

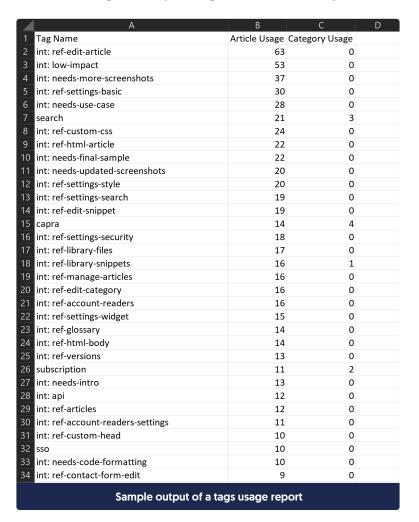
New feature: Tags usage report ■

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

I'm pleased to announce the release of a feature enhancement to our Tags Library: our ⋈ Tags Usage Report ⋈

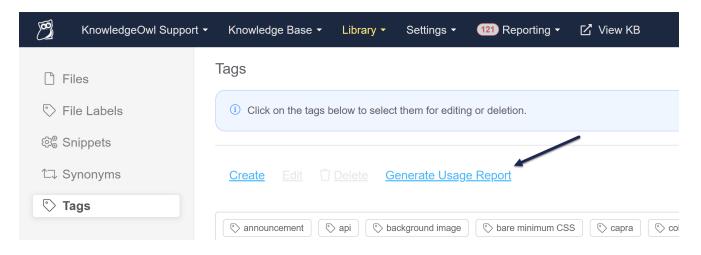
Quick summary

This is a streamlined report, now available in the Tags Library. It is generated as a CSV file, containing all of the tags in your knowledge base and counts of how many non-deleted articles they're assigned to and how many topic display categories/custom content categories they're assigned to. Here's a sample from our knowledge base:



Where to find it

You can generate your own tags usage report by opening **Library > Tags** and clicking on the link to **Generate Usage Report**.



Once the usage report is generated, you'll see a link appear so you can download the CSV file to use for your audit purposes.

Why we're excited about it

It streamlines tag auditing.

While I was creating our documentation on this feature, I ran the report and reviewed it for this knowledge base.

I was able to identify and delete about 10 totally unused tags, merge 3 similarly-formatted tags together, and fix a typo in 1 tag.

All within about 5 minutes.

If you've been putting off a tags audit because you weren't sure where to start, this might just be the holiday house-keeping incentive you needed!

The fine print:

The report only gives you total counts of usage. If you want to see a list of all individual articles that use a particular tag, head over to **Knowledge Base > Manage** and **create a custom Manage filter** using that tag as part of your filter. [We don't currently have a great in-app way to pull the categories identified in the usage report, but our support team can help with some API calls to answer those questions!]

Learn more

Head on over to our more official Tags usage report support article for the full details. Happy auditing!