



AI chatbot reporting

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Your AI chatbot comes with its very own reporting. Access the report at **Reporting > AI chatbot**.

The AI chatbot reporting contains three sections:

- **Owl Intelligence credits:** Use this section to review your total available, used, and remaining Owl Intelligence credits for the month. Running out of credits will prevent your chatbot from working.
- **Daily usage statistics:** Use this section to view daily totals of questions, ratings, and percentages about positive/negative ratings and how many questions the chatbot couldn't answer.
- **Questions from readers:** Use this section to review the actual questions submitted to the chatbot, whether the chatbot answered them, the articles used to answer it, and more. You can either use this report standalone or use it as a drilldown for the days that seem especially interesting in the **Daily usage statistics**.

Use the links below to jump to more information on each section.

Owl Intelligence credits

The **Owl Intelligence credits** section shows you your total number of available monthly Owl Intelligence credits, how many credits you've used, and how many are remaining.

To access this information, go to **Reporting > AI chatbot**. **Owl intelligence credits** is the first section on the page. Your credits will display in a format like this:

This month's credit usage
57 of 1000 credits used (943 remaining)

A credit is used when a reader's question returns at least one article from your knowledge base, regardless of whether the AI is ultimately able to generate an answer from those articles. If the search returns no articles, the AI is never called and no credit is used. In practice, the vast majority of questions return at least one article, so you should expect nearly all questions to use a credit.

Are you running low on AI credits for the month? Follow the instructions in [How can I buy extra AI credits?](#) to buy some additional credits without changing your existing plan subscription.

Daily usage statistics

Go to **Reporting > AI chatbot** to view your AI chatbot's **Daily usage statistics**.

This section is broken into two sections:

1. The **Usage Trends** chart
2. The **Statistics** table

Usage Trends chart

Sample Usage Trends chart

The Usage Trends chart displays summarized data from the table to present visuals of the total questions, the percentage of questions the chatbot couldn't answer, and the percent positive and negative rated responses.

Use the controls at the top to display the **Usage Trends** chart for the last:

- 7 days
- 30 days
- 90 days

Statistics table

The Daily usage statistics table shows you how much the chatbot is being used each day, including:

- **Total Questions:** The total number of questions submitted to the chatbot for the day.
- **Total Ratings:** The number of readers who submitted a rating after receiving an answer to their question.
- **% Positive:** Of the Total Ratings, the percent who rated the answer with a thumbs up.
- **% Negative:** Of the Total Ratings, the percent who rated the answer with a thumbs down.
- **% Unrated:** Of the Total Ratings, the percent who didn't provide a rating.
- **% Couldn't Answer:** The percent of the Total Questions that the AI chatbot was unable to answer.
- **Date:** The date the statistics apply to.

To drill into any days, use the [Questions from readers](#) report further down on the page.

Questions from readers

The **Questions from readers** section of the **AI chatbot reporting** lets you review exactly what your chatbot readers have been searching for.

To access it, go to **Reporting > AI chatbot**.

Use the **Today** control or select the **Select date...** field below the **Questions from readers** title to select the date you want to review questions for. The table below updates based on the date you select.

Then you can review:

- **Question:** The question a reader entered into the chatbot.
- **Answered:** Indicates whether the question was answered (green checkmark icon) or not (red x icon).
- **Rating:** Indicates whether the reader gave the response a thumbs-up or thumbs-down rating.
- **Reader's reader groups:** If your knowledge base uses reader groups, this column lists which groups the reader who asked the question belonged to. If the question wasn't answered but you know you have content that should have answered it, sometimes a reader didn't belong to the correct groups to receive that

answer.

- **Articles used to answer:** The sources the chatbot used to answer the question. Use these sources to determine if the chatbot used the correct content to answer the question--it can help you dial in words within the content to surface the correct content in the future.
 - **Time submitted:** The time the question was submitted, in the time zone for the knowledge base.
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