Deskpro

How do I find low-rated knowledgebase articles using a custom report?

Ben Henley - 2018-04-17 - Komentarjev (0) - Creating Reports

Users can vote on your portal Knowledgebase articles.

It's a good idea to monitor these ratings to find and improve articles that are rated unhelpful.

Rate the quality of this page

This page was helpful :)   :(This page was not helpful

5 of 10 people found this page helpful

You can use this custom report to find articles that have been rated poorly by users.

```
SELECT articles.title, articles.id, articles.total_ratingFROM
articlesORDER BY articles.total_rating ASC
```

To use this:

1. Go to the **Reports** interface, then **Stat Builder** (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 **Add.**

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

Oznake
new reports