Userlane Analytics

Last Modified on 23.09.2026

Overview

Userlane Analytics has two parts: the HEART Score, which measures how well your applications are performing, and Content Analytics, which tracks how in-app content is being used.

Together they give you a view of whether users are succeeding with their applications and whether the content supporting them is working.

The HEART Score

The HEART Score measures application health across five dimensions: Happiness, Efficiency, Adoption, Risk, and Task Success. Each dimension is scored and combined into a single number from 0 to 100.

The score is standardized so you can track it over time and compare it against applications in the same category. It tells you not just whether users are logging in, but whether the application is delivering the outcomes it was deployed for.

Learn more about HEART Analytics here.

Content Analytics

Content Analytics shows how your in-app content is performing. You can track engagement across guides, tooltips, announcements, and other content types to see what is driving behavior and where users need more support.

Learn more about our Content Analytics here.