



Article Ratings Report

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Note: You must have the [Ratings feature](#) enabled and the ratings template added to your knowledge base for this report to work.

Article Ratings [Export to CSV](#)

Article	Thumbs Up	Thumbs Down ▾
Sample Article 1	3	9
Sample Article 2	1	7
Sample Article 3	0	4
Sample Article 4	0	3
Sample Article 5	2	3
Sample Article 6	2	3
Sample Article 7	3	3
Sample Article 8	3	3
Sample Article 9	0	3
Sample Article 10	2	3

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Sample Article Ratings report

The Article Ratings report displays all articles and categories that have received a [rating](#). It allows for sorting. The layout will look a little different depending on which rating scale you've selected:

- Thumbs Up / Down displays a column for each
- Star Rating displays the average rating out of 5 stars

Articles are displayed with the full title; categories are displayed with a folder to the left of the full title.

You can reset ratings for individual articles or your entire knowledge base: see [Reset article ratings](#) for complete instructions!



Resetting an article's ratings will permanently delete all existing ratings from the dashboard and

the Export to CSV export. This action cannot be undone.

The table will show 10 articles at a time; to view the full list at once, use the Export to CSV link next to the Article Ratings header.
