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How do I find low-rated knowledgebase articles?

Ben Henley - 2023-08-01 - [Comments \(0\)](#) - [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 Lara Proud and was last updated on July 24, 2023. It features a list of reasons for giving readings, such as accurate bills and ease of use. At the bottom, there are two buttons: "Helpful" (with a green checkmark) and "Unhelpful" (with a red X). Below the buttons, it states "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:

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