Export Guides, Guide progress, Announcement, Tooltip and Validator data via API

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About the User Event Export

About the Enduser Events APIs

The Enduser Events APIs let you export engagement data from your Userlane property in JSON format. Use them to bring guide, announcement, tooltip and validator engagement data into your BI tool (Power BI, Tableau, Looker, etc.) or combine it with data you collect in other systems.

Why use it

Use the data to:

- track how individual users engage with your Guides and Announcements
- measure onboarding completion across your user base
- enrich your internal reporting with Userlane engagement data
- share Userlane insights with a wider audience of stakeholders in your organisation
- see which Tooltips users read and where they enter invalid data

What you can export

There are five APIs in the Enduser Events family. Choose based on the question you want to answer:

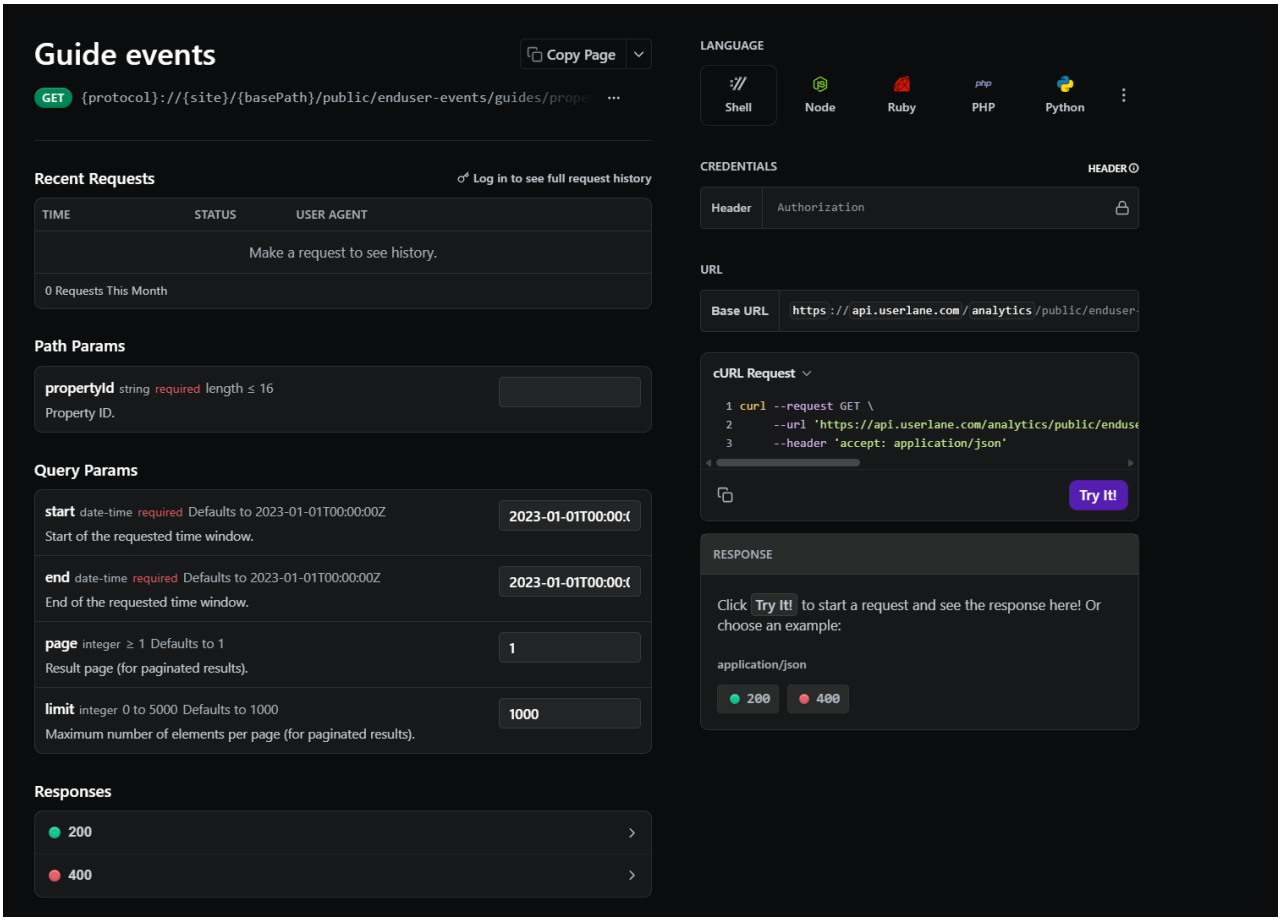
What percentage of my onboarding Guide is done by users?	Guide Progress API
Where do users drop off in a Guide? What was the most started Guide?	Guides API
How many users saw or clicked my Announcement?	Announcements API
How often do users see or click my Tooltips?	Tooltips API
Where do users fail input checks?	Validators API

