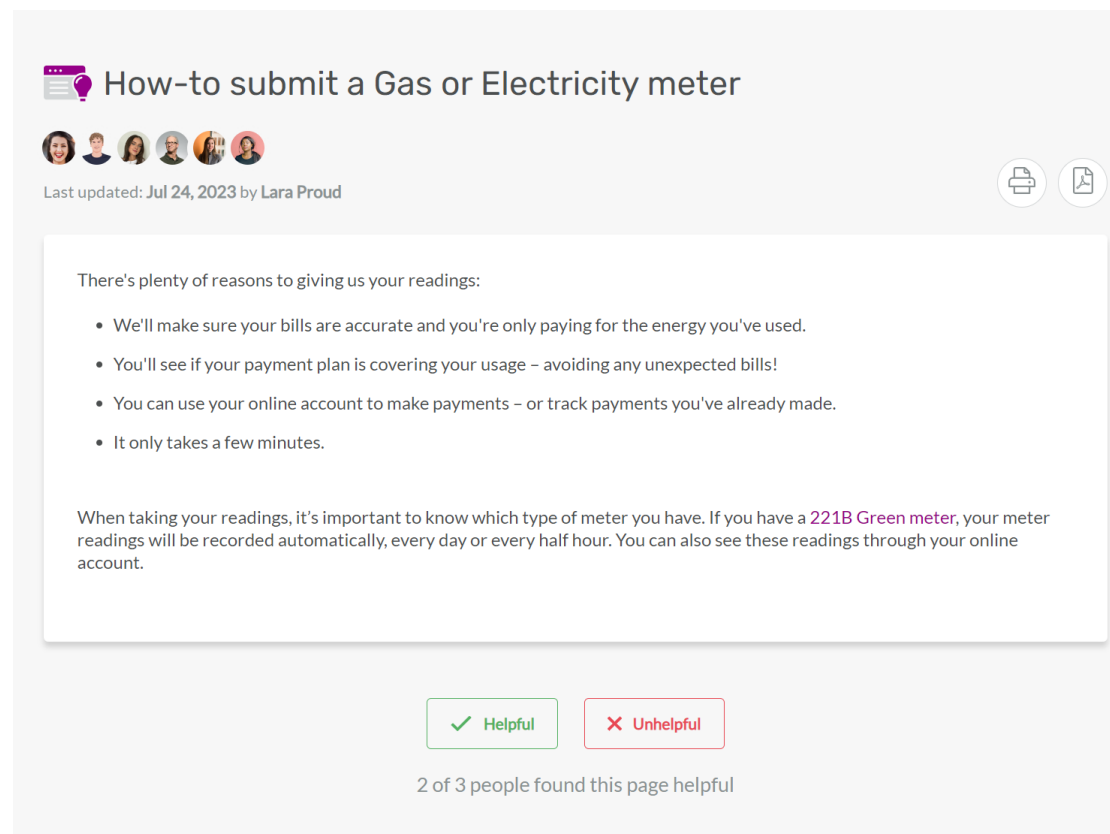


How do I find low-rated knowledgebase articles?

Ben Henley - 2023-08-01 - [Comentarios \(0\)](#) - [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 page. At the top, there's a title 'How-to submit a Gas or Electricity meter' with a lightbulb icon. Below the title are six user avatars. To the right of the avatars, it says 'Last updated: Jul 24, 2023 by Lara Proud'. There are two circular icons on the right: a printer icon and a document icon. The main content area has a white background and contains the following text:

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.

At the bottom of the article, there are two buttons: a green 'Helpful' button with a checkmark icon and a red 'Unhelpful' button with an 'X' icon. Below these 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:

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.