

Intercom Import Integration

You can directly import data from Intercom to Treasure Data.

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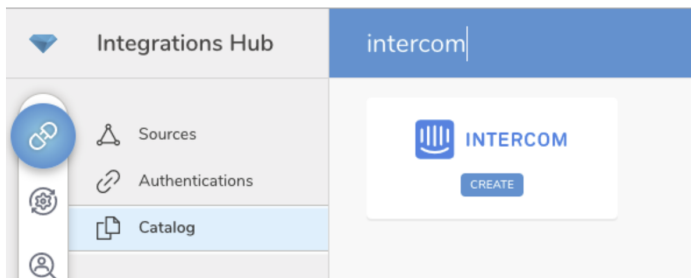
Prerequisites

- Basic knowledge of Treasure Data, including the [TD Toolbelt](#)
- Basic knowledge of Intercom

Use the TD Console to Create Your Connection

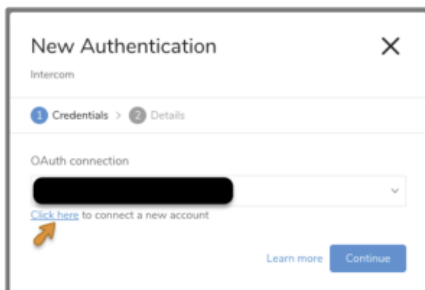
Create a New Connection

Go to Integrations Hub > Catalog and search and select Intercom.



Select **Create**. You are creating an authenticated connection.

The following dialog opens.



Access to Intercom requires OAuth2 authentication.

Select **Click here** to connect to your Intercom account.

Enter your credentials to sign into Intercom.

Welcome back.

You need to sign in or sign up before continuing.

Sign in with Google

Or, sign in with your email

Work email

name@company.com

Password

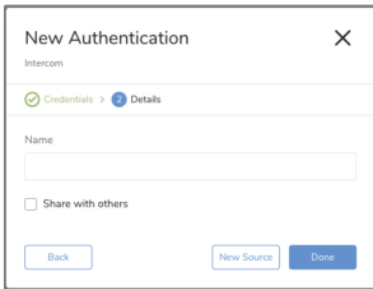
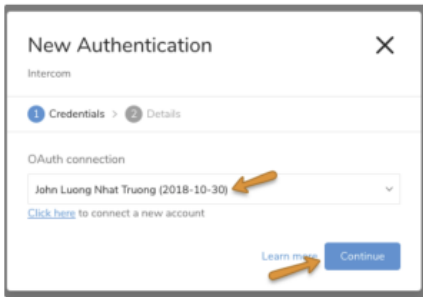
password

Keep me signed in [Forgot your password?](#)

Sign in

Sign in with SSO

After you grant access to Treasure Data you are redirected back to TD Console. Choose the Intercom connector again, then choose the OAuth Authenticate method. You will see an OAuth connection with your account name in the dropdown list. Choose the account you want to use and then proceed to create the connection..



Name your new Google Drive Connection. Select **Done**.

Previously for this data connector, App id and API Key was used for authentication. However, [Intercom started their OAuth flow](#) and [Intercom API keys were deprecated](#).

If you are using Google Sign-In to log into Intercom, make sure that you are already logged in Intercom before starting the OAuth flow. Intercom requires password logins, not Google Sign-In, through the OAuth flow.

Update an existing API key-based connection to OAuth.

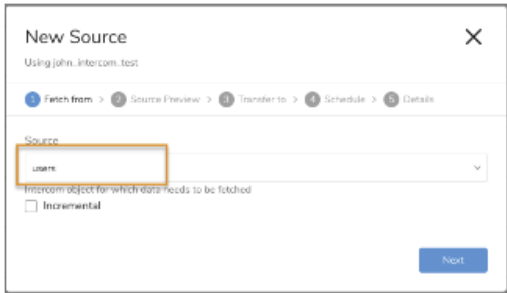
Initiate the OAuth flow as you did previously, even if you have been using API keys. OAuth is prioritized over API keys, if both are specified.

Transfer Your Data to Treasure Data

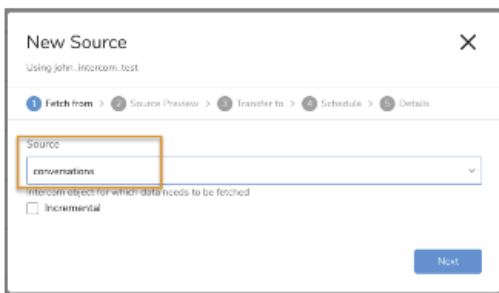
After creating the authenticated connection, you are automatically taken to the Authentications tab. Look for the connection you created and select **New Source**.