Guides API

Returns event-level records for every interaction with your Userlane Guides:

- **Guide started** — a user opened a guide
- **Guide finished** — a user reached the end of a guide
- **Guide exited** — a user closed a guide before finishing (includes the step they exited on)

For each event, you get the time, event type, user, guide ID, and (for exits) the step number and total step count.

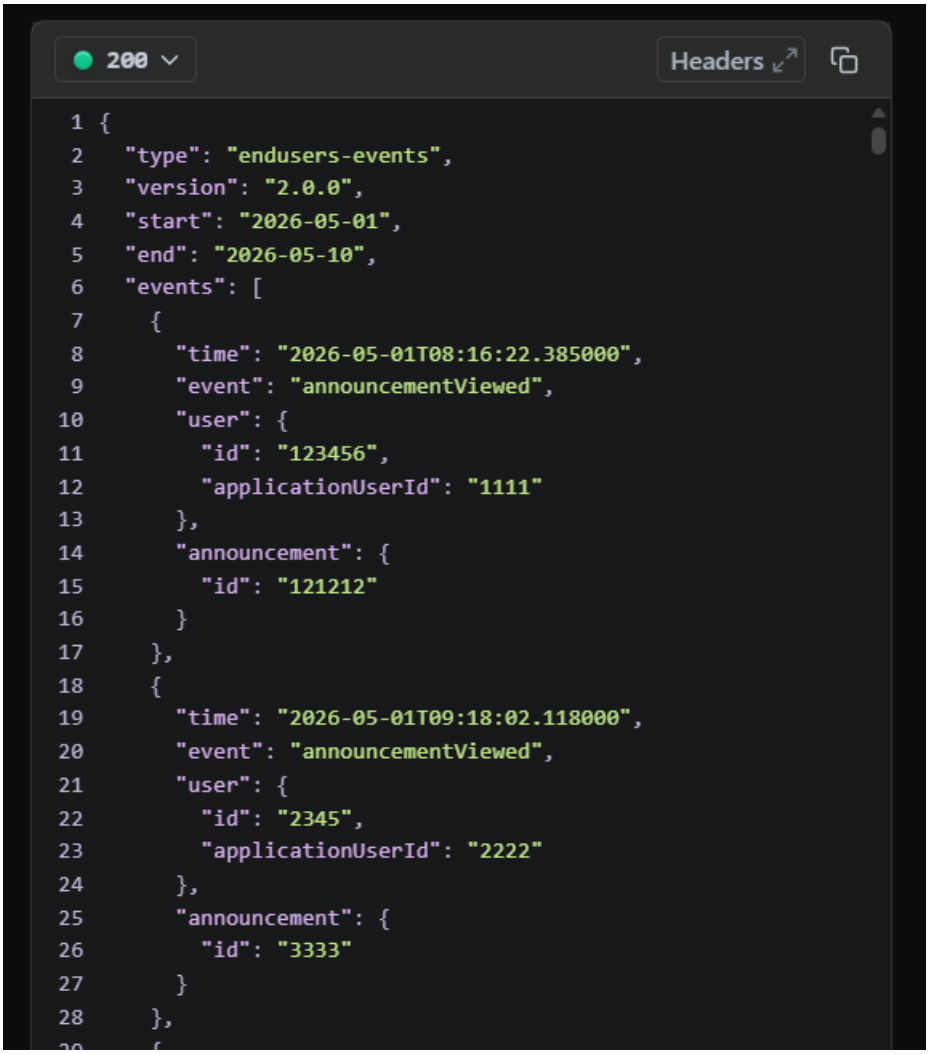


Announcements API

Returns event-level records for every interaction with your Userlane Announcements:

