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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". Below the title are six user avatars and a text indicating it was last updated on Jul 24, 2023 by Lara Proud. There are print and download icons in the top right. The main content area contains a list of reasons for giving readings, followed by a paragraph about meter types. At the bottom, there are two buttons: "Helpful" (with a green checkmark) and "Unhelpful" (with a red X). Below these buttons, it says "2 of 3 people found this page helpful".

How-to submit a Gas or Electricity meter

Last updated: Jul 24, 2023 by Lara Proud

There's plenty of reasons to giving us your readings:

- We'll make sure your bills are accurate and you're only paying for the energy you've used.
- You'll see if your payment plan is covering your usage – avoiding any unexpected bills!
- You can use your online account to make payments – or track payments you've already made.
- It only takes a few minutes.

When taking your readings, it's important to know which type of meter you have. If you have a **221B Green meter**, your meter readings will be recorded automatically, every day or every half hour. You can also see these readings through your online account.

☒ Helpful ☐ Unhelpful

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.