



[Knowledge Base](#) > [Using Deskpro](#) > [Reports](#) > [How do I find low-rated knowledgebase articles?](#)

## How do I find low-rated knowledgebase articles?

Ben Henley - 2023-08-01 - [Commenti \(0\)](#) - [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 note "Last updated: Jul 24, 2023 by Lara Proud". On the right are print and download icons. The article content includes a list of reasons for submitting readings and a note about 221B Green meters. At the bottom, there are "Helpful" and "Unhelpful" buttons. 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.