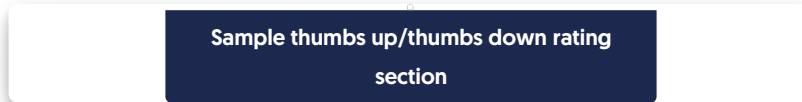




Ratings feature overview

Last Modified on 06/22/2026 5:11 pm EDT

The Ratings feature displays a section at the bottom of your articles that prompts your readers to provide feedback on the quality of your content.



Using either a thumbs up/thumbs down or a five-star rating system, readers send you ratings on your content. This lets your readers know you care about their input and helps you make that input actionable. You can target low-rated content for improvement or consider using high-rated content as templates for future content creation.

All ratings are captured in the [Article Ratings Report](#) so you can see:

- Which articles your readers have rated.
- The total number of thumbs up/thumbs down ratings each article has received. (If Thumbs Up / Thumbs Down rating is enabled.)
- The average star rating an article has received. (If 5 Star Rating is enabled.)

You can also [reset article ratings](#) over time.

Start using ratings

Ratings are enabled in all new knowledge bases by default, so you shouldn't need to "do" anything to begin using them.

To change the type of rating used, refer to [Enable ratings](#).

To change the default text prompts used with ratings, go to [Customize > Default text > Article](#). Refer to [Customize default text](#) for more information on using this feature and [Customize Article text guide](#) for details on the text strings you can customize here.