



Turn off Owl Analytics

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Authors with the default Editor role can change Owl Analytics settings. If you're using a [custom role](#), you'll need to have the KB Settings [custom author role permission](#) to **Update analytics settings**.

Owl Analytics is turned on for all new accounts as of summer 2025.

To turn off or disable Owl Analytics in your knowledge base:

1. Go to **KB settings > Owl Analytics**.
2. Turn off the **Enable Analytics for <knowledge base>** toggle.
3. Be sure to **Save**. We'll stop collecting data.
4. If your knowledge base has existing analytics reporting data tracked and you'd like to remove that data from our system and **Reporting > Analytics**, follow the instructions to [Purge all analytics data](#).