- **Announcement viewed** — an announcement was shown to a user
- **Announcement interacted** — a user clicked a button or link inside an announcement

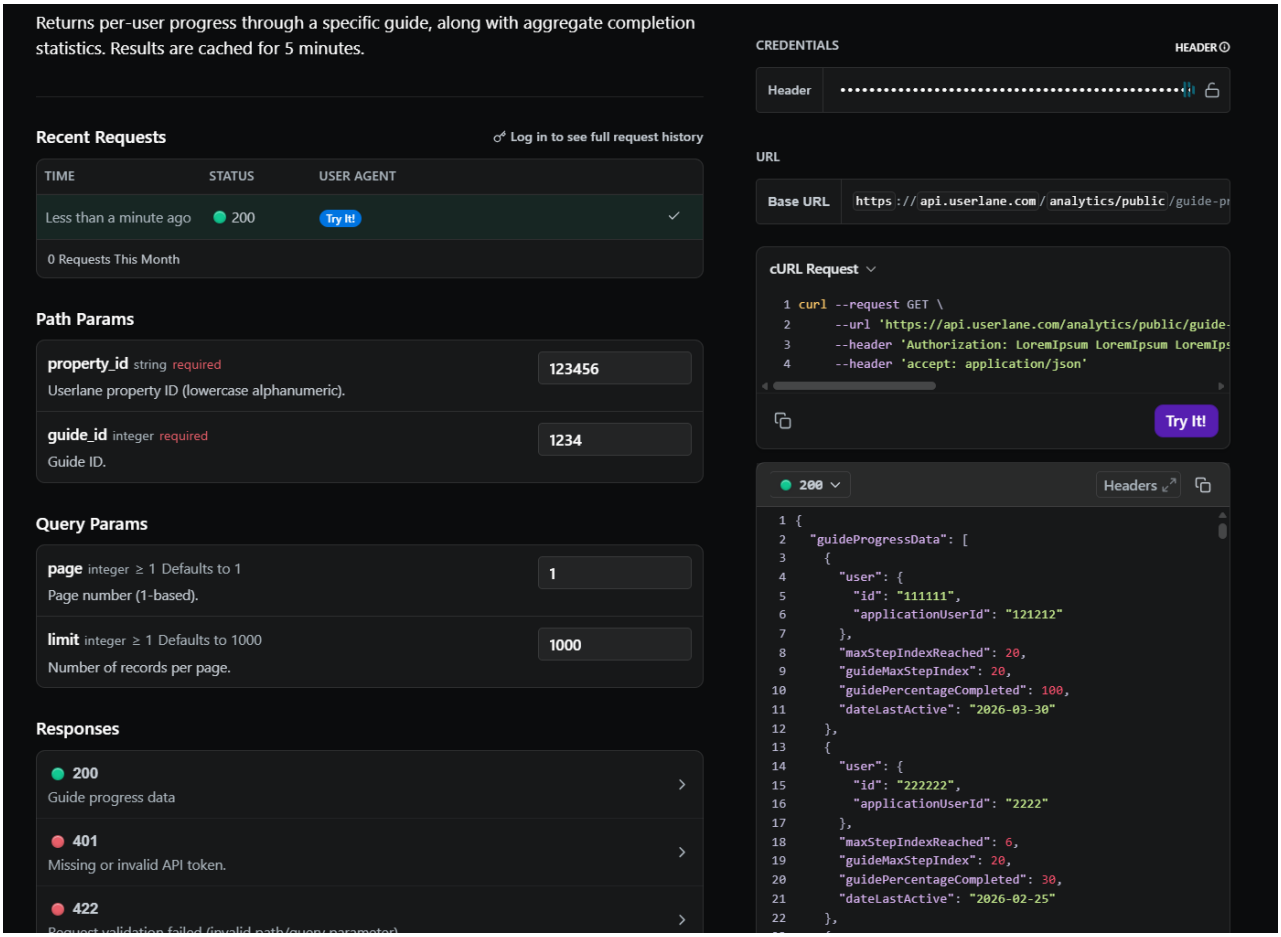
For each event, you get the time, event type, user, and announcement ID.



Guide Progress API

Returns the current completion state for a specific guide, per user — how far each user got, what percentage they completed, and when they last interacted with it. Also returns aggregate completion statistics across all users (e.g. how many users reached 20%, 40%, 60%, 80%, or 100% completion).

