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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 <u>"Review Date"</u> 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.

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

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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.

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