



Getting Started

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Getting Started

1. From the Segment web app, click **Catalog**.

2. Search for "Savio" in the Catalog, select it, and choose which of your sources to connect the destination to.

3. Enter the "API Key" into your Segment Settings UI which you can find from your [Savio dashboard](#).

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',  
  name: 'John Doe',  
  phone: '(555) 555-2219'  
});
```

Identify calls will be sent to Savio creating a new `Person` if that person doesn't already exist in Savio.io. If an existing person with the corresponding `userId` already exists in Savio the person will be updated.

For the person to be created or updated the `userId` must be included. Identify calls with just the `anonymousId` are not processed.

Once created you will be able to associate the `Person` with feedback in the Savio UI.

Group

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

```
analytics.group("0e8c78ea9d97a7b8185e8632", {
  name: "Initech",
});
```

Including the `plan` and `mrr` traits will allow you to filter feedback in Savio by plan and MRR.

```
analytics.group("0e8c78ea9d97a7b8185e8632", {
  name: "Initech",
  plan: "enterprise",
  mrr: 99
});
```

Group calls will be sent to Savio creating a new `company` if that company doesn't already exist in Savio. If an existing company with the corresponding `groupId` already exists in Savio the company will be updated.

In addition to creating or updating the company if an existing person with the associated `userId` is found in Savio that person will be linked to the matching company.

Once created you will be able to filter feedback based on companies, plans and MRR depending on the traits you send through.

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 Savio 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	<code>string</code> . Find your API Key here: https://www.savio.io/app/accounts/integration-settings

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