Responsiveness

Responsiveness is the average number of hours it takes for a submitter to respond after a reviewer action, rounded to the nearest tenth of an hour.

In this article

Which reports use Responsiveness?
Find Responsiveness in Team health insights and Review Collaboration.

What does Responsiveness measure?
Responsiveness helps you understand how long it takes for a PR's submitter to respond to comments, commits, and approvals on their PR.

Use alongside Reaction time to pinpoint what part of the review process is causing PRs to be open and unread for longer than necessary. A high Responsiveness could mean submitters are not responding to reviews or is not giving enough attention to a submitted PR.

How is Responsiveness calculated?
Responsiveness is calculated as the sum of all submitter response times divided by the number of submitter responses.
Submitter response time is the time between a reviewer action and a submitter action.

A submitter action is a commit, comment, merge, or closure immediately preceded by a reviewer action. A reviewer action is a commit, comment, approval, merge, or closure.

**Note**: Responsiveness in Flow Enterprise Server handles PR events differently and may return a different Responsiveness value than Flow Cloud.

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What data is included in Responsiveness?

Responsiveness treats multiple submitter actions in a row without a reviewer action between them as a single submitter action. It uses the submitter action immediately following a reviewer action to find response time.

When there are multiple reviewer actions in a row, Responsiveness only counts the reviewer action immediately preceding a submitter action.

Reviewer actions are not included in Responsiveness if:

- The reviewer is excluded from reports.
- The reviewer is a hidden user.
- The comment or commit is excluded.

PRs are not included in Responsiveness if:

- The PR is unmerged.
- The PR is created by a user who is excluded from reports.
- The PR is created by a hidden user.
- The PR is an excluded pull request.
- The PR is from a deleted repository.
- The PR is deleted from a repository.
- The PR doesn't get a submitter action.

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