

Widget reporting

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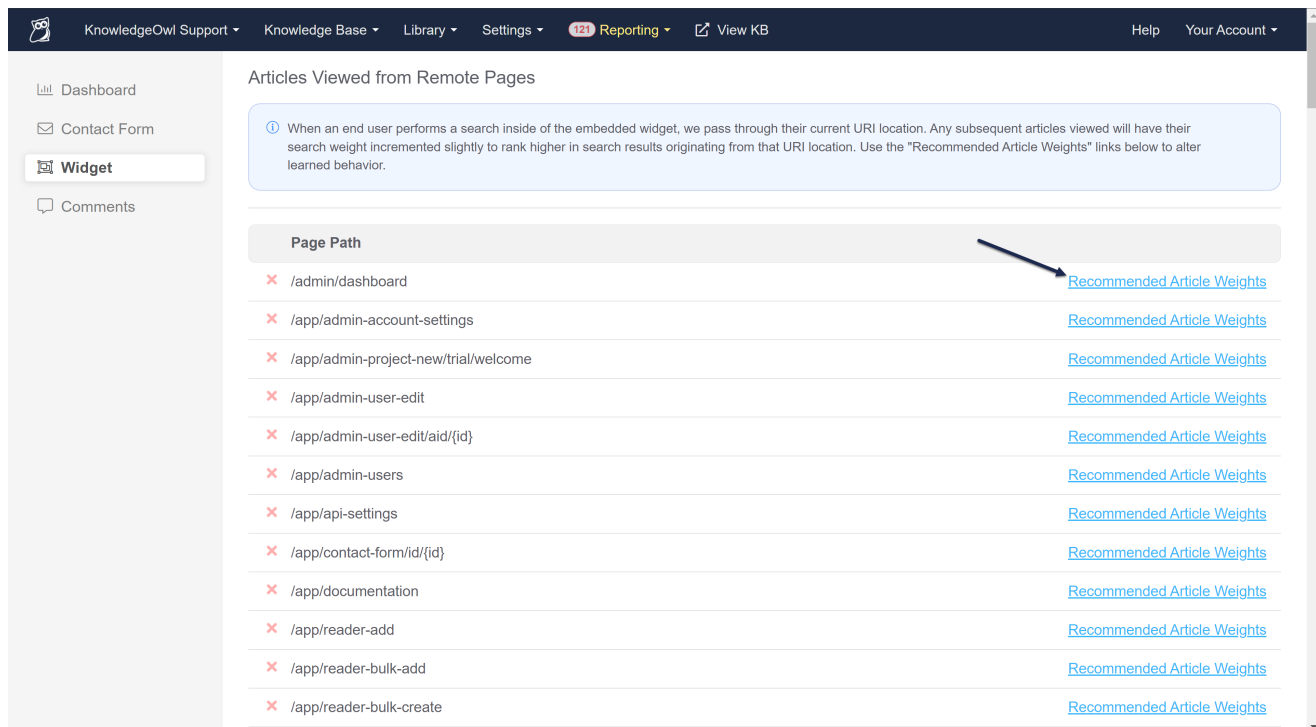
If you're using one of our contextual help widgets ([Widget 2.0](#), [Modern](#), or [Legacy](#)), access **Reporting > Widget** to view a breakdown of all of the page paths where the widget is recommending articles. You can also tweak the learned bias to adjust the order the recommended articles are displayed in.

[Sample Reporting > Widget](#)

Articles Viewed from Remote Pages

This section displays the **Page Paths** of all pages where someone opened the widget and/or where recommended articles have been configured.

You can then use the [Recommended Article Weights](#) link next to each URL to update the order.



The screenshot shows the KnowledgeOwl Reporting > Widget interface. The top navigation bar includes 'KnowledgeOwl Support', 'Knowledge Base', 'Library', 'Settings', '121 Reporting', and 'View KB'. The left sidebar has 'Dashboard', 'Contact Form', 'Widget', and 'Comments'. The main content area is titled 'Articles Viewed from Remote Pages' and contains a blue informational box with a tip about search weight. Below this is a table with two columns: 'Page Path' and 'Recommended Article Weights'. The 'Page Path' column lists various URLs, each with a red 'x' icon to its left. The 'Recommended Article Weights' column contains blue links for each path. A black arrow points from the right side of the table to the first 'Recommended Article Weights' link.

