knowledgeowl

Ratings reporting

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You can view the article ratings report in Reporting > Dashboard.

> **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 ▼
	3	9
	1	7
	0	4
	0	3
	2	3
	2	3
	3	3
	3	3
	0	3
	2	3

← Back   Viewing 0 - 10 of 199   More →

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.