

HEART

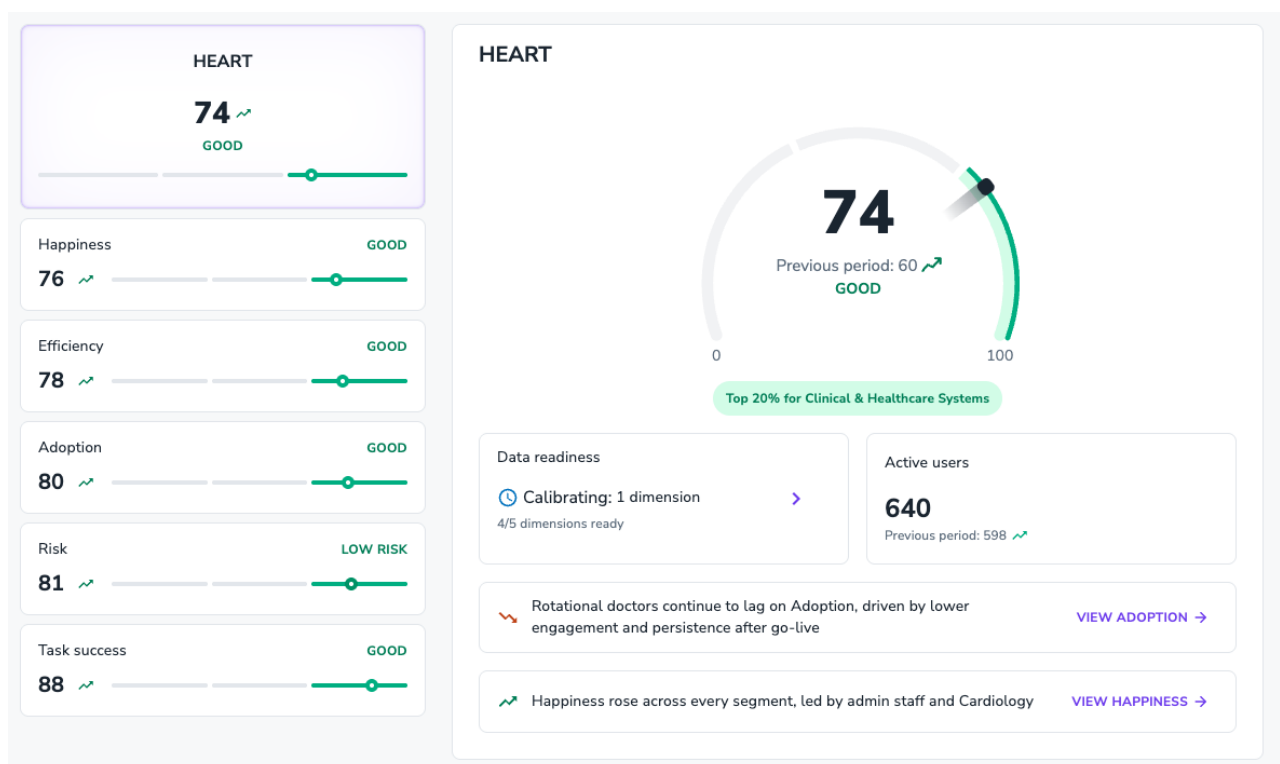
Last Modified on 22.09.2026

HEART Analytics

The HEART Score is Userlane's composite measure of application health. It tells you not just whether users are logging in, but whether the application is delivering the outcomes it was deployed for.

It measures five dimensions, each contributing a weighted share to a single score from 0 to 100. The score is standardized so you can track it over time, and benchmarked against applications in the same category.

HEART works alongside Goals, which acts as a customisable layer that tracks progress against specific targets you define.



The five dimensions

Happiness (H)

Happiness measures user satisfaction: how users feel about an application, not just how they use it. Each quarter, a short in-app survey asks users to rate the application on a 1 to 5 scale. The score is the percentage of responses rated 4 or 5. [Read more.](#)

Efficiency (E)

Efficiency measures whether users can complete their work at a consistent pace. It tracks two things: how often task completions fall within the normal time range for that task, and how many users complete most of their regular tasks within that range consistently. [Read more.](#)

Adoption (A)

Adoption measures whether the application is reaching the right users and sustaining their engagement over time. It covers three areas: how much of the licensed user base is actively using the application, how deeply

users engage in each session, and whether engagement holds up from one period to the next. [Read more.](#)

Risk (R)

Risk measures data compliance: whether users are correctly completing the required fields and selections defined for critical workflows. When field requirements are missed at scale, the data quality problems that follow are hard to detect and expensive to fix. [Read more.](#)

Task Success (T)

Task Success measures whether users are finishing the workflows they start. The score is the ratio of task completions to task starts, aggregated across all tasks in the application. A low score means users are dropping out of workflows before completion, which increases support volume and means the application is not delivering the process outcomes it was deployed for. [Read more.](#)

Scoring

Each dimension contributes a weighted share to the composite HEART Score. If a dimension lacks sufficient data, its weight is redistributed across the active dimensions. This means the score reflects the best available signal from what has been configured, rather than returning no score at all.

Each score is shown alongside a benchmark from applications in the same category, such as HR, CRM, or EPR. This gives you context for what the score means relative to comparable software.

AI insights

The HEART Score surfaces a lot of data. AI insights handle the first layer of interpretation: they identify what matters right now, highlight where to focus, and give you a starting point for deeper analysis.

On the HEART overview, the insight describes how dimensions are moving relative to each other: whether one is pulling the composite score down, whether several are trending together, or whether performance is broadly stable. Where something stands out, it directs you to that dimension.

On each dimension tab, the insight focuses on the metrics within that dimension: whether one has shifted, whether they are stable, or whether a pattern is emerging. It also suggests a next step, which typically takes you to where the supporting data lives, such as Tasks or Audience Analytics.

Data readiness

Each dimension shows a data readiness status. This tells you how much confidence to place in the score before drawing conclusions.

- **INPUT NEEDED:** a required feature has not been configured yet.
- **CALIBRATING:** the feature is configured, but not enough data has accumulated yet.
- **READY:** the dimension has sufficient data to be reliable.

How to enable HEART

To enable HEART for your application, navigate to **Settings > Analytics Settings** and turn on HEART for all or just some applications. This is also where you can disable HEART if needed.

⚠ If you go to **General settings** and disable the "Switch Userlane on/off" toggle, HEART will be disabled as well as the Userlane assistant!
