



## Getting Started

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This destination is maintained by Engage Messaging. For any issues with the destination, [contact the Engage Messaging Support team](#).

## Getting Started

1. From the Destinations catalog page in the Segment App, click **Add Destination**.
2. Search for "Engage Messaging" in the Destinations Catalog, after selecting it, choose the Source that will send data to Engage Messaging.
3. Go to your [Engage dashboard](#), find and copy your "Public API key".
4. Enter the API Key in the destination settings in Segment.

## Supported methods

Engage Messaging supports the following methods, as specified in the [Segment Spec](#).

## Identify

Send [Identify](#) calls to identify the user profile and traits on Engage. For example:

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

If the user already exists on Engage, identify can also be used to update the user traits. Segment sends Identify calls to Engage Messaging as an `identify` event.

### Track

Send [Track](#) calls to track user events and actions. For example:

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


Segment sends Track calls to Engage Messaging as a `track` event.

## 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 Engage Messaging 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
Public API Key <i>(required)</i>	<code>string</code> . Your public API key is available in Settings -> Account on your Engage dashboard
List ID	<code>array</code> , defaults to .  ID of the List you want to subscribe the user to. Opt-in confirmations are not sent for this even if enabled for the List.

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