**FAQ: Benchmark**

What are the differences between New Benchmark in Social Media Management and the Legacy Benchmark product?

The following Legacy Benchmark product features are not yet available in New Benchmark:

- Discovery and Track modules

- AI (Xia) metrics

- Unlimited data

- Industry benchmarking data

- Metrics from connected owned channels

Why can't I see data in my Benchmark dashboards?

To see data in Benchmark dashboards, you must first create brands to specify which collections of channels you would like to monitor. See our article on [Creating Benchmark Brands](#) for a full overview.

What social networks does Benchmark support?

At this time, Benchmark supports Facebook, Instagram, X (Twitter), and YouTube channels.

How many channel slots are available in Benchmark?

By default, 20 channel slots are available to Benchmark users, but more channel slots may be purchased. Please contact your Customer Success Manager to learn how to purchase additional channel slots.

Do my owned channels count towards my channel slot usage in Benchmark?

At this time, owned channels are not supported in Benchmark and any owned channels you select to monitor will count towards your Benchmark channel slot usage.

What should I do if my channel says "Indexing Failure"?

Channels can fail to index in Benchmark for a variety of reasons (e.g. a channel moving from a public page to a target one, a channel becoming inactive, or a username change in Instagram). If your Benchmark channels fail to index, please contact our [Support team](#) for assistance in resolving the issue.

How much historical data is available in Benchmark?

Upon indexing, channel posts data is backfilled and available for two years from the current calendar date.

Note:

Fans data is not backfilled and is only available from the date the channel was added to Benchmark. Fans data that was indexed for channels in Legacy Benchmark will have been migrated to New Benchmark.

My Instagram channel's username/handle changed but the data is not appearing in Benchmark.

At this time, Instagram channel username/handle changes will not update automatically in Benchmark. If the username/handle of an Instagram channel changes, you must manually add the channel to your Brand again by clicking **Add Channel** and searching for the new channel username/handle.

Can I rearrange my Benchmark dashboards and widgets?

At this time, it is not possible to rearrange Benchmark dashboards and widgets.

Why do some metrics differ when comparing the same channel in Measure and Benchmark?

Measure and Benchmark work with different data that matches for some metrics, but not all. This is because Measure works with connected channels and retrieves data via a private authentication token, while Benchmark uses data that is accessible via the public social network API. This leads to certain metrics being only available in Measure because their nature is private. Measure and Benchmark are two separate products each with their own data flow and indexing schedule, which can cause misalignment in the data being presented.