Page Path	Recommended Article Weights
/admin/dashboard	Recommended Article Weights
/app/admin-account-settings	Recommended Article Weights
/app/admin-project-new/trial/welcome	Recommended Article Weights
/app/admin-user-edit	Recommended Article Weights
/app/admin-user-edit/aid/{id}	Recommended Article Weights
/app/admin-users	Recommended Article Weights
/app/api-settings	Recommended Article Weights
/app/contact-form/id/{id}	Recommended Article Weights
/app/documentation	Recommended Article Weights
/app/reader-add	Recommended Article Weights
/app/reader-bulk-add	Recommended Article Weights
/app/reader-bulk-create	Recommended Article Weights

Recommended Article Weights

In the Recommended tab ([Widget 2.0](#)) or the Suggested Articles section ([Modern and Legacy widgets](#)), the recommended/suggested articles are populated using the [Pages to Recommend On](#) setting. But how does the widget determine the order to display those in?

It uses article weights.

What are article weights?

You set which articles appear in the widget for a given page using the Recommend on Pages field.

When the widget loads from a page and pulls the Recommended list, it uses a set of weights to determine the order:

- Anything you've explicitly assigned automatically gets a starting weight of 1.00. Each time it's opened, we increment a "learned bias" field.
- Anything an end-user searched for from this page but wasn't officially recommended also gets added with a small learned bias, and once it earns enough total weight, it is displayed in the recommended articles list. These articles all have a starting weight of 0.
- To determine the display order, the widget adds up the starting weight and the learned bias, and put the highest weights at the top.

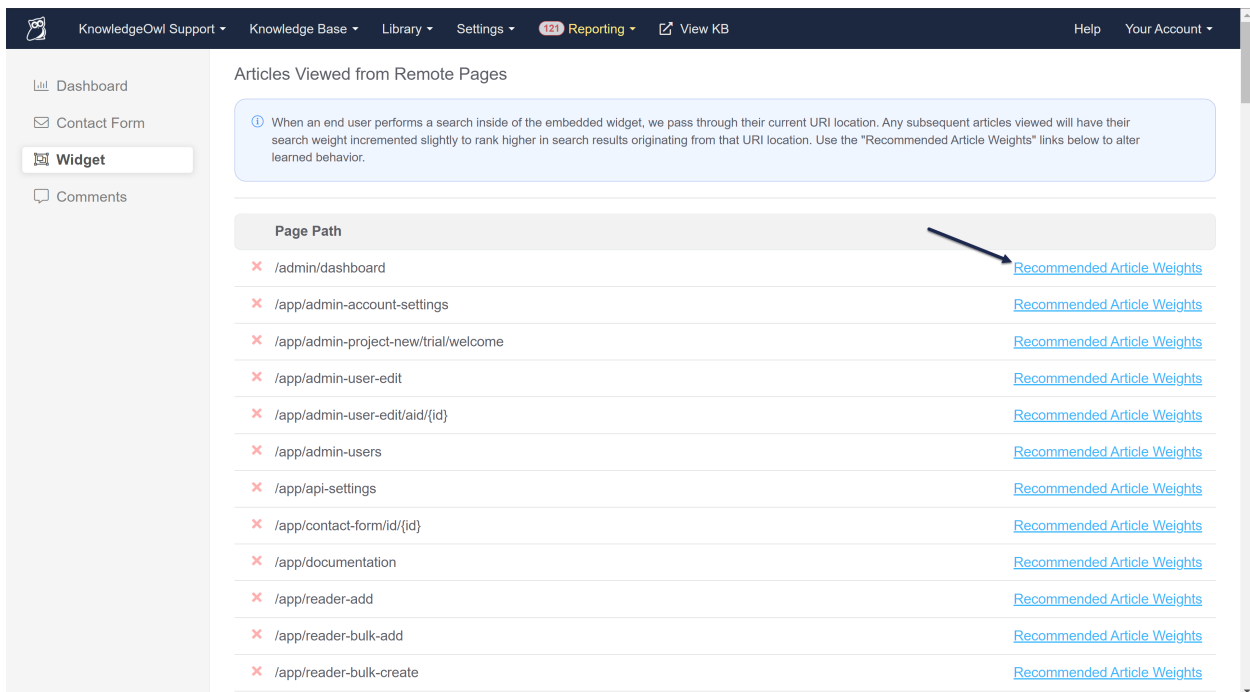
You can toggle the starting weight field between 0 and 1 by adding or removing the URL path from the Recommend On Pages box in individual articles or categories.

You can edit that learned bias field to change the order of articles as they appear in the Recommended tab, using the [Reporting > Widget](#) pages.

Editing article weights

To change the order of recommended articles:

1. Go to [Reporting > Widget](#).
2. Find the URI for the page whose Recommended Articles you'd like to change the order of, and click the [Recommended Article Weights](#) link for it.