The results from all APIs are exported in JSON format.

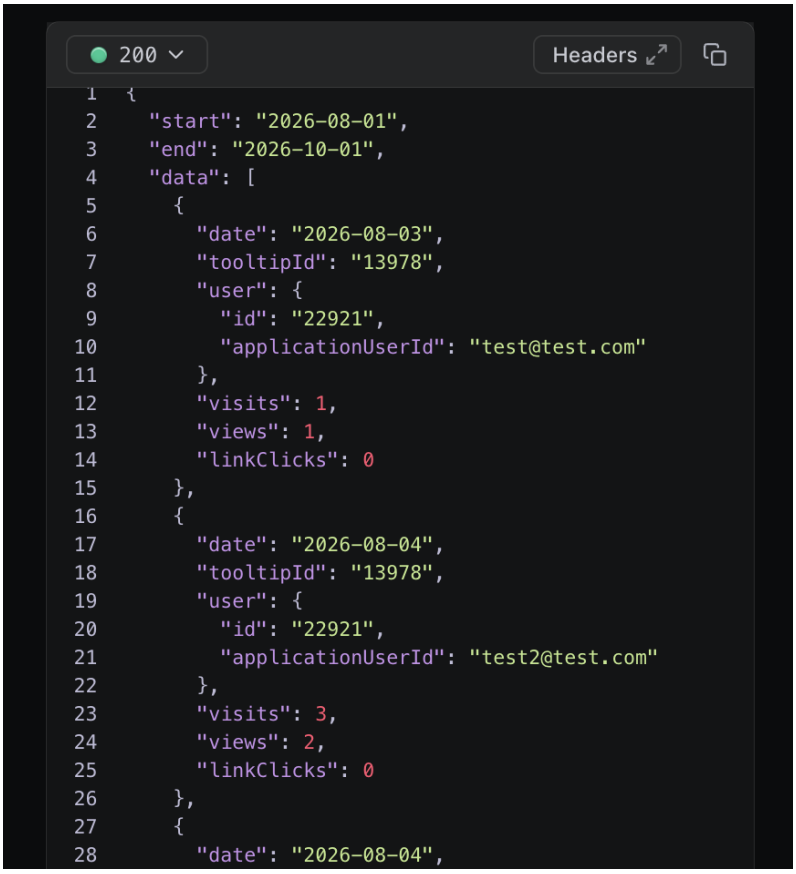


Tooltips API

Returns engagement counts for your Userlane Tooltips (Hints and Beacons), with one row per user, per Tooltip, per day. A row appears only if the user had at least one visit, view, or link click on that Tooltip that day. Each row contains:

- Visits: the Tooltip loaded on a page the user visited, whether or not they opened it.
- Views: the user clicked a Beacon or hovered over a Hint.
- Link clicks: the user started a Guide from a link in the Tooltip.

For each row, you get the date, Tooltip ID, user ID, and application user ID. These are the same metrics shown on the Tooltip analytics page in the Userlane Portal, so you can reproduce the Portal's view rate and click rate in your BI tool.



Validators API

Returns how your users filled in form fields checked by your Userlane Validators: how many entries were valid, how many were fixed, and how many were left invalid. Only Validators with a Completion Button are included.

There are two endpoints. They cover the same data at different levels of detail:

- Aggregated: one row per user, per Validator, per day, per mode. Each row shows the number of submitted sessions, the number of fields the user entered data into, and how many of those entries ended compliant, corrected, or non-compliant. Use it to track compliance rates over time.
- Entries: one row per field a user entered data into, within one submitted session. Each row shows the session and field IDs, the mode, the outcome, the number of attempts, and the session start and end time. Use it to find which individual fields fail most often.



Every row includes the Validator's mode (Warning, Visible, or Measure), because the mode can change between sessions. In Measure mode, users see nothing, so a field they fix on their own counts as compliant rather than corrected.

To calculate the compliance rate, use (dataEntries – nonCompliant) / dataEntries. Corrected entries ended valid, so they count as compliant.

Resolving IDs to names

The APIs return Guide, Announcement, Tooltip, and Validator IDs instead of names (for example, "id": "99067"). To make the exported data usable in a report or dashboard, you'll need to match these IDs to their human-readable titles.

