Happiness

Last Modified on 23.09.2026

About Happiness

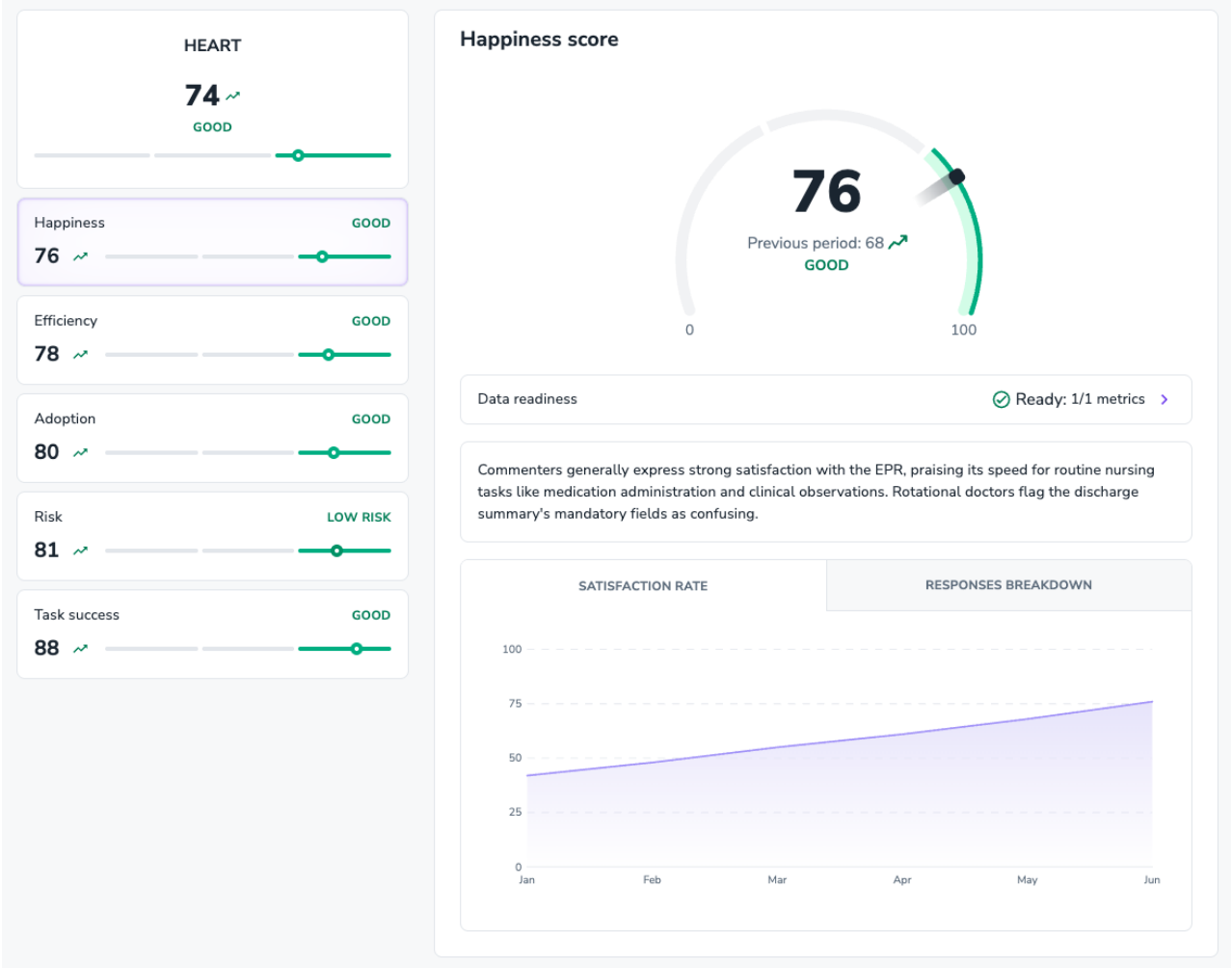
The Happiness dimension measures how satisfied your users are with each application in your portfolio. Satisfaction data contributes 10% to the overall HEART Score.

Why use it

Employee satisfaction with software affects how people work. Users who find an application frustrating or confusing are more likely to avoid it, seek workarounds, or disengage from processes that depend on it.

A low Happiness score signals a poor experience that, left unaddressed, drives disengagement, increases support costs, and undermines the productivity the application was deployed to deliver.

A high Happiness score indicates that users find the application intuitive and valuable — a foundation for sustained adoption and strong business outcomes.



How is it calculated?

Userlane collects satisfaction data through an in-app survey. Users see one fixed question: "How satisfied are you with this application?" and respond on a scale of 1 to 5. The Happiness score is the percentage of responses rated 4 or 5.

Userlane surveys 50% of active users each quarter. Users who have been active for fewer than 14 days are excluded from the current quarter's survey. Once a user responds, they are not surveyed again in the same quarter. The survey is available for applications with 150 or more active users and becomes active once at least 20 responses have been collected.

You can enable or disable the survey for each application individually. The question and scale are fixed and cannot be customized.

Data readiness

Status	Meaning
Input needed	The survey has not been enabled for this application
Calibrating	Fewer than 20 responses collected this quarter
Ready	At least 20 responses collected

Best practices

1. When Happiness is low, review it alongside any open-text feedback. Common patterns (confusion with specific workflows, unclear navigation, missing features) usually point directly to where guidance or process improvements are needed.
2. When Happiness is high but other HEART dimensions are struggling, that is useful context: users are willing to engage, and their goodwill is an asset when rolling out changes or introducing new processes.