

## Team Performance Metrics

In Engage, you can export your [Team Performance](#) metrics as a CSV or XLS file. The export will return aggregated data for the time period selected in the report and will give you all the data you see in your Team Performance report graphs. In this article, learn what metrics are available in the Team Performance export and their definitions.

### Note:

For US clients, this feature is accessible to Pro/Premium accounts only. If you are a US client with a Standard account and would like to upgrade your package, contact your Customer Success Manager (CSM) or Brandwatch Support.

### Tip:

To learn how create an Engage data export, please visit our dedicated article on [Exporting Data from Engage](#).

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## Metrics in the Team Performance export

In your Engage data export, you'll see two tabs: Team Performance report (TPR) summary and Team Performance report users. The TPR summary is showing you the total metrics for your entire team. The TPR users tab will show you the aggregated data for broken down by users in the selected period.

Data field	Description
Sent	The number of messages sent by Brandwatch users.
Reviewed	The number of messages that were marked as read or deleted by Brandwatch users.
Responded within service target	Number of responses sent within the service target.
Responded above service target	Number of responses sent above the service target.
Responded	The number of messages sent by Brandwatch users in response to incoming messages. Only unhandled incoming messages are taken into account.
Median review time	The median time in seconds elapsed from the moment when a message was received in

Data field	Description
	Brandwatch to the moment it was marked as read or deleted. Not set when handled is set to zero.
Median response time	The median time in seconds elapsed from the moment when a message was received in Brandwatch to the moment when a response to the message was sent. Not set when handled is set to zero.
Median handle time	The median in seconds of the response time and review time. Not set when handled is set to zero.
Incoming	The number of incoming messages received from network users. Not set for specific users.
Handled	The sum of responded and reviewed.
Average review time	The average time in seconds elapsed from the moment when a message was received in Brandwatch to the moment it was marked as read or deleted. Not set when handled is set to zero.
Average response time	The average time in seconds elapsed from the moment when a message was received in Brandwatch to the moment when a response to the message was sent. Not set when handled is set to zero.
Service target rate	The percentage of responded within service target.
Handle rate	The percentage of incoming messages that were handled by users. Not set for specific users.