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Allow redirects from archived articles to published articles

Collecting Feedback

- NW Natalie Wlock
- **Naam forum:** #Feature Request