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?How do I find low-rated knowledgebase articles

[Reports](#) - [تعليقات \(.\)](#) - Ben Henley - 2023-08-01

.If enabled, users can vote on how helpful individual articles are

.It's a good idea to monitor these ratings to find and improve articles that are rated unhelpful

The screenshot shows a knowledgebase article interface. At the top, there's a title 'How-to submit a Gas or Electricity meter' with a lightbulb icon. Below the title are several user avatars and the text 'Last updated: Jul 24, 2023 by Lara Proud'. On the right side, there are icons for printing and downloading. The main content area contains a list of reasons for giving readings and a paragraph about meter types. At the bottom, there are two buttons: 'Helpful' (green) and 'Unhelpful' (red). Below the buttons, it says '2 of 3 people found this page helpful'.

.You can use this custom statistic to find articles that have been rated poorly by users

```
SELECT articles.title, articles.id, articles.total_rating
FROM articles
ORDER BY articles.total_rating ASC
```

:To use this

Go to the **Reports** interface, then to the **Stats** tab (your account may not have access to use reports, so you .1
(.may need your admins to grant you access or run the report for you

.Click **Create Statistic** .2

.Under **Query Builder** and paste in the code .3