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How do I find low-rated knowledgebase articles?

Ben Henley - 2023-08-01 - [Σχόλια \(0\)](#) - [Reports](#)

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 titled "How-to submit a Gas or Electricity meter". The article is authored by Ben Henley on 2023-08-01 and has 0 reviews. It was last updated on Jul 24, 2023, by Lara Proud. The article content discusses the benefits of providing energy readings, such as accurate bills and payment plan monitoring. It also notes that for 221B Green meters, readings are recorded automatically. At the bottom of the article, there are two buttons: a green "Helpful" button and a red "Unhelpful" button. A statistic below the buttons indicates that 2 of 3 people found the 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:

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

3. Under **QueryBuilder** and paste in the code.