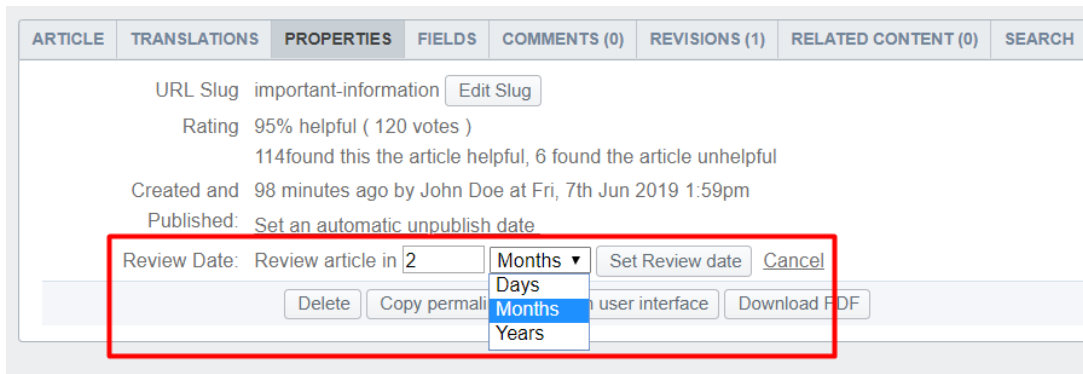


## Set an automatic review/expiry date for article content


2019-06-27 - Colin Dunn - Commentaire (1) - 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 input field, there are buttons for 'Delete', 'Copy permali...', 'user interface', and 'Download PDF'.

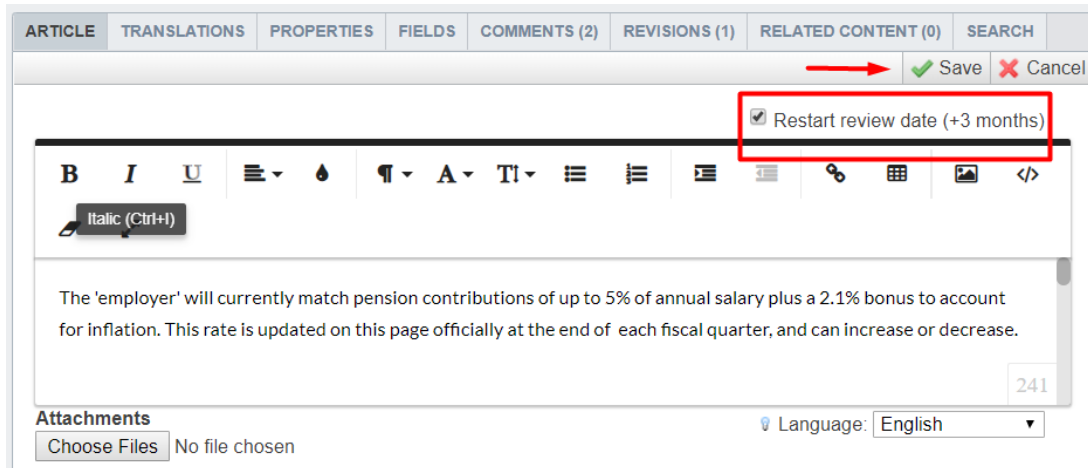
When the article reaches its review date, it is moved into a pending status visible in the publish area. An agent with sufficient permissions will be able to edit the content and re-submit this for review.



The screenshot shows the 'PUBLISH' section of the Deskpro interface. The 'PENDING' section is expanded, showing 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.



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 currently checked. Below this is a rich text editor with various formatting options (bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, table, image, code) and a text area containing 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' and a character count '241'.

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.