



New in Manage Articles: ratings and quality views

Last Modified on 12/28/2022 12:24 pm EST

We received a lot of great feedback in our first annual customer survey. We're continuing to scope and make decisions on these suggestions, but we're excited to share the second small feature we've built as a result of this feedback: more columns in the [Manage Articles CSV export](#) to show data displayed in the [Reporting Dashboard](#).

Specifically, we're now including the columns from the [Article Ratings Report](#) and the [Popular Articles Report](#). The Manage Articles CSV export already included total views, but we've now added these columns:

- **Thumbs Up/Thumbs Down** (if you're using thumb ratings)
- **Total Ratings/Star Rating Average** (if you're using star ratings)
- **Quality Views**
- **Last Viewed Date**

This will basically give you the Article Ratings Report and Popular Articles Report fields in CSV export alongside the rest of the articles' data--great additions if you're looking to do more analysis of those reports in relation to content types, authors, etc.

Export will include the articles that match the current filter and search term. Choose the meta information you would like to include in the CSV export.

Select All

Basic

- Article ID
- Article Title
- Status
- Permalink
- Author
- Category
- Breadcrumbs

Permissions

- Visibility
- Restrict to Groups
- Inherited Group Restrictions
- User Teams

History

- Date Created
- Date Modified
- Date Published
- Date Deleted
- Last Modified By
- Total Views
- New Version Ready to Publish

Customizations

- Meta Description
- Title Tag
- Short Title
- Internal Title

Advanced

- App Edit Link
- View Article Link
- Tags
- Search Phrases
- Related Articles
- Shared Content Article
- Linked to Article
- Permalink Redirect
- Pages to Recommend On
- Current Version Number
- Current Version Notes
- Order in App

Options

- Template Article
- Topic Article
- New or Updated Callout
- Callout Expiration
- Video Callout
- Remove from Search
- Hide from Navigation
- Remove PDF Download
- Remove Ratings
- Remove Comments

Reporting

- Thumbs Up
- Thumbs Down
- Quality Views
- Last Viewed Date

[Close](#)

Export Articles

New Manage fields, as displayed in a knowledge base with thumbs up/down ratings

We're still testing some more changes to Manage Articles in the coming months, so the layout here may change, but we wanted you to know that these fields were now available in the export!