

Time to first comment

Tags: [Flow](https://pluralsight.knowledgeowl.com/help/search?phrase=:Flow) (<https://pluralsight.knowledgeowl.com/help/search?phrase=:Flow>)

Time to first comment is the average time in hours from when pull requests are created to when they receive their first comment, rounded to the nearest tenth of an hour.

Who can use this?

<u>Core</u>	<u>Plus</u>
✓	✓

Note: If your **Pull request tracking** is set to **First commented**, your Time to first comment will always be zero. Change this setting on the [configurations page](#) ().

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Which reports use Time to first comment?

You can see Time to first comment as a featured metric in [Team health insights](#) (<https://help.pluralsight.com/help/team-health-insights-report>) and [PR resolution](#) (<https://help.pluralsight.com/help/pr-resolution-report>). In these reports, Time to first comment is represented in hours.

If you're viewing an individual PR in a report like [Work log](#) (<https://help.pluralsight.com/help/work-log>) or [PR resolution](#) (<https://help.pluralsight.com/help/pr-resolution-report>), you may see the Time to first comment for that individual PR. For individual PR views in these reports, Time to first comment may be represented in minutes, hours, or days. Regardless of the unit of time, it is calculated using the same data as other reports and views.

Depending on the report, you might be able to view Time to first comment for individual PRs that have not been merged. When Time to first comment is represented in aggregate or in Team health insights, it is only based on merged PRs.

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What does Time to first comment measure?

Time to first comment tells you how long a pull request is waiting before a team member reviews it.

Focusing on this metric drives outcomes including reducing waste, reducing cycle time, and reducing context switching. This is a popular metric for Lean software development and Kanban practitioners that focus on flow efficiency.

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How is Time to first comment calculated?

Time to first comment is calculated as the sum of all Times to first comment for all merged pull requests created by included individuals divided by the total number of merged pull requests created by included individuals.

This average is rounded to the nearest tenth of an hour.

This calculation is the same whether calculating Time to first comment for an individual, a team, or an organization.

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What data is included in Time to first comment?

A pull request is counted toward Time to first comment as long as it is merged and has a comment before it's merged. It does not matter whether it's merged from one feature branch to another or is merged into the main branch. Only pull requests with non-zero values for Time to first comment are included in the calculation.

Pull requests are not counted toward Time to first comment if:

- the PR's author is excluded from reports
- the PR was created by a hidden user
- the PR is an excluded pull request
- the PR is from a deleted repository

Comments on pull requests won't be counted toward Time to first comment if:

- The comment is excluded
- The comment's author is excluded from reports
- The comment's author is a hidden user

Note: User view rights and permissions also impact how specific users will see Time to first comment.

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If you need help, please email support@pluralsight.com () for 24/7 assistance.