



Popular Articles Report

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Sample Popular Articles report

The Popular Articles report displays all your articles and categories based on number of views and quality views. This can help you determine which articles or categories are getting the most attention from your readers.

- A **View** is recorded each time a visitor accessed this article or category through the knowledge base or one of the [Contextual Help Widgets](#)
- A **Quality View** means a visitor viewed the page and stayed there for at least two minutes
- The **Quality Score** calculates the percentage of views that were quality views (Quality Views / Views * 100%)
- **Last Viewed Date** shows the last time a reader viewed the article. This time is displayed using the knowledge base's overall time zone set in **KB settings > Basic**. Refer to [Basic settings](#) for more information.



View data slightly delayed

New views, quality views, and last viewed dates can take up to 10 minutes to appear in this report.

Articles are displayed with the full title; categories are displayed with a folder to the left of the full title. The list is sortable by all of the columns listed above. It does not include articles with no views--see the [Published Articles with 0 Views](#) report for those.

The table will display 30 articles at a time; to view the full list at once, use the **Export to CSV** link next to the Popular Articles header.

You can also [reset views](#) for individual articles or your entire knowledge base.

Quality Views and Quality Score cannot be captured or calculated for [URL redirect articles](#), since those resources typically exist outside of KnowledgeOwl. For these articles, a dash will display in those columns:

Popular Articles ⓘ [Export to CSV](#)

Article	Views	Quality Views ⓘ	Quality Score ⓘ	Last Viewed Date ▼
URL redirect to external source	6	-	-	02/08/2024 10:51 am CST
Contact support	12	3	25%	02/08/2024 10:51 am CST
URL redirect to article	6	-	-	02/08/2024 10:51 am CST
URL redirect to file	6	-	-	02/08/2024 10:51 am CST

URL redirect articles will never show Quality Views or Quality Score values



URL redirect categories

No view data of any kind is tracked for **URL redirect categories**.