Release Note - Expanded Analytics API with Tasks API

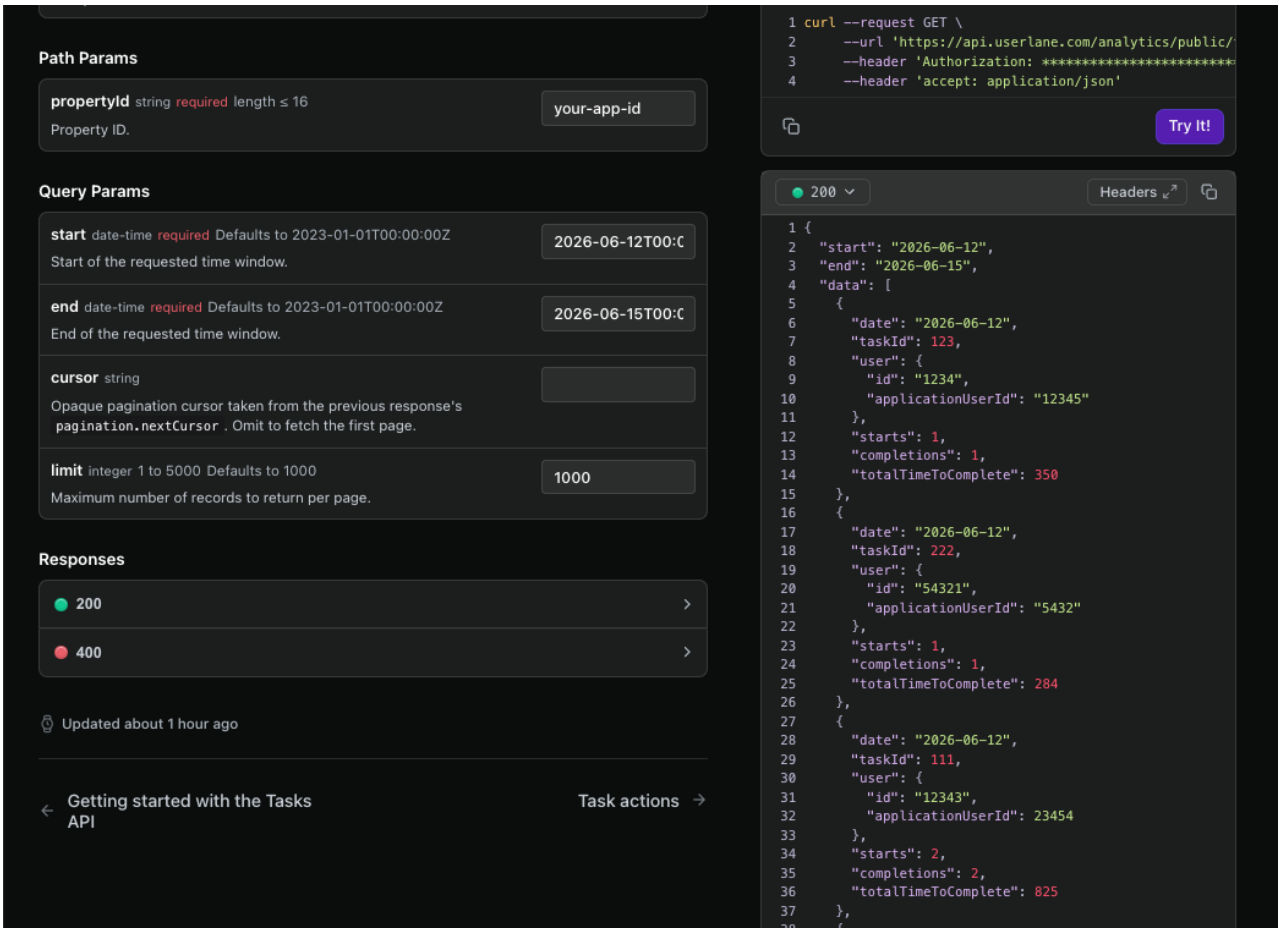
Last Modified on 19.06.2026

What is new

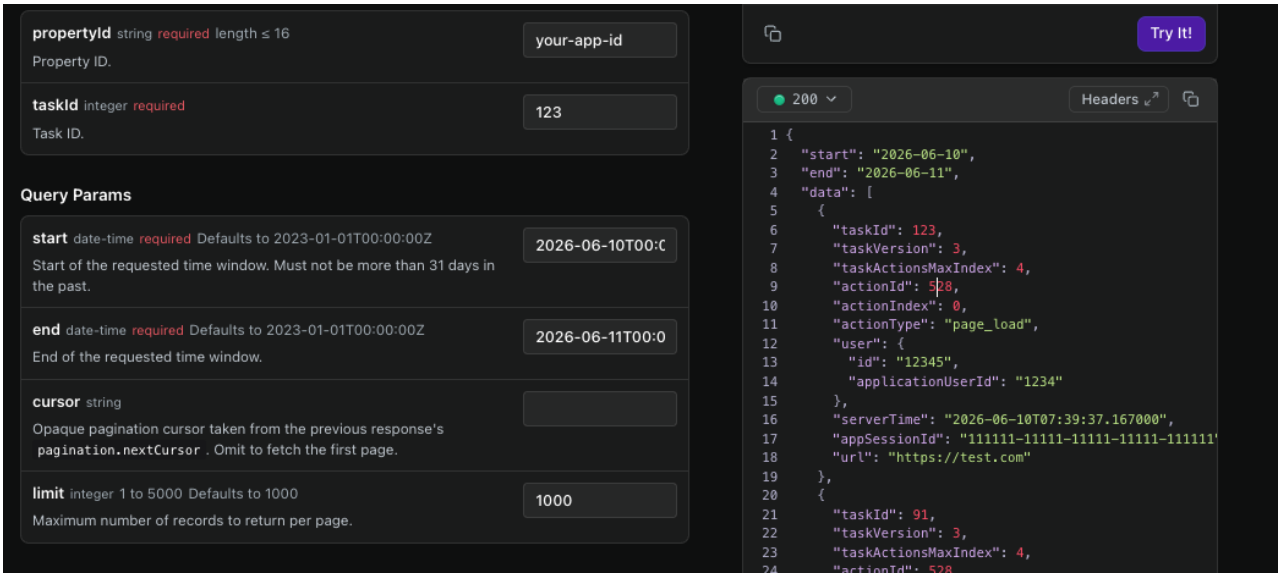
We've added the Tasks API to our Analytics API export functionality, so you can pull task adoption data into your BI tool (Power BI, Tableau, Looker, etc.) and combine it with data you collect in other systems.

The Tasks API has two endpoints, serving two levels of detail:

- Aggregated Tasks API: per-user, per-day starts, completions, and time to complete, across all tasks in a property. Use it to track completion rates over time and spot tasks with high drop-off.

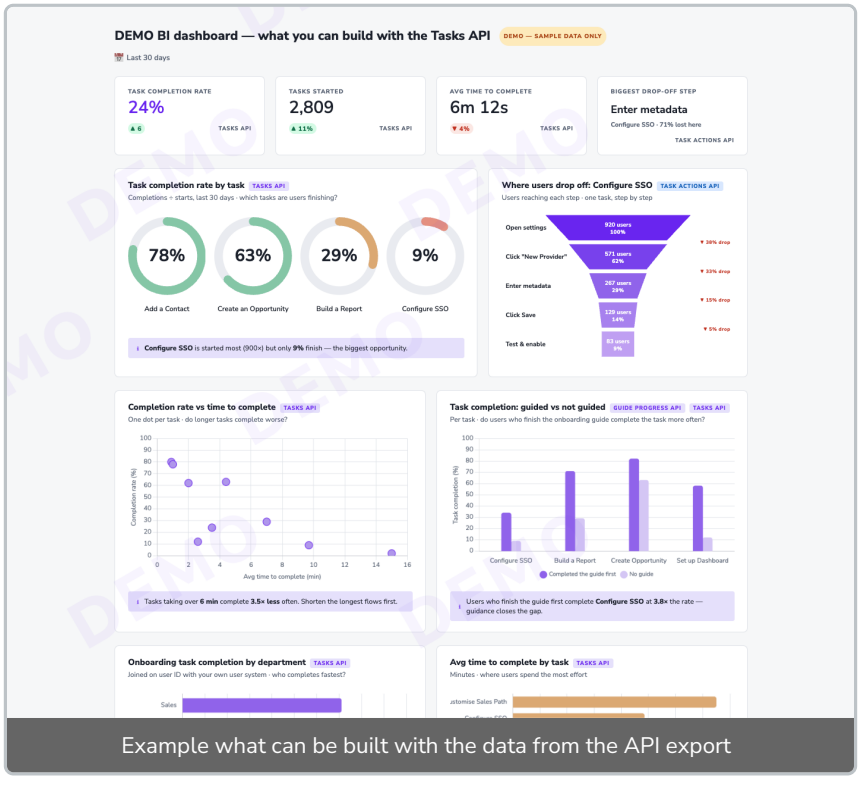


- Task Actions API: the raw, step-by-step action event stream for a single task. Use it to see exactly which step within a task users complete or abandon, for funnel and friction analysis.



The typical workflow is to start with the aggregated endpoint to find the tasks worth investigating, then use the actions endpoint to understand where users drop off inside a specific task.

Combined with the existing HEART, NPS, Surveys, Tags, Guides, Guide Progress, and Announcements APIs, you now have a complete picture of how users move through and complete key tasks in your application.



Example what can be built with the data from the API export

How to find it

The new endpoints are documented in our developer reference:

- Getting started with the Tasks API

For setup guidance in the Help Center and to see examples of what the endpoints return, see:

- Export HEART, NPS, Surveys, and Tags data via API

What you can build with it

By combining the Tasks API with your own user data (role, region, department, licence type), you can build segment-level dashboards that answer questions like:

- Which tasks have the highest drop-off, and at which step?
- Are certain departments or roles completing onboarding tasks faster than others?
- Did a task redesign actually improve completion rates?
- How long does it take users to complete key setup tasks, and is that improving over time?
- Which tasks are started often but rarely finished?

ℹ Both endpoints return a user ID. To enrich the data with user attributes such as role or region, join the responses with your own user system using the `applicationUserId` field, or use our Enduser API for Userlane-side attributes. Task and action names are not included in the response; export them from the Userlane Portal and join on `taskId` and `actionId`.