For Guides:

- Open the **Guide Analytics** page in the Userlane Portal and export the list to CSV. The export includes both Guide ID and title.
- Or, open the analytics page for a specific guide — the ID is visible in the URL.

For Announcements:

- Open the **Announcement Analytics** page in the Userlane Portal and export the list to CSV. The export includes both Announcement ID and title.

For Tooltips:

- Open the Tooltip analytics page in the Userlane Portal and download the Tooltips table as CSV. The export includes each Tooltip's ID, name, and type (Hint or Beacon).
- Tooltip IDs are returned as text. Most are numbers, but some older records are not, so don't convert them to numbers in your BI tool.

For Guide Progress:

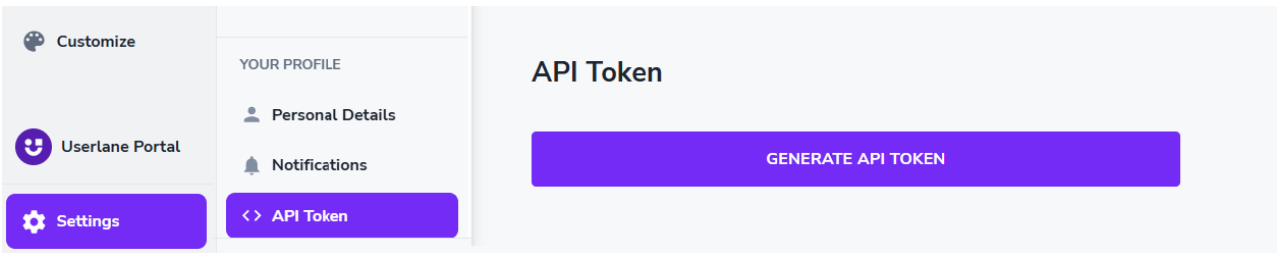
- You need the Guide ID before making the request (it's a required parameter). Find it the same way as for Guides.

Join the API export with the CSV lookup in your BI tool to display names instead of IDs in your reports.

How to export the data

Generate your token

The API export is protected and requires authentication via an Authorization Token. You can generate your token in the Userlane Portal under **Settings > API Token**.



The token is generated for each Userlane Manager individually. You can regenerate it at any time using the same button in your Portal.

Run the request

The export is available through our developer documentation, which includes a "Try it" button you can use to test a request directly in the browser.

- Guides API
- Announcements API
- Guide Progress API
- Tooltips API
- Validators API

For the Guides, Announcements, and Guide Progress APIs, each request needs:

- **Property ID** — the individual Userlane ID of your application
- **Start and End dates** — the time span for the export, in the format `2026-04-01T00:00:00+00:00`
- **Page and Limit** — up to 1,000 records per page. For larger results, request each page separately by changing the page number.
- **Authentication token** — paste your token into the Authentication field
- **Guide ID** (Guide Progress only) — the ID of the guide you want progress data for
- The API exports cover a maximum of 60 days of history per request. For longer history, schedule a daily or weekly pull into your own database.

Tooltip and validator APIs work differently from the others. Each request needs:

- Property ID: the individual Userlane ID of your application
- Start and End dates: the time span for the export, as a date such as 2026-09-01. Both dates are included in the results and are in UTC. If you enter a time, it is ignored.
- Limit: up to 5,000 records per page (1,000 by default)
- Cursor: leave empty for the first page. For each next page, copy the `nextCursor` value from the previous response into this field. When `nextCursor` is empty (null), you have reached the last page.
- Authentication token: paste your token into the Authentication field
- There is no limit on the length of the date range. Tooltip data is kept for two years. Counts for the current day keep changing until the day ends, so end your range at yesterday if you need a complete export. We recommend pulling the data once a day.

Troubleshooting

If the request fails, you'll see an error message in the result section. Most errors relate to:

- an incorrect date format, or a date range outside the allowed limit (for the Guides, Announcements, and Guide Progress APIs, more than 60 days)
- an end date earlier than the start date (Tooltips and Validators APIs)
- a changed start date, end date, or limit while using a cursor (Tooltips and Validators APIs). Keep these the same for every page, or start again without a cursor.
- an invalid or expired authentication token

Review your parameters against this article. If the issue persists, please reach out to us.