See what changed and what needs you on Overview

Getting started

Overview is your help center's home in the dashboard. Open it to see what changed since your last visit, what is waiting for you, who is working right now and what your readers are looking for, without opening a single report.

Who can do this: Owners, Admins, Editors and Translators (what you see depends on your role) · **Plans:** All plans (a few parts need Catalyst, as noted below)

Open Overview

Click **Overview** at the top of the left menu. Owners, Admins and Editors land here when they sign in or switch help centers, and so do custom roles that can edit articles. Translators, and custom roles that only draft or translate, start on **Articles** and can open Overview from the menu. Someone you just invited starts on **Articles** until they close their welcome.

The number next to **Overview** in the menu counts what is waiting for you: comments to approve, plus articles with staged changes that you can publish.

The top of the page

- **The greeting** says good morning, afternoon or evening by your own clock, under your help center's name and today's date.

- **The summary** under it counts the changes, ratings and new comments since your last visit, and who made the changes (people, AI agents and integrations). On your first visit it covers the last 7 days. When something is waiting for you, it ends with a link such as "3 things are waiting for you" that jumps to **Needs your attention**.

- **The buttons**: **View help center** opens it in a new tab, **Invite** (for people who can manage your team) opens **Users**, and **New article** opens the editor. While teammates are at work, a "2 working now" chip sits beside them and jumps to **Working now**.

If your help center isn't published yet, a banner says so, and Owners and Admins can click **Publish** right there. See Publish your help center. Now and then a **Tip from the HelpCenter.io team** appears under it, with a button to the feature it's about. Click **Not now** or the X to put it away on this help center.

The last 7 days at a glance

A strip of numbers sits above the cards. Each tile covers the last 7 days, and the arrows compare it with the 7 days before.

Tile	What it shows
Visitors · 7 days	How many people visited your help center, with a small chart of each day.
Found it helpful	The share of reader ratings that were positive. A week without ratings says **No ratings this week** instead of 0%.

Searches with no result	Searches that found nothing, out of all searches. Fewer is better.
Changes this week	How many changes your team made, by how many contributors, split into **People**, **AI agents** and **API & automations**.

A tile without numbers says why, for example **Numbers appear the day after your first visits**.

The cards

The main column holds **Needs your attention**, **Recent article changes** and **Team activity**. The side column holds **Working now**, **Visitor pulse** and **Connected agents & keys**. You only get the cards you can use.

Card	Who sees it
Needs your attention	Anyone who can act on at least one kind of waiting work: Owners, Admins and Editors, and custom roles that can review, publish or moderate.
Recent article changes, **Team activity**, **Working now**, **Visitor pulse**	Everyone who can open Overview.

Connected agents & keys	Owners and Admins.

Needs your attention

This card is your to-do list. It only lists things you can act on, and each row has a button that takes you where the work is done. Nothing changes until you act there.

Group	What's in it	The button
Change sets	Change sets that failed to publish, were partly published or missed their schedule (Catalyst).	**Open change set**
Staged	Live articles with staged changes waiting to be published, for people who can publish (Catalyst).	**Review changes** opens **Compare versions**, below.
Comments	Reader comments waiting for approval, when your help center has comments switched on.	**Moderate** or **Open article**
Reviews	Articles flagged for review or past their review date. **Assigned to you** marks the ones that are yours.	**Review article**

Ratings	Articles readers rated unhelpful since they were last edited, with what they wrote.	**Edit article** or **See feedback**

The card shows the first five rows. Click **Show N more** for the rest, or a group's button at the top to see only that group. When a group has more than the card lists, a link under the list, such as **View all 12 in Reviews**, opens the full list. With nothing waiting, the card says **You're all caught up**.

Recent article changes

The 8 most recently changed articles, one row each with its latest change: what happened (such as **Published**, **Edited**, **Staged** or **In trash**), the words added and removed, who made it and when. The author's change note appears under the title. Click **Compare** to see the change, or **Open** to edit the article. Changes from before activity tracking began are marked **Before tracking**.

Team activity

Every article change, and the help center being published or unpublished, newest first and grouped by day. Use **Everyone**, **People**, **AI agents** and **API & automations** to see who did what, and **Load more** to go back further. Each change has a **Compare** link. When the card is empty, Owners and Admins get **Invite teammates** and **Connect Claude or ChatGPT** buttons. Click **See all activity** for the full history, described below.

Working now

Who has an article open in the editor right now, with their role and for how long, and which AI agents changed an article in the last 10 minutes. On help centers with real-time collaboration it also shows unsaved changes someone left in an article. You don't see yourself here. The card refreshes every minute while the page is open.

Visitor pulse

- **Latest ratings**: the five newest reader ratings, with the article and what the reader wrote, if anything.

- **Searched for, not found · 7 days**: the searches that came up empty most often this week, with how many times. Click **Write it** to start a new article titled with that search (if you can create articles).

If you can open Statistics, click **Statistics** in the card's corner for the full picture. See See what people search for.

Connected agents & keys

Everything that can change your help center without a person at the keyboard. **Apps & AI agents** lists connected apps such as Claude or ChatGPT, who connected them and when they were last active. **API keys** lists your keys with who created them, when each was last used and when it expires. **API keys** and **Connected apps** under **Manage access** take you to the settings. See Connect Claude, ChatGPT and other AI agents.

AI summaries of changes

On the Catalyst plan, a change to an article's text can carry a one-sentence summary written by AI. Click **See AI summary** under a change in **Recent article changes**, **Team activity** or **Compare versions**, and the sentence appears in its place, tagged **AI summary**. A summary is written only when someone asks for one, and it uses your help center's AI allowance. The AI add-on doesn't include it.

If it can't be written right now, the message says why and the button changes to **Try again**. A change still being edited, or staged and waiting for review, gets its summary once the editing ends or the change is published. "There is no AI summary for this change." means this change can't have one, for example because it only changed formatting.

While your help center is new

Until your help center has 5 published articles, Overview is a short page about what to do next instead of the cards above. Its heading counts your progress, from "Let's fill your help center" to "Keep going: 3 of 5 articles published". It shows:

- **Resume setup**, if you left the setup questions unfinished.
- **Bring your existing content** (Owners and Admins): paste the address of your current help center to import its articles, categories and images as drafts. See Import your existing help center
- **Or start from scratch**, with **Write your first article**.
- **Team activity**, so you can see work arrive.
- In the side column, the **Getting started** checklist (for the owner) and a picture of **Your help center**.

The full Overview takes over once you publish your fifth article, or once the owner hides or finishes the checklist. A help center without the checklist, such as your second one, gets the full Overview once it's published. After that it stays, even if you later unpublish articles. See Set up your help center: a first-hour checklist.

Compare versions

Every **Compare** link opens **Compare versions**: one article's history on a page of its own, with the changes highlighted.

- **Versions**, on the side, lists the saved, staged and published versions, newest first, with who made each one. Click a version to set it as **From**, Shift+click to set it as **To** , or use **Set as From** and **Set as To**. The arrows between the two swap them.
- Choose **Inline** or **Side by side**, turn on **Hide unchanged**, and step through the changes with the arrows, or press **J** and **K**.
- On a help center with several languages, pick the language at the top.

- **Comment on this change**, under a change, saves a team note that quotes it, so your teammates see it highlighted in the editor. See Leave notes for your team.

- **Restore…** on an earlier live version puts it back in front of readers (for people who can publish and restore).

Review staged changes

When you compare a live article with its staged changes (Catalyst), **Your review** appears under the comparison:

- **Approve and publish** puts the staged changes live in the language you're looking at. Anything you typed in the box is saved as a note first.

- **Request changes** saves what you typed as a note on the article for the author to read. You must write something first.

- **Add to change set…** adds the article to a change set, to publish it with other changes later.

If the live article changed after the edits were staged, you're asked before anything is published: **Publish anyway** replaces the newer live version. If someone saves the staged copy again while you read, click **Reload comparison** to see the latest. See Edit live articles safely with staged changes and Release many changes together with change sets.

See all of your team's activity

Click **See all activity** under **Team activity** to open **Overview** › **Activity**, the full record of who changed what on your help center.

1. Pick the dates at the top right: **Today**, **Last 7 days**, **Last 30 days** (where the page opens, or as far as your plan goes), **Last 90 days**, **Last 12 months**, or your own dates under **Custom**.

2. Narrow the list: search with **Search articles, people and notes**, pick an action such as **Edits**, **Publishing**, **Reviews** or **Organising**, and choose who made the change: **Everyone**, **People**, **AI agents**, **API keys**, **Integrations** or **Automations**.

3. Read **Changes over time**, a chart of changes per day (per week for long ranges) by **People**, **AI agents** and **API & automations**, plus **System** for changes HelpCenter.io made.

4. Read the list below it, grouped by day. Article changes have a **Compare** link.

5. To keep a copy, click **Export CSV**. The file holds the changes that match your filters.

The filters are part of the page's address, so you can bookmark a view or send it to a teammate.

Beside the list, **Contributors** ranks who made the most changes. On help centers with staged changes, **AI agent review** shows, for each AI agent, how many of its staged changes were **Approved**, got **Changes requested**, were **Discarded** or are still **Pending**. Owners and Admins also see **Access changes**: API keys, connected apps and team changes.

What you see follows your role. Everyone sees article and publishing changes for the articles they can open. Owners, Admins and Editors also see design changes, and people who moderate comments see comment activity. Settings and access changes are for Owners and Admins.

How far back Activity goes depends on your plan's statistics history: 14 days on Bootstrap, 60 days on Growth and a year on Catalyst. Longer ranges show **Not available on your plan**, and when a range reaches past your plan, the page says how many days of activity it keeps. See Plans and pricing.

Troubleshooting

A card says it couldn't load. Click **Try again** on the card. The other cards keep working. If it says **Your session ended**, click **Reload page**.

Visitor numbers say "Visitor tracking is off" or "Not available for this help center yet". Overview can't count visitors and searches for this help center, so those tiles stay empty. **Changes this week** still shows.

I can't find a card a teammate has. Cards follow your role and plan. For example, only Owners and Admins see **Connected agents & keys**, and Translators don't get **Needs your attention**. See Roles and permissions.

Related articles

- Find your way around the dashboard
- Set up your help center: a first-hour checklist
- Edit live articles safely with staged changes
- Release many changes together with change sets
- See and restore earlier versions of an article
- See article details and make quick edits
- Read your help center statistics
- Connect Claude, ChatGPT and other AI agents