

Pulse analytics

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PLUS ⓘ *Pulse is included on Plus, Pro, and Business plans. Free groups can view the Payments chart tile. [Learn more here.](#)*

Pulse is your group's analytics dashboard. It shows you how your members, events, chats, and payments are trending, and lets you tap any tile to see the actual people behind every number. From there, you can DM inactive members, thank top contributors, or follow up on payments without leaving the screen.

How to open Pulse

1. Open your group on Heylo
2. Select the group tab
3. Select **Pulse analytics**

What you'll see

- **Members:** active, total, new, and paid members. Tap to see who.
- **Events:** registrations and check-ins. Tap to see who's RSVPing or showing up.
- **Chats:** messages sent in your group. Tap to see who's most active in conversations.
- **Payments:** revenue from memberships, event tickets, and donations. Tap to see your top payers.

Adjust the view

- Date range: last 7 days, 28 days, 90 days (default), 12 months, year-to-date, this week, MTD, this quarter, or all time
- Compare to the previous period or the same period last year
- Switch granularity to daily, weekly, or monthly

Export

Every tile, toggle, and date range can be exported to CSV. The file is emailed to your admin email and can include up to 100,000 rows.

For [group-wide exports](#), see the group admin tab.

Who can access

Anyone admin can open Pulse. Manage in **Admin Settings** → **Roles**.

Limitations

- Data refreshes approximately every 15 minutes to 1 day. Pulse is not perfectly real-time yet.
- CSV exports are capped at 100,000 rows.
- The Total Members chart shows current members by their join date. It does not include members who have since left.

Pulse is available to Plus plan Heylo subscriptions or higher. To upgrade, visit **Admin Settings** → **Subscription**.
