a look to understand what the [Identify method](#) does. An example call would look like:

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

Identify calls will be sent to ScopeAI as an `identify` event. The `userId` will be used as the primary key to join your respective user attributes with user conversations. ScopeAI will attempt to fallback on `email` if there is no match.

ScopeAI saves all traits of an `identify` event under "User Attributes" which can be used to filter queries.

This data can be used to customize analysis on ScopeAI.

Track

If you're not familiar with the Segment Specs, take a look to understand what the [Track method](#) does. An example call would look like:

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

Track calls will be sent to ScopeAI as a `track` event.

This data can be used to customize analysis on ScopeAI.

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 ScopeAI 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> . Token that displays after you click 'Show Token' on your Segment integration panel within ScopeAI.

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