



## Documentation

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Android SDK: Your Segment SDK will be enough.

The Segment Planhat destination supports Identify, Page, Track, and Group calls. For more information, see the [Segment Spec documentation](#).

## Identify

When you `identify` a user, we'll pass that user's information to Planhat with `userId` as Planhat's External User ID. Segment's special traits recognized as Planhat's standard contact profile fields (in parentheses) are:

- `name` (name)
- `title` (title)
- `email` (email)
- `user_id` (externalId)

In addition, all calls will get Segment as 'source'.

If the `userId` or `traits.email` matches an existing Contact in Planhat the Identify-call will automatically be associated with that Contact. Otherwise a new Contact will be created in Planhat. New Contacts received from Segment can either be discarded or manually assigned to a Customer profile in Planhat.

## 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 Planhat 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
Tenant Token <i>(required)</i>	<code>string</code> . Add your Planhat Tenant Token, which you can find in Planhat under App Settings > API Access
subdomain	<code>select</code> , defaults to <code>api</code> . Your Planhat API subdomain.

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