

Tracking Help Center Usage Through Reports in Deskpro

Kim - 2024-08-01 - Comments (0) - Agent

You can effectively track your Help Center usage using Deskpro's reporting features. For instance, you can monitor the number of views your articles receive, the frequency of specific help desk searches, and the helpfulness ratings.

To access these insights, navigate to **Reports > Stats > Knowledgebase** in your Helpdesk. Here, you'll find several pre-made statistics, including:

- **Knowledgebase views by *today***

This statistic lets you see the number of views your knowledge base has received. You can use the date variable to specify the time period for which you want to view the statistics.

- **KB searches made *today* ordered by search term**

This statistic allows you to see both the number and types of searches your users are conducting.

If you need more tailored insights, you can create custom statistics, such as tracking the helpfulness ratings of your articles. To do this, click on **+Create Statistic**. You can add the following details in the Query Builder:



You can also use the following RAW DPQL query to gather detailed data:

```
SELECT articles.title, articles.total_rating, articles.num_ratings  
FROM articles
```

This query allows you to pull data on article titles, total ratings, and the number of ratings received, providing a comprehensive view of how your content is performing.