

Reporting Dashboard

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The Reporting Dashboard gives you a high-level view of your knowledge base at a glance.

Your Reporting Dashboard gives you a high-level view of your knowledge base, including your article ratings, views, unviewed articles, and searches with no results.

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Your Knowledge Base at a Glance

541 Published articles	98 Currently published articles with no views
37 Draft articles	6 Searches in the last week with zero results found
79 Categories	214 Articles six months or older

Article Ratings [Export to CSV](#)

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Your Knowledge Base at a Glance

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Sample Your Knowledge Base at a Glance report

This section will give you some summary statistics on your knowledge base, as well as on the reports contained lower in the dashboard:

- **Published articles count:** links to [Manage Articles](#) with the Published status filter selected

- **Draft articles count:** links to [Manage Articles](#) with the Draft status filter selected
- **Categories count:** links to the [Articles](#) page
- **Currently published articles with no views count:** tallies counts from the [Published Articles with 0 Views](#) report lower in the dashboard
- **Searches in the last week with zero results found count:** tallies counts from the [Searches with no Results](#) report lower in the dashboard
- **Articles six months or older count:** links to [Manage Articles](#) with the Out of Date status filter selected

Article Ratings Report



Ratings must be active

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

The Article Ratings report displays all articles and categories that have received a [rating](#). It allows for sorting.

The layout depends on which [rating scale you've selected](#):

- **Thumbs Up / Down** displays a column for each thumb.
- **5 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.

If you want to compare ratings over time, you can reset ratings for individual articles or your entire knowledge base. Refer to [Reset article ratings](#) for more detailed instructions.




Beware before you reset

























Resetting an article's ratings permanently deletes all ratings from the dashboard and the CSV export. This action cannot be undone.

The table shows 10 articles at a time. To view the full list at once, use the [Export to CSV](#) link to generate a CSV export.

Popular Articles Report

Popular Articles ⓘ [Export to CSV](#)

 [Delete All](#)

Article	Views ▾	Quality Views ⓘ	Quality Score ⓘ	Last Viewed Date	Reset Views
 [blurred]	87394	649	0.7%	03/25/2021 4:54 am MDT	
 [blurred]	18733	8768	46.8%	06/16/2021 9:47 am MDT	
 [blurred]	14542	6518	44.8%	06/16/2021 9:41 am MDT	
 [blurred]	11347	1551	13.7%	06/16/2021 9:14 am MDT	
 [blurred]	10745	762	7.1%	06/16/2021 9:12 am MDT	
 [blurred]	9470	1015	10.7%	06/16/2021 9:40 am MDT	
 [blurred]	9017	3540	39.3%	06/16/2021 9:20 am MDT	
 [blurred]	7303	689	9.4%	06/16/2021 9:13 am MDT	
 [blurred]	7271	856	11.8%	06/16/2021 9:58 am MDT	
 [blurred]	7176	1708	23.8%	06/15/2021 2:05 am MDT	
 [blurred]	6501	2291	35.2%	06/16/2021 10:05 am MDT	
 [blurred]	6451	630	9.8%	06/16/2021 9:27 am MDT	

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 hit the page and stayed there for at least two minutes
- The **Quality Score** calculates the percentage of views that were quality views ($\text{Quality Views} / \text{Views} * 100\%$)
- **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 [Settings > Basic](#).



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



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

Published Articles with 0 Views

Published Articles with 0 Views [Export to CSV](#)

Article	Visibility	Last Modified	Date Created ▾
[Redacted Article]	Public	11/04/2019 12:59 pm EST	11/04/2019 12:30 pm EST
[Redacted Article]	Public	11/04/2019 2:04 pm EST	11/04/2019 12:27 pm EST
[Redacted Article]	Public	10/31/2019 1:08 pm EDT	10/31/2019 1:06 pm EDT
[Redacted Article]	Public	10/31/2019 12:56 pm EDT	10/31/2019 11:45 am EDT
[Redacted Article]	Public	10/31/2019 12:55 pm EDT	10/31/2019 11:29 am EDT
[Redacted Article]	Public	10/31/2019 12:54 pm EDT	10/31/2019 11:25 am EDT
[Redacted Article]	Public	10/31/2019 12:53 pm EDT	10/31/2019 11:09 am EDT
[Redacted Article]	Public	10/28/2019 1:26 pm EDT	10/28/2019 1:25 pm EDT
[Redacted Article]	Public	10/08/2019 3:56 pm EDT	10/08/2019 3:42 pm EDT
[Redacted Article]	Public	10/10/2019 3:56 pm EDT	10/08/2019 1:13 pm EDT

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Sample Published Articles with 0 Views report

The Published Articles with 0 Views report alerts you to content that is not getting hits. While it might mean the content is not useful to your readers, it could also mean that it is not getting found for some reason. These are articles you might want to investigate and curate a bit. It includes information on:

- **Visibility:** will say "Public" unless the content is restricted to a particular group; then it will list the restricted groups
- **Last Modified:** the timestamp of the last saved edit to this content

- **Date Created:** the date the content was first created. Sometimes, very good content shows up in this list simply because it's brand-new

This report is sortable by the Last Modified and Date Created fields.

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 Published Articles with 0 Views header.



This report will include articles that are within **topic display categories**, even though individual article views within this category type aren't always tracked. (If you check the box to **Override Article Links**, individual article views won't be tracked.)

Searches with no Results

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

Reset article views in the Popular Articles report

Once your knowledge base is launched, you might want to reset article views. This might be:

- Once you officially launch your knowledge base, to clear out any viewing data from your testing.
- When you publish a new version, to ensure that all views apply only to the latest version.
- On a set schedule, depending on your quality control processes.

From **Reporting > Dashboard**, you can delete all article views:

- For an individual article
- For all articles, ever



Resetting an article's views will permanently delete all existing view data from the [Popular Articles Report](#) and the Export to CSV export. This action cannot be undone!

Our default **Editor** role has permission to reset article views. If you're using a [custom author role](#), that role must have the Dashboard [Permissions](#) to [Reset individual article view counts](#) and [Reset all article view counts](#), respectively.



We recommend resetting view data at a time when you don't have high usage. If you reset view data while the timer to log a quality view is running, and a reader stays on the page long enough to log a quality view, the initial view they triggered will be deleted but the quality view will still be logged. These orphaned Quality Views can produce a Quality Score over 100.

If you don't mind this slight discrepancy or are comfortable accounting for it, then you can reset whenever you'd like. [You could also reset the same article twice, about 2 minutes apart, to help clean up any orphaned quality views]

Delete an individual article's views

To delete all ratings for an individual article:

1. Go to **Reporting > Dashboard**.
2. In the [Popular Articles Report](#), find the article whose views you'd like to reset.
3. Click the **Reset Views** trashcan in the row of that article.

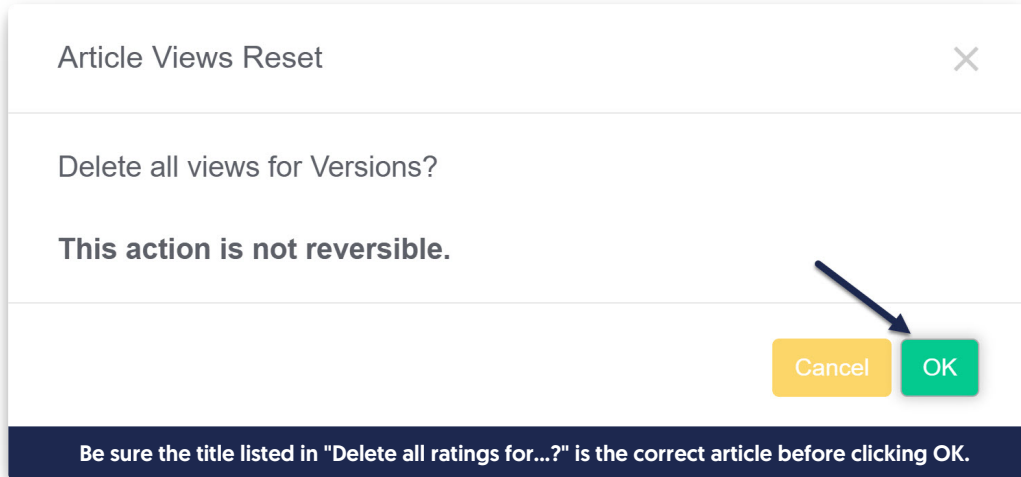
Popular Articles [Export to CSV](#) [Delete All](#)

Article	Views	Quality Views	Quality Score	Last Viewed Date	Reset Views
Versions	100	100	100	2024-01-01	
Configure SSO using Active Director...	100	100	100	2024-01-01	
Files and images	100	100	100	2024-01-01	
Categories	100	100	100	2024-01-01	
Prevent Page Breaks in PDF Table R...	100	100	100	2024-01-01	
Getting started	100	100	100	2024-01-01	
SEO guide	100	100	100	2024-01-01	
Configure SSO using remote authent...	100	100	100	2024-01-01	
User management	100	100	100	2024-01-01	
API Overview	100	100	100	2024-01-01	
Configuring search	100	100	100	2024-01-01	
Glossary	100	100	100	2024-01-01	
Import content	100	100	100	2024-01-01	
Configure SSO using G Suite (former...	100	100	100	2024-01-01	

Click the Reset Views trashcan to delete all views. Here, we're deleting them for our Versions article.


4. This will open a pop-up which will confirm the name of the article whose views you're trying to reset. Be sure

the article named there matches what you're looking for. If it does, click **OK**.



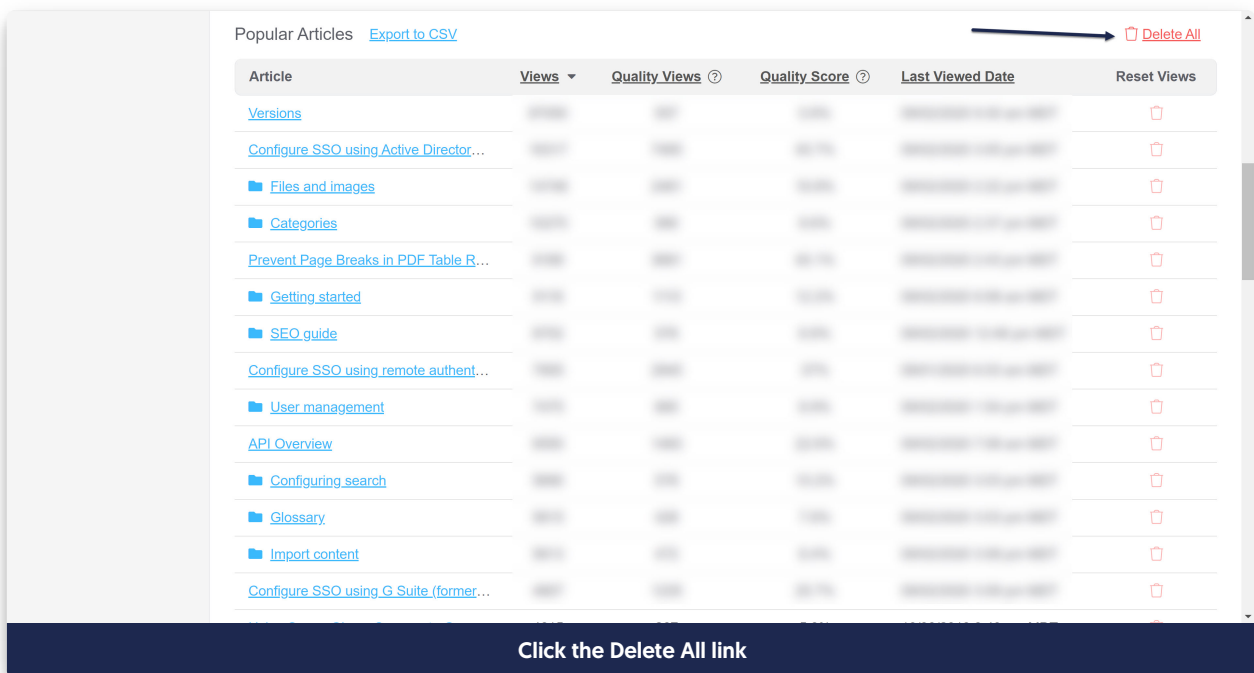
5. The views will be removed from the dashboard as well as the Export to CSV option in the dashboard.

Delete all articles' views

 **Resetting all articles' views will permanently delete all existing article views from the dashboard and the Export to CSV export. This action cannot be undone!**

To delete all ratings for all articles:

1. Go to **Reporting > Dashboard**.
2. In the **Popular Articles Report**, click the **Delete All** link in the upper right.



3. This will open a pop-up which will confirm the number of articles whose views you are resetting. If you wish to continue, click **OK**. This action cannot be undone.



4. The ratings will be removed from the dashboard as well as the Export to CSV option in the dashboard.
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