

Tags usage report

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In the Tags Library, you can generate a Tags Usage Report to help you audit your tags.

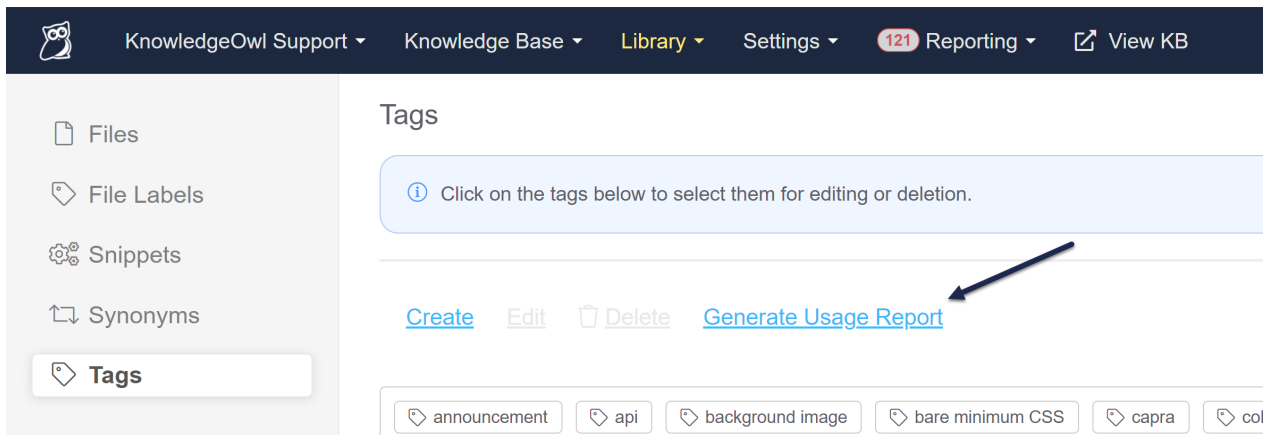
This report comes in CSV format, with three columns:

- **Tag Name:** the text of the tag as it appears in your knowledge base
- **Article Usage:** a count of all the non-deleted articles that use this tag
- **Category Usage:** a count of all the topic display and custom content categories that use this tag

How do I generate a report?

To generate a tags usage report:

1. Go to **Library > Tags**.
2. Select the link to **Generate Usage Report**.



The screenshot shows the KnowledgeOwl interface. At the top, there is a navigation bar with 'KnowledgeOwl Support', 'Knowledge Base', 'Library', 'Settings', 'Reporting' (with a '121' notification), and 'View KB'. On the left, a sidebar menu includes 'Files', 'File Labels', 'Snippets', 'Synonyms', and 'Tags' (which is selected). The main content area is titled 'Tags' and contains a light blue box with an information icon and the text 'Click on the tags below to select them for editing or deletion.' Below this, there are action links: 'Create', 'Edit', 'Delete', and 'Generate Usage Report'. A blue arrow points to the 'Generate Usage Report' link. At the bottom, there is a list of tags: 'announcement', 'api', 'background image', 'bare minimum CSS', 'capra', and 'col'.

3. You'll see a progress spinner while the usage report is being generated.
4. Once it finishes, the text will change to a link prompting you to **Download Usage Report**.



The screenshot shows the same interface as above, but the 'Generate Usage Report' link has been replaced by a 'Download Usage Report' link, which is highlighted with a blue arrow. The other action links 'Create', 'Edit', and 'Delete' remain visible.

5. Click that link to download the CSV.

Additional actions will depend on which browser you're using.

How can I use this report?

The tag usage report is great for tag audits. It can help you identify tags:

- That aren't used anywhere (have 0 Article Usage and 0 Category Usage), which are "safe" to delete: Sort by the Article Usage column and review
- That are slight variations or duplicates of each other so they can be merged: Sort by the Tag Name column and review
- With low usage overall that might be candidates for deletion, merging, or editing: Sort by the Article Usage or Category Usage columns and review
- Identify tags that are misspelled or improperly formatted for editing: Sort by the Tag Name column and review

What does it look like?

Here's a sample of the top of our tag usage report, sorted by the Article Usage column:

	A	B	C	D
1	Tag Name	Article Usage	Category Usage	
2	int: ref-edit-article	63	0	
3	int: low-impact	53	0	
4	int: needs-more-screenshots	37	0	
5	int: ref-settings-basic	30	0	
6	int: needs-use-case	28	0	
7	search	21	3	
8	int: ref-custom-css	24	0	
9	int: ref-html-article	22	0	
10	int: needs-final-sample	22	0	
11	int: needs-updated-screenshots	20	0	
12	int: ref-settings-style	20	0	
13	int: ref-settings-search	19	0	
14	int: ref-edit-snippet	19	0	
15	capra	14	4	
16	int: ref-settings-security	18	0	
17	int: ref-library-files	17	0	
18	int: ref-library-snippets	16	1	
19	int: ref-manage-articles	16	0	
20	int: ref-edit-category	16	0	
21	int: ref-account-readers	16	0	
22	int: ref-settings-widget	15	0	
23	int: ref-glossary	14	0	
24	int: ref-html-body	14	0	
25	int: ref-versions	13	0	
26	subscription	11	2	
27	int: needs-intro	13	0	
28	int: api	12	0	
29	int: ref-articles	12	0	
30	int: ref-account-readers-settings	11	0	
31	int: ref-custom-head	10	0	
32	sso	10	0	
33	int: needs-code-formatting	10	0	
34	int: ref-contact-form-edit	9	0	