Import From Users and Conversations:

From Source select users or conversations.



The screenshot shows a 'New Source' dialog box with a close button (X) in the top right corner. Below the title, it says 'Using john_intercom_test'. A progress bar at the top indicates the current step: '1 Fetch from > 2 Source Preview > 3 Transfer to > 4 Schedule > 5 Details'. The 'Source' dropdown menu is open and has 'users' selected, which is highlighted with an orange box. Below the dropdown, there is a label 'Intercom object for which data needs to be fetched' and a checkbox labeled 'Incremental' which is currently unchecked. A blue 'Next' button is located at the bottom right.



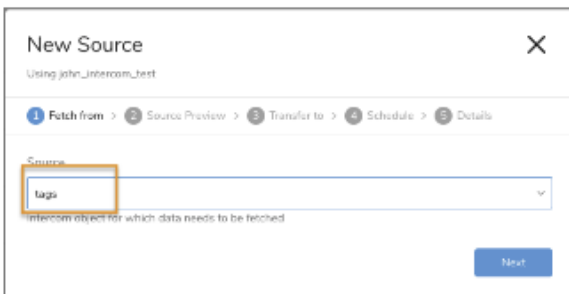
The screenshot shows a 'New Source' dialog box with a close button (X) in the top right corner. Below the title, it says 'Using john_intercom_test'. A progress bar at the top indicates the current step: '1 Fetch from > 2 Source Preview > 3 Transfer to > 4 Schedule > 5 Details'. The 'Source' dropdown menu is open and has 'conversations' selected, which is highlighted with an orange box. Below the dropdown, there is a label 'Intercom object for which data needs to be fetched' and a checkbox labeled 'Incremental' which is currently unchecked. A blue 'Next' button is located at the bottom right.

Parameters:

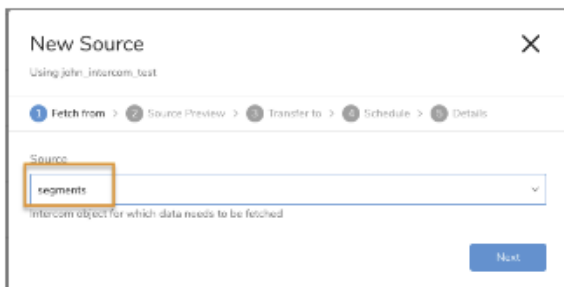
- **Incremental:** Use when importing data based on a schedule. Use to import only the newest user or conversation created since the last run.

Import From Tags and Segments:

From Source choose tags or segments



The screenshot shows a 'New Source' dialog box with a close button (X) in the top right corner. Below the title, it says 'Using john_intercom_test'. A progress bar at the top indicates the current step: '1 Fetch from > 2 Source Preview > 3 Transfer to > 4 Schedule > 5 Details'. The 'Source' dropdown menu is open and has 'tags' selected, which is highlighted with an orange box. Below the dropdown, there is a label 'Intercom object for which data needs to be fetched' and a checkbox labeled 'Incremental' which is currently unchecked. A blue 'Next' button is located at the bottom right.



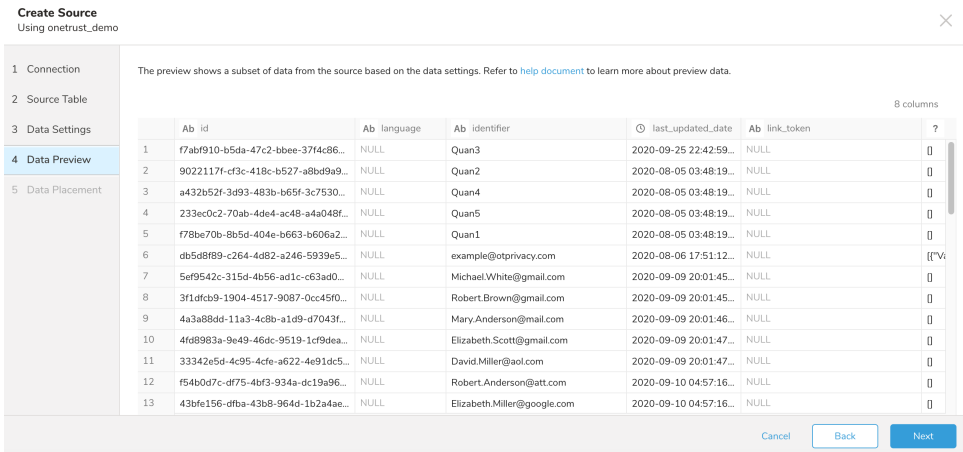
The screenshot shows a 'New Source' dialog box with a close button (X) in the top right corner. Below the title, it says 'Using john_intercom_test'. A progress bar at the top indicates the current step: '1 Fetch from > 2 Source Preview > 3 Transfer to > 4 Schedule > 5 Details'. The 'Source' dropdown menu is open and has 'segments' selected, which is highlighted with an orange box. Below the dropdown, there is a label 'Intercom object for which data needs to be fetched' and a checkbox labeled 'Incremental' which is currently unchecked. A blue 'Next' button is located at the bottom right.

Data Preview

You can see a [preview](#) of your data before running the import by selecting Generate Preview.

Data shown in the data preview is approximated from your source. It is not the actual data that is imported.

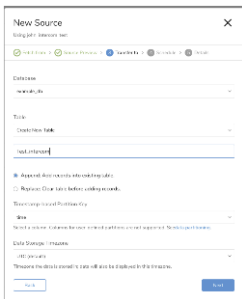
1. Click **Next**.
Data preview is optional and you can safely skip to the next page of the dialog if you want.
2. To preview your data, select **Generate Preview**. Optionally, click **Next**.
3. Verify that the data looks approximately like you expect it to.



4. Select **Next**.

Choose the Target Database and Table

Choose an existing source or create a new database and table.



Create a new database and give your database a name. Complete similar steps to **Create new table**.

Select whether to **append** records to an existing table or **replace** your existing table.

If you want to set a different **partition key seed** rather than use the default key, you can specify one using the popup menu.

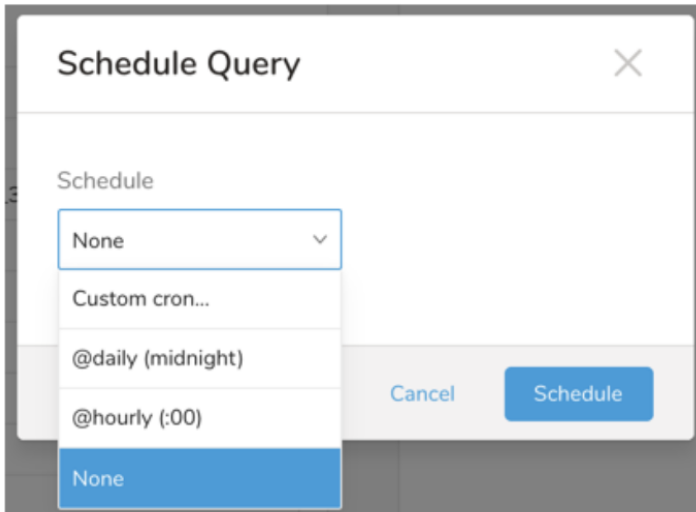
Optionally Schedule the Job

You can use Scheduled Jobs.

1. Navigate to **Data Workbench > Queries**.
2. Create a new query or select an existing query.
3. Next to **Schedule**, select None.

Schedule: **None**

4. In the drop-down, select one of the following schedule options:



Drop-down Value	Description
Custom cron...	Review Custom cron... details .
@daily (midnight)	Run once a day at midnight (00:00 am) in the specified time zone.
@hourly (:00)	Run every hour at 00 minutes.
None	No schedule.

Custom cron... Details

Schedule Query ✕

Schedule
Cron ?

Custom cron...
▼

0 * * * *

The `TD_SCHEDULED_TIME` UDF returns the time of the job's scheduled run formatted as a Unix timestamp integer.

Timezone

America/Los_Angeles ▼

Delay execution

A delay ensures all buffered events are imported before running the query. Doesn't affect `TD_SCHEDULED_TIME()`.

Cancel
Schedule

Cron Value	Description
0 * * * *	Run once an hour.
0 0 * * *	Run once a day at midnight.
0 0 1 * *	Run once a month at midnight on the morning of the first day of the month.
""	Create a job that has no scheduled run time.

```

*      *      *      *      *
-      -      -      -      -
|      |      |      |      |
|      |      |      |      +----- day of week (0 - 6) (Sunday=0)
|      |      |      +----- month (1 - 12)
|      +----- day of month (1 - 31)
|      +----- hour (0 - 23)
+----- min (0 - 59)

```

The following named entries can be used:

- Day of Week: sun, mon, tue, wed, thu, fri, sat.
- Month: jan, feb, mar, apr, may, jun, jul, aug, sep, oct, nov, dec.

A single space is required between each field. The values for each field can be composed of:


Field Value	Example	Example Description
A single value, within the limits displayed above for each field.		
A wildcard <code>'*'</code> to indicate no restriction based on the field.	<code>'0 0 1 * *'</code>	Configures the schedule to run at midnight (00:00) on the first day of each month.
A range <code>'2-5'</code> , indicating the range of accepted values for the field.	<code>'0 0 1-10 * *'</code>	Configures the schedule to run at midnight (00:00) on the first 10 days of each month.
A list of comma-separated values <code>'2,3,4,5'</code> , indicating the list of accepted values for the field.	<code>'0 0 1,11,21 * *'</code>	Configures the schedule to run at midnight (00:00) every 1st, 11th, and 21st day of each month.

A periodicity indicator `*/5` to express how often based on the field's valid range of values a schedule is allowed to run.	`30 */2 1 * *`	Configures the schedule to run on the 1st of every month, every 2 hours starting at 00:30. `0 0 */5 * *` configures the schedule to run at midnight (00:00) every 5 days starting on the 5th of each month.
A comma-separated list of any of the above except the `*` wildcard is also supported `2, */5, 8-10`.	`0 0 5,* /10,25 * *`	Configures the schedule to run at midnight (00:00) every 5th, 10th, 20th, and 25th day of each month.

5. (Optional) You can delay the start time of a query by enabling the Delay execution.

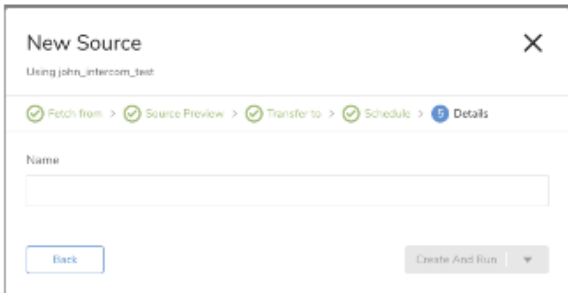
Execute the Query

Save the query with a name and run, or just run the query. Upon successful completion of the query, the query result is automatically imported to the specified container destination.

 Scheduled jobs that continuously fail due to configuration errors may be disabled on the system side after several notifications.

Details

Name your Transfer and select **Done** to start.



Use Command Line

Install 'td' command v0.11.9 or later

You can install the newest [TD Toolbelt](#).

```
$ td --version
0.15.0
```

Create Configuration File

Prepare configuration file (for eg: `load.yml`) as shown in the following example, with your Intercom account access information to:

```
import Users
```

```
in:
  type: intercom
  access_token: xxxxxxxx
  target: users
  incremental: false
out:
  mode: append
```

import Conversations

```
in:
  type: intercom
  access_token: xxxxxxxx
  target: conversations
  incremental: false
out:
  mode: append
```

import Segments

```
in:
  type: intercom
  access_token: xxxxxxxx
  target: segments
out:
  mode: append
```

import Tags

```
in:
  type: intercom
  access_token: xxxxxxxx
  target: tags
out:
  mode: append
```

Access Token

The preceding example dumps Intercom's `users` objects. Here `access_token` is a valid access token achieved from Intercom. Using the OAuth flow through TD Console is recommended. Your [Personal Access Token](#) can be used for `access_token` instead of the OAuth flow.

Target

You can select which data needs to be fetched from store as `target` option.

Preview Data (Optional)

You can preview data to be imported using the command `td connector:preview`.


```
$ td connector:preview load.yml
+-----+-----+-----+-----+
| id:string | user_id:string | email:string | ... |
+-----+-----+-----+-----+
| "1"       | "33"           | "xxxx@xxx.com" |     |
| "2"       | "34"           | "yyyy@yyy.com" |     |
| "3"       | "35"           | "zzzz@zzz.com" |     |
| "4"       | "36"           | "aaaa@aaa.com"  |     |
| "6"       | "37"           | "bbbb@bbb.com"  |     |
+-----+-----+-----+-----+
```

Execute Load Job

Submit the load job. It may take a couple of hours depending on the data size. Users need to specify the database and table where their data are stored.

It is recommended to specify `--time-column` option, since Treasure Data's storage is partitioned by time. If the option is not given, the Data Connector will choose the first `long` or `timestamp` column as the partitioning time. The type of the column specified by `--time-column` must be either of `long` and `timestamp` type.

If your data doesn't have a time column you may add it using `add_time` filter option. More details at [add_time filter plugin](#)

```
$ td connector:issue load.yml --database td_sample_db --table td_sample_table --time-column created_at
```

The preceding command assumes you have already created *database(td_sample_db)* and *table(td_sample_table)*. If the database or the table do not exist in TD this command will not succeed, so create the database and table [manually](#) or use `--auto-create-table` option with `td connector:issue` command to auto-create the database and table:

```
$ td connector:issue load.yml --database td_sample_db --table td_sample_table --time-column created_at --auto-create-table
```

You can assign Time Format column to the "Partitioning Key" by `--time-column` option.

Scheduled Execution

You can schedule a periodic Data Connector execution for periodic Intercom import. We configure our scheduler carefully to ensure high availability. By using this feature, you no longer need a `cron` daemon on your local data center.

Create the Schedule

A new schedule can be created using the `td connector:create` command. The name of the schedule, cron-style schedule, the database and table where their data will be stored, and the Data Connector configuration file are required.

```
$ td connector:create \
  daily_intercom_import \
  "10 0 * * *" \
  td_sample_db \
  td_sample_table \
  load.yml
```

The ``cron`` parameter also accepts these three options: ``@hourly``, ``@daily`` and ``@monthly``.

By default, schedule is setup in UTC timezone. You can set the schedule in a timezone using `-t` or `--timezone` option. The ``--timezone`` option only supports extended timezone formats like 'Asia/Tokyo', 'America/Los_Angeles' etc. Timezone abbreviations like PST, CST are **not** supported and may lead to unexpected schedules.

List the Schedules

You can see the list of scheduled entries by `td connector:list`.

```
$ td connector:list
+-----+-----+-----+-----+-----+-----+
+-----+
| Name           | Cron       | Timezone | Delay | Database   | Table           |
Config         |           |         |      |           |                 |
+-----+-----+-----+-----+-----+-----+
| daily_intercom_import | 10 0 * * * | UTC      | 0    | td_sample_db | td_sample_table | {"type"=>"
intercom", ... } |
+-----+-----+-----+-----+-----+-----+
+-----+
```

Show the Setting and History of Schedules

`td connector:show` shows the execution setting of a schedule entry.

```
% td connector:show daily_intercom_import
Name      : daily_intercom_import
Cron      : 10 0 * * *
Timezone  : UTC
Delay     : 0
Database  : td_sample_db
Table     : td_sample_table
```

`td connector:history` shows the execution history of a schedule entry. To investigate the results of each individual execution, use `td job <jobid>`.

```
% td connector:history daily_intercom_import
+-----+-----+-----+-----+-----+-----+-----+-----+-----+
+
| JobID | Status | Records | Database   | Table           | Priority | Started           | Duration
|
+-----+-----+-----+-----+-----+-----+-----+-----+-----+
+
| 578066 | success | 10000   | td_sample_db | td_sample_table | 0        | 2015-04-18 00:10:05 +0000 | 160
|
| 577968 | success | 10000   | td_sample_db | td_sample_table | 0        | 2015-04-17 00:10:07 +0000 | 161
|
| 577914 | success | 10000   | td_sample_db | td_sample_table | 0        | 2015-04-16 00:10:03 +0000 | 152
|
| 577872 | success | 10000   | td_sample_db | td_sample_table | 0        | 2015-04-15 00:10:04 +0000 | 163
|
| 577810 | success | 10000   | td_sample_db | td_sample_table | 0        | 2015-04-14 00:10:04 +0000 | 164
|
| 577766 | success | 10000   | td_sample_db | td_sample_table | 0        | 2015-04-13 00:10:04 +0000 | 155
|
| 577710 | success | 10000   | td_sample_db | td_sample_table | 0        | 2015-04-12 00:10:05 +0000 | 156
|
| 577610 | success | 10000   | td_sample_db | td_sample_table | 0        | 2015-04-11 00:10:04 +0000 | 157
|
+-----+-----+-----+-----+-----+-----+-----+-----+-----+
+
8 rows in set
```

Delete the Schedule

td connector:delete will remove the schedule.

```
$ td connector:delete daily_intercom_import
```

Modes for Out Plugin

You can specify file import mode in the out section of the load.yml file.

The out: section controls how data is imported into a Treasure Data table.

For example, you may choose to append data or replace data in an existing table in Treasure Data.

Mode	Description	Examples
Append	Records are appended to the target table.	<pre>in: ... out: mode: append</pre>
Always Replace	Replaces data in the target table. Any manual schema changes made to the target table remain intact.	<pre>in: ... out: mode: replace</pre>
Replace on new data	Replaces data in the target table only when there is new data to import.	<pre>in: ... out: mode: replace_on_new_data</pre>