

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

Ben Henley - 2018-04-17 - Comments (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.

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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.

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