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Set an automatic review/expiry date for article content

2019-06-27 - Colin Dunn - [Comentarios \(0\)](#) - [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. The 'Review Date' field is highlighted with a red box. It contains a text input with the number '2', a dropdown menu with 'Months' selected, and a 'Set Review date' button. Below the dropdown, the options 'Days', 'Months', and 'Years' are visible. Other fields include 'URL Slug' (important-information), 'Rating' (95% helpful), 'Created and' (98 minutes ago), and 'Published:' (Set an automatic unublish date).

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.



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.

ARTICLE TRANSLATIONS PROPERTIES FIELDS COMMENTS (2) REVISIONS (1) RELATED CONTENT (0) SEARCH

Save Cancel

Restart review date (+3 months)

B *I* U [List] [Link] [Image] [Table] [Code]

Italic (Ctrl+I)

The 'employer' will currently match pension contributions of up to 5% of annual salary plus a 2.1% bonus to account for inflation. This rate is updated on this page officially at the end of each fiscal quarter, and can increase or decrease.

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Attachments
Choose Files No file chosen

Language: English

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.