SIGNL4 is a lightweight, app-based alerting service of operational teams supporting app push, SMS text and voice call including tracking, escalation, collaboration and duty planning.

When incidents happen, SIGNL4 can alert your teams, engineers, sales, marketing or workers 'in the field'. SIGNL4 helps to know what is going on – from anywhere and anytime.

This destination is maintained by Derdack SIGNL4. For any issues with the destination, contact their support team.

Getting Started

1. From the Destinations catalog page in your Segment Workspace, click Add Destination.
2. Search for "SIGNL4" in the Destinations Catalog, and select the SIGNL4 Alerting destination.
3. Choose which Source should send data to the "SIGNL4 Alerting" destination.
4. Enter the "API Key" in the "SIGNL4 Alerting" destination settings in your Segment Workspace, this is your SIGNL4 team secret and the first part of your SIGNL4 email address.

Ife you do not have SIGNL4 installed already, you can download the SIGNL4 App from the Google Play Store or from the Apple App Store. Alternatively, you can get started on the SIGNL4 web site. Once registered you will get an email with your SIGNL4 API information which includes your SIGNL4 team secret. This is the first part of your SIGNL4 email address (your-team-secret@mail.signl4.com).

Page

If you aren't familiar with the Segment Spec, take a look at the Page method documentation to learn about what it does. An example call would look like:

```
analytics.page()
```

Segment sends Page calls to SIGNL4 Alerting as a `pageview`, which can also be seen under Signls.

Screen

If you aren't familiar with the Segment Spec, take a look at the Screen method documentation to learn about what it does. An example call would look like:

```
[[SEGAnalytics sharedAnalytics] screen:@"Home"];
```

Segment sends Screen calls to SIGNL4 Alerting as a `screenview`, which can also be seen under Signls.

Identify

If you aren't familiar with the Segment Spec, take a look at the Identify method documentation to learn about what it does. An example call would look like:

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

Segment sends Identify calls to SIGNL4 Alerting as an `identify` event, which can also be seen under Signls.

Track

If you aren't familiar with the Segment Spec, take a look at the Track method documentation to learn about what it does. An example call would look like:

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

Segment sends Track calls to SIGNL4 Alerting as a `track` event, which can also be seen under Signls.

Group

If you aren't familiar with the Segment Spec, take a look at the Group method documentation to learn about what it does. An example call would look like:

```
analytics.group('0e8c78ea9d97a7b8185e8632', {
  name: 'Initech',
  industry: 'Technology',
  employees: 329,
  plan: 'enterprise',
  "total billed": 830
});
```

Segment sends Group calls to SIGNL4 Alerting as a `group` event, which can also be seen under Signls.

Alias

If you aren't familiar with the Segment Spec, take a look at the Alias method documentation to learn about what it does. An example call would look like:

```
analytics.alias("507f191e81");
```

Segment sends Alias calls to SIGNL4 Alerting as an `alias` event, which can also be seen under Signls.

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 SIGNL4 Alerting 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)*	`string`. Your SIGNL4 team secret.
Message	`string`. Alert message.
S4 Alerting Scenario	`string`. Pass 'single_ack' if only one person needs to confirm this alert. Pass 'multi_ack' in case this alert must be confirmed by the number of people who are on duty at the time this alert is raised.
S4 External ID	`string`. If the event originates from a record in a 3rd party system, use this parameter to pass the unique ID of that record. That ID will be communicated in outbound webhook notifications from SIGNL4, which is great for correlation/synchronization of that record with the alert.
S4 Filtering	`boolean`, defaults to `FALSE`. Specify a boolean value of true or false to apply event filtering for this event, or not. If set to true, the event will only trigger a notification to the team, if it contains at least one keyword from one of your services and system categories (i.e. it is whitelisted).
S4 Location	`string`. Transmit location information ('latitude, longitude') with your event and display a map in the mobile app.
S4 Service	`string`. Assigns the alert to the service/system category with the specified name.

SETTING	DESCRIPTION
S4 Status	`string`. If you want to resolve an existing alert by an external id (X-S4-ExternalID), you can add this status parameter. It has two possible values: 'new' and 'resolved'. Sending an event with the status 'new' will create a new alert. If you want to resolve a alert, make sure to set the X-S4-Status to 'resolved' and provide an external ID via the 'X-S4-ExternalID' parameter for the alert(s) you want to resolve. It is only possible to resolve a alert with a provided external id that initially triggered it. If you set the status to any other value the event will be discarded. This means no alert will trigger from it.
Title	`string`. Alert title.

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