



Searches with no Results

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Searches with no Results [?](#) [Export to CSV](#)

Date Range:

Past Week

Update Results

Search Phrase	Active Reader Groups	Refined by Categories	Search Location	Time of Search
saprophytic	The Message The Money	Top-level default cat Top-level custom content cat Top-level blog cat And 3 more...	Knowledge Base	07/22/2021 1:19 pm EDT
saprophytic	The Message The Money	Top-level default cat	Knowledge Base	07/22/2021 1:19 pm EDT
saprophytic			Knowledge Base	07/22/2021 1:18 pm EDT
woodchuck			Knowledge Base	07/22/2021 1:18 pm EDT

Sample Searches with no Results report

Each time a reader searches and gets no results found, that search is logged in the Searches with no Results report. The information we capture and display includes:

- **Search Phrase:** The exact phrase the reader used in their search
- **Active Reader Groups:** If the reader is a member of any reader groups, we capture those reader groups here.



This information is only tracked for searches with no results from 26th July 2021 onward.

- Readers who have not logged in (e.g. on public knowledge bases) will display no Active Reader Groups.
- **Refined by Categories:** If the option to [Filter search by categories](#) has been enabled in your knowledge base, and the reader's search was refined by category, we capture the category or categories the search was refined to here.



This information is only tracked for searches with no results from 26th July 2021 onward.

- Searches across the entire knowledge base or in knowledge bases without this setting enabled will

display no Refined by Categories.

- **Search Location:** for searches completed within the knowledge base itself, "Knowledge Base" is used. Searches completed from within the [Contextual Help Widget](#) (2.0, Modern, or Legacy) will show the relative URL of the page in your app where the widget search was completed.
- **Time of Search:** The date/timestamp when the search occurred.

You can filter these results by date using the **Date Range** dropdown (be sure to click **Update Results** once you change that selection!). The list is not sortable.

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 Searches with no Results header.

How to use this report

Searches with no Results can be used in a few different ways:

- Phrases or words that appear here which are not in your documentation can be a great way to determine if you need to:
 - Write new content to address this new question or phrase
 - Update existing content with this question or phrase
 - Create [synonyms](#) so that this word or phrase surfaces content you already have
- Phrases or words that appear here but are in *some* of your documentation can be a great way to determine if you need to:
 - Create [shared content articles](#) to make content appear in additional categories
 - Update [reader group restrictions](#) on content or move it to unrestricted categories to make it more available to a wider audience