

Efficiency

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About Efficiency

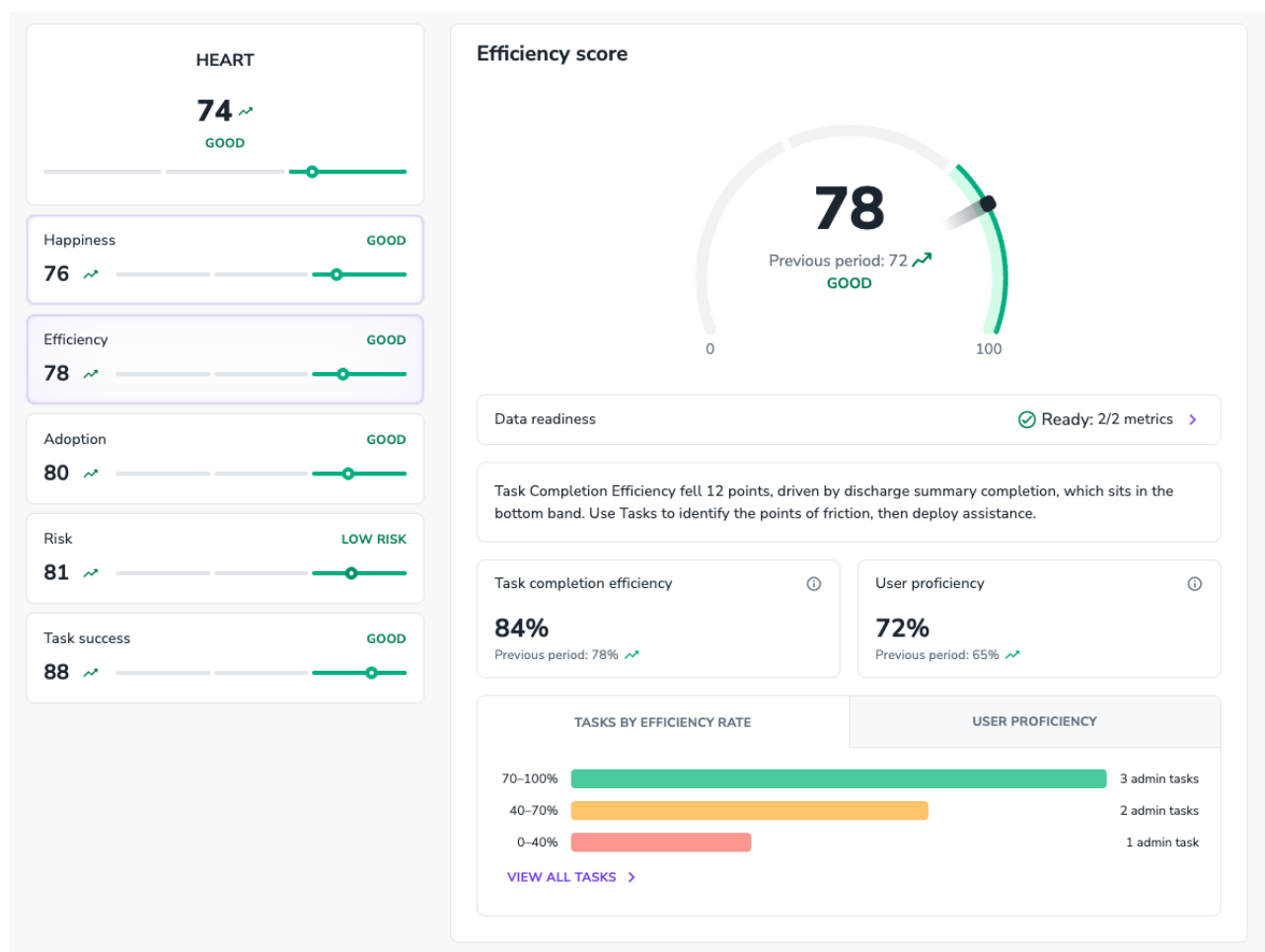
The Efficiency dimension measures how smoothly and consistently users complete work in each application. It contributes 20% to the overall HEART Score.

Why use it

Efficiency captures something that basic usage data misses: not just whether users complete workflows, but how well they do it. Users who take significantly longer than their peers, or who never reach consistent performance on tasks they complete regularly, are a signal of friction, unclear processes, or underused guidance.

A low Efficiency score indicates that users are working harder than they need to. That has direct business consequences: lower throughput, higher error potential, and greater dependency on support.

A high Efficiency score means users are completing work confidently and consistently — a signal that the application and its supporting processes are working as intended.



How is it calculated?

Efficiency uses two metrics.

1. Task completion efficiency is the percentage of task completions that fall within a normal time range. A completion is considered efficient if it takes no more than 1.5 times the median completion time for that task, calculated from your own users' data. The benchmark adjusts to how your team works, not an external standard.
2. User proficiency is the percentage of users who complete their regular tasks efficiently on a sustained basis. A user is considered proficient if their three most recent completions of a given task each fall within the 1.5x median threshold, across at least half of the tasks they complete regularly. A task counts as regular for a user if they have completed it three or more times during the scoring period.

Both metrics require Tasks. If no Tasks are configured for the application, this dimension shows INPUT NEEDED.

Data readiness

Status	Meaning
Input needed	No Tasks configured for this application
Calibrating	Tasks configured but insufficient data to establish median baselines
Ready	Sufficient task data collected

Best practices

1. Start with your highest-volume tasks. If completion efficiency is low on a task users complete frequently, even a small improvement has a meaningful aggregate impact.
 2. Track Efficiency alongside Task Success. High task completion rates with low efficiency can indicate that users are finishing workflows but struggling along the way.
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