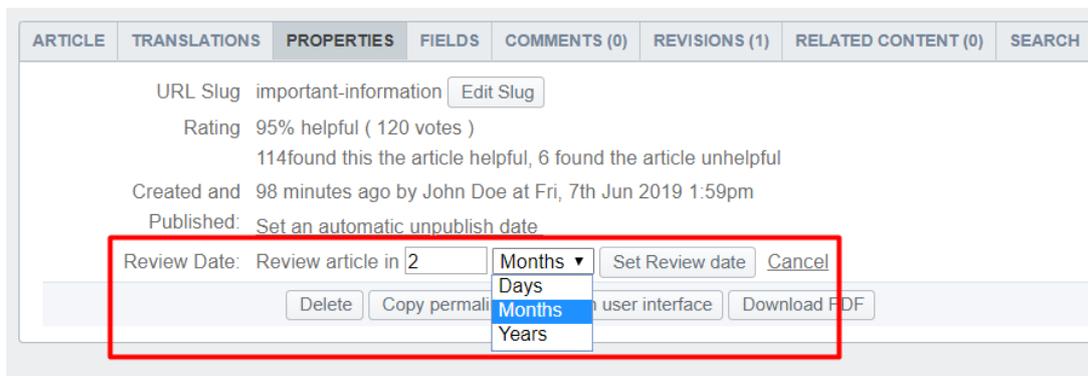


Set an automatic review/expiry date for article content

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.

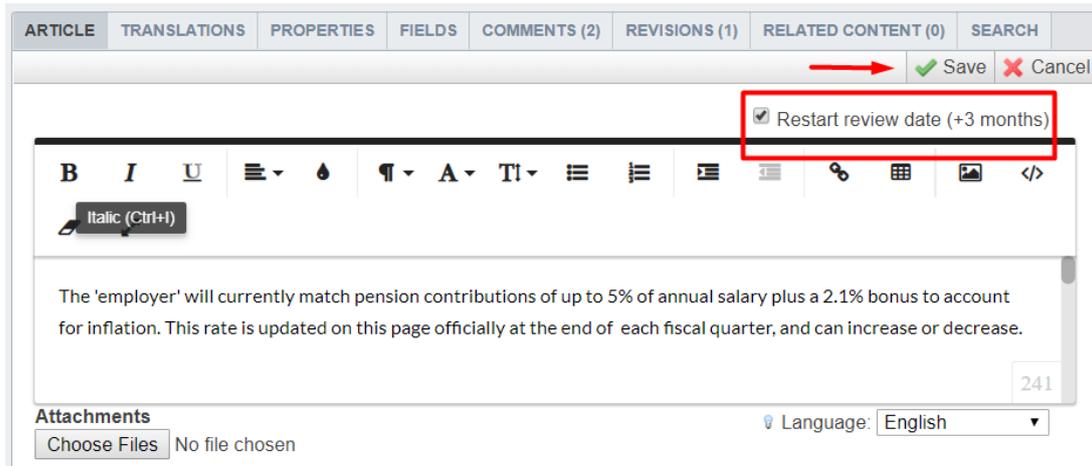


When the article reaches its review date, it is moved into a pending status visible in the publish area. An agent with sufficient permissions will be able to edit the content and re-submit this for review.



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.



The screenshot shows a web-based content management system interface. At the top, there are tabs for 'ARTICLE', 'TRANSLATIONS', 'PROPERTIES', 'FIELDS', 'COMMENTS (2)', 'REVISIONS (1)', 'RELATED CONTENT (0)', and 'SEARCH'. Below the tabs, there are 'Save' and 'Cancel' buttons. A red arrow points to the 'Save' button. A red box highlights a checkbox labeled 'Restart review date (+3 months)', which is checked. Below this is a rich text editor with a toolbar containing icons for bold, italic, underline, list, link, and other formatting options. The text area contains the following text: '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.' At the bottom left, there is an 'Attachments' section with a 'Choose Files' button and the text 'No file chosen'. At the bottom right, there is a 'Language' dropdown menu set to '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.