3. This will show you a list of all the articles that the widget is aware of on that page path.
4. The **Starting Weight** is either 0 or 1. All pages set using Pages to Recommend on have a starting weight of 1; all pages added here as a result of end-user search have a starting weight of 0.
5. Edit the **Learned Bias** to move an article in the list. The **Total Weight** is what determines the order, with the highest weight at the top of the list, and the lowest weight at the bottom.
6. When you're done making changes, scroll to the bottom of the page and click the **Update Bias** button.

For example, when you first log in to KnowledgeOwl and open a knowledge base, you're taken to the Articles screen. The base URL for this page looks something like this:

<https://app.knowledgeowl.com/kb/articles/id/55ab55ab55ab55ab55ab>

We set up content to be recommended using the URL `/kb/articles/id/{id}`, and that's also the URL that appears in our Widget Reporting.

But there are other variations on that page, like if you open an individual category. That looks more like this URL:

<https://app.knowledgeowl.com/kb/articles/id/55ab55ab55ab55ab55ab/cid/55ab55ab55ab55ab55abc>

The relative URL path we use for this to set up our recommendations is `/kb/articles/id/{id}/cid/{id}`

And when I go into my Widget Reporting, I'll see separate entries for each page--and in this case, they have different articles listed with different weights. For example, here's what I see for the main Articles page:

KnowledgeOwl Support Knowledge Base Library Settings 121 Reporting View KB Help Your Account

Dashboard Contact Form **Widget** Comments

Widget / "/kb/articles/id/{id}"

Articles Associated with "/kb/articles/id/{id}"

Articles that have a total weight of .06 or higher will be automatically included as a recommended article for the current page.

Article	Starting Weight	Learned Bias	Total Weight
Create a new article	1	0.5	1.5
Create a category	1	0.4	1.4
Reorder and move categories	1	0.3	1.3
Reorder categories or articles	1	0.2	1.2
Move categories or articles between levels	1	0.1	1.1
Article creation guide	1	0	1
Choose a category type	0	0.15	0.15

But here's what I see for the Articles page with a category selected:

KnowledgeOwl Support Knowledge Base Library Settings 121 Reporting View KB Help Your Account

Dashboard Contact Form **Widget** Comments

Widget / "/kb/articles/id/{id}/cid/{id}"

Articles Associated with "/kb/articles/id/{id}/cid/{id}"

Articles that have a total weight of .06 or higher will be automatically included as a recommended article for the current page.

Article	Starting Weight	Learned Bias	Total Weight
Create a category	1	0.9	1.9
Article creation guide	1	0.8	1.8
Create a new article	1	0.7	1.7
Reorder and move categories	1	0.6	1.6
Move categories or articles between levels	1	0.4	1.4
Delete a category and its content	1	0.3	1.3
Adding videos to your articles	1	0	1
Readers	0	0.1	0.1
Share articles between categories and knowle...	0	0.1	0.1
Choose a category type	0	0.1	0.1

The order of articles is totally different and in some cases, different articles are being shown. To correct this, I can:

- Add/remove the URL path at the top to individual articles or categories I'd like to be recommended. This will shift the Starting Weight.
- Update the Learned Bias for individual articles or categories so that the order more closely matches that of the main Articles view. Remember, a higher weight will move the article higher in the list.

Once I'm done making edits, my Articles Associated with ... page looks much tidier:

KnowledgeOwl Support Knowledge Base Library Settings 121 Reporting View KB Help Your Account

Dashboard Contact Form **Widget** Comments

Widget / "/kb/articles/id/{id}/cid/{id}"

Articles Associated with "/kb/articles/id/{id}/cid/{id}"

Articles that have a total weight of .06 or higher will be automatically included as a recommended article for the current page.

Article	Starting Weight	Learned Bias	Total Weight
Create a new article	1	0.6	1.6
Create a category	1	0.5	1.5
Reorder and move categories	1	0.4	1.4
Move categories or articles between levels	1	0.3	1.3
Delete a category and its content	1	0.25	1.25
Choose a category type	1	0.2	1.2
Article creation guide	1	0.1	1.1
Adding videos to your articles	0	0.1	1
Article Table of Contents	0	0.1	0.1
Share articles between categories and knowle...	0	0.1	0.1

And my end-result in my widget also looks better:

Knowledge Recommended Contact X

Search for articles...

Recommended Articles For You

- Create a new article
- Create a category
- Reorder and move categories
- Move categories or articles between levels
- Delete a category and its content
- Choose a category type
- Article creation guide