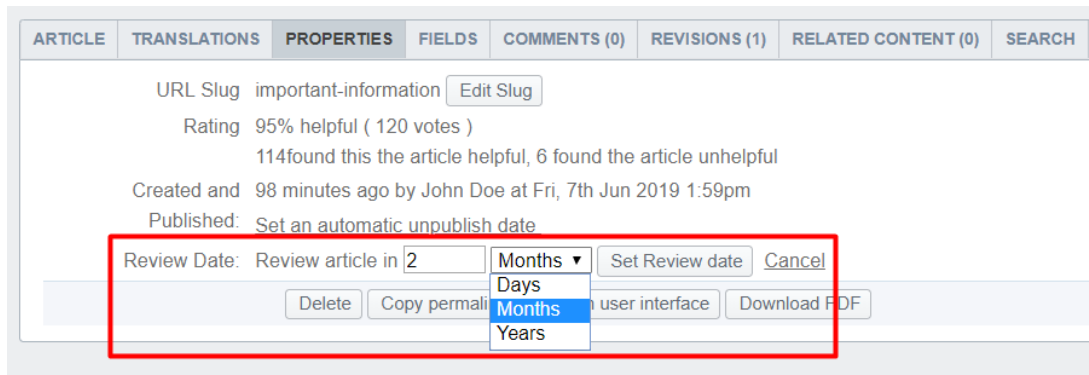


## Set an automatic review/expiry date for article content

2019-06-27 - Colin Dunn - Comments (0) - Product

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.



The screenshot shows the 'PROPERTIES' tab of an article editor. The 'Review Date' field is highlighted with a red box. It contains a text input with the value '2', a dropdown menu with 'Months' selected, and buttons for 'Set Review date' and 'Cancel'. Below the field are buttons for 'Delete', 'Copy permali...', 'user interface', and 'Download PDF'.

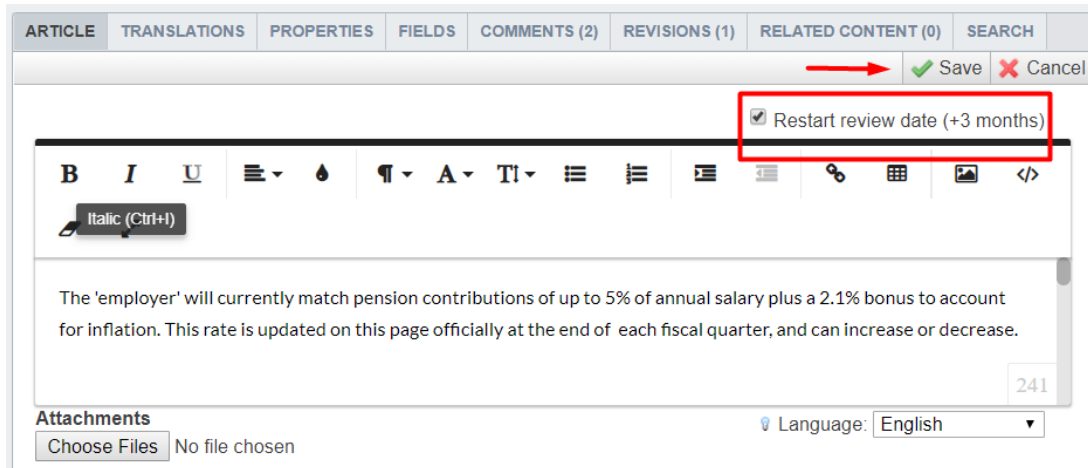
When the article reaches its review date, it is moved into a pending status visible in the publish area. An agent with sufficient permissions will be able to edit the content and re-submit this for review.



The screenshot shows the mobile app interface with a sidebar on the left and a main content area. The main content area has a 'PUBLISH' button and a 'SEARCH' icon. Below that is a 'PENDING' section with a list of items: 'Comments to Review' (12), 'Pending Articles' (10), 'Articles to Review' (17), and 'All Drafts' (25). The 'Articles to Review' item is highlighted with a red box.

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.