

Risk

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About Happiness

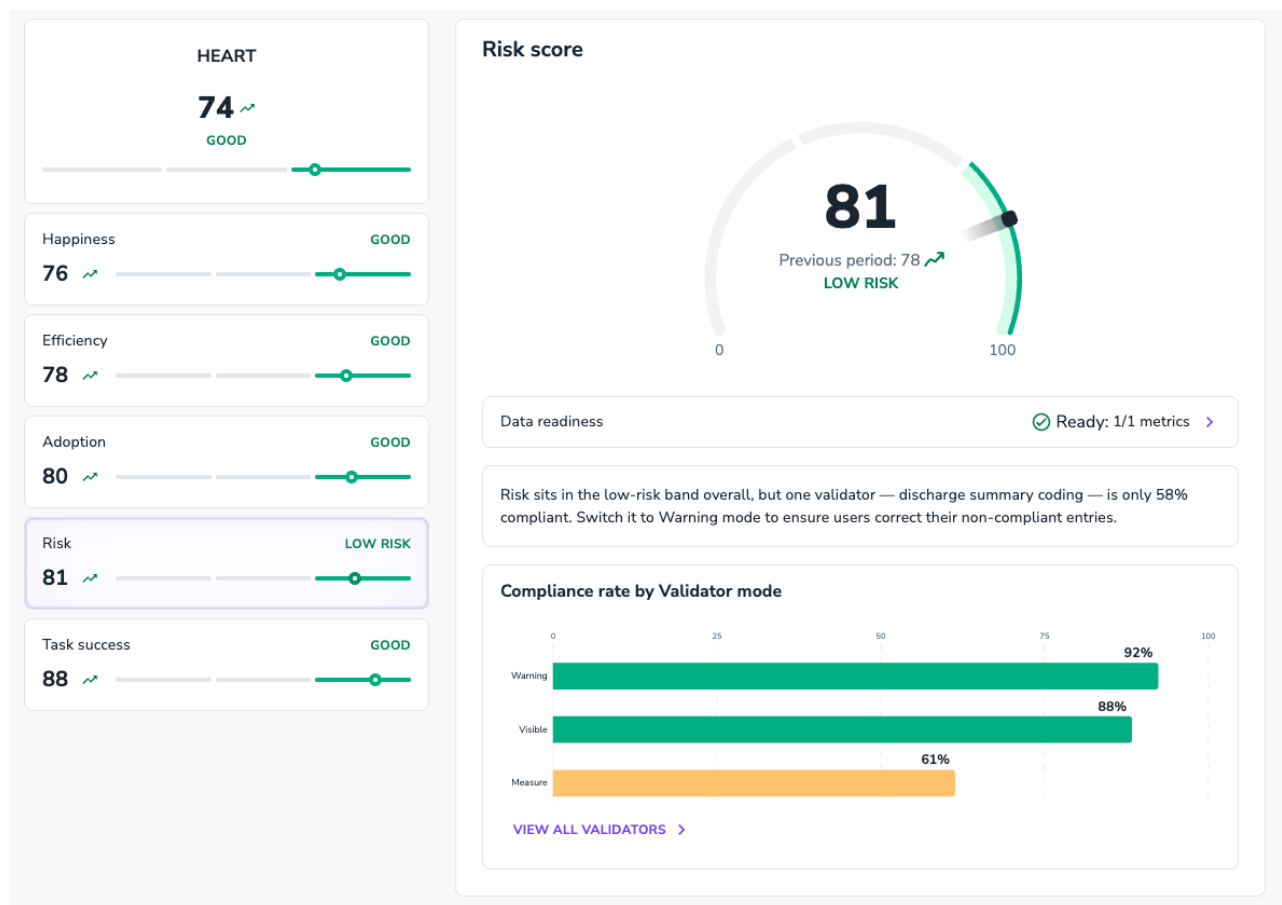
The Risk dimension measures data compliance across each application in your portfolio. It contributes 15% to the overall HEART Score.

Why use it

Many applications require users to enter specific values, make selections from defined options, or complete required fields in a particular way. When users do not meet those requirements, the consequences go beyond the individual record: they create data quality problems, compliance exposure, and rework that compounds over time.

A low Risk score is an early warning. It means field requirements are being missed at scale, and the downstream effects (incorrect records, failed audits, data inconsistencies) are already building.

A high Risk score means users are meeting data entry requirements consistently. For organizations in healthcare, financial services, manufacturing, or pharma, that is not just an operational improvement: it is a defensible record of process adherence.



How is it calculated?

The Risk score is based on data compliance: the percentage of monitored interactions where users correctly completed the required field values or selections defined by a Validator.

Risk requires Validators to be configured for the application. If no Validators are set up, the dimension shows INPUT NEEDED.

Data readiness

Status	Meaning
Input needed	No Validators configured for this application
Calibrating	Validators configured but insufficient interaction data
Ready	Sufficient data collected

Best practices

1. Start with your highest-risk workflows: those where incorrect field completion has the most significant downstream consequences. Validators on those workflows give you the most immediate signal.
 2. When the Risk score drops, investigate which specific Validators are driving the change. A sudden drop often points to a workflow change, a UI update, or a new user cohort that has not been adequately trained on the field requirements.
 3. Use Risk alongside Task Success. Low task completion and low compliance together indicate a workflow where users are struggling at every level, and where targeted intervention is most likely to have an impact.
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