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Set an automatic review/expiry date for article content

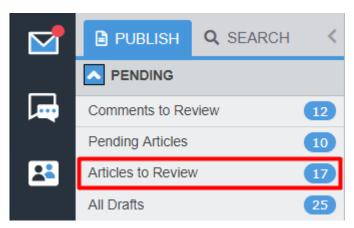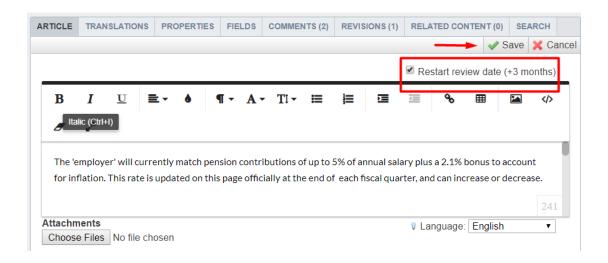To improve and automate your ability to keep documentation up to date and compliant, we have added an additional **"Review Date"** property to all knowledgebase articles. This enables your agents to set a date or time frame in the future for articles to be flagged for review.

| ARTICLE | TRANSLATIONS | PROPERTIES | FIELDS | COMMENTS (0) | REVISIONS (1) | RELATED CONTENT (0) | SEARCH |

URL Slug important-information [Edit Slug]

Rating 95% helpful (120 votes)
114found this the article helpful, 6 found the article unhelpful

Created and 98 minutes ago by John Doe at Fri, 7th Jun 2019 1:59pm
Published: Set an automatic unpublish date

Review Date: Review article in [2] [Months ▼] [Set Review date] Cancel
Days
Months
Years

[Delete] [Copy permali...] ...n user interface [Download PDF]

When the article reaches its review date, it is moved into a pending status visible in the publish area. An agent with sufficient permissions will be able to edit the content and re-submit this for review.

PUBLISH   Q SEARCH   <

PENDING

Comments to Review   12
Pending Articles   10
Articles to Review   17
All Drafts   25

In this example, we can see a piece of information which may change, the checkbox to reset the review date is ticked, so this will open up again in the future. A **perpetual and ongoing** process is created here.

Your agent may conclude the content is still up to date and require no further additions. In this case, the review date can be reset easily, or can be fully removed if no longer needed.