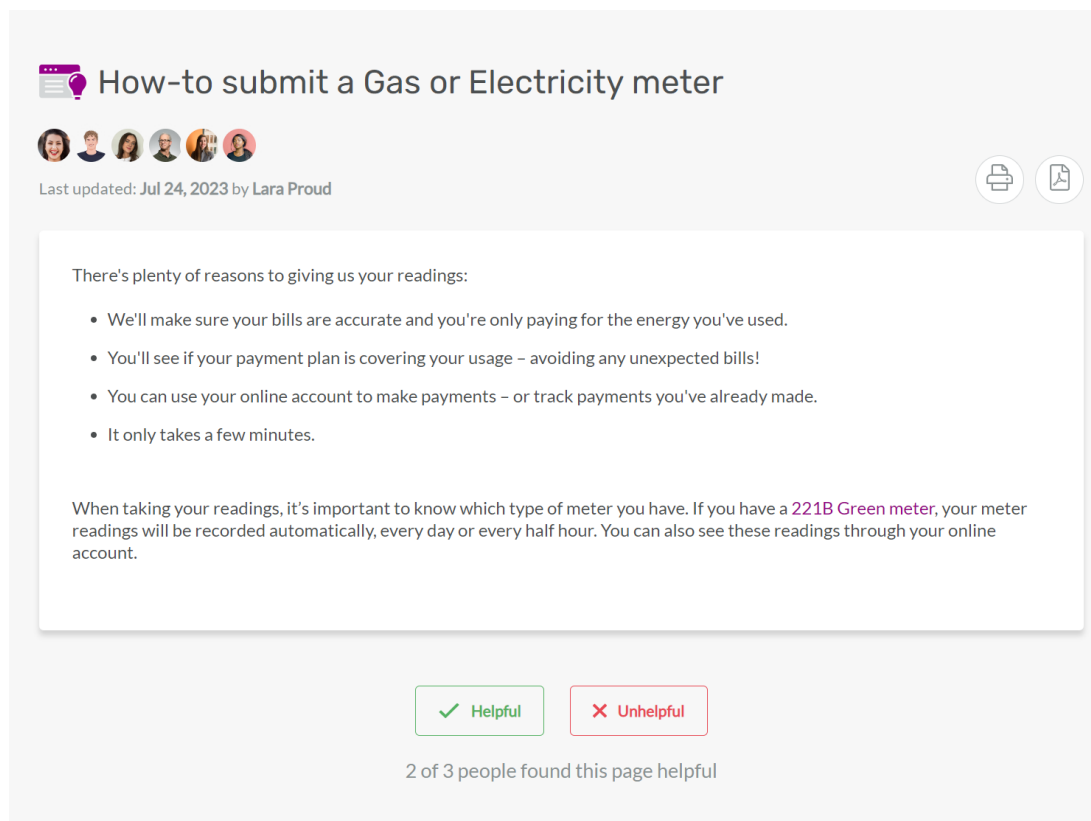


How do I find low-rated knowledgebase articles?

Ben Henley - 2023-08-01 - 댓글 (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 interface. 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 and a text 'Last updated: Jul 24, 2023 by Lara Proud'. To the right are print and download icons. The main content area has a heading 'There's plenty of reasons to giving us your readings:' followed by a bulleted list: '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.', and 'It only takes a few minutes.' Below the list is a paragraph: '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, 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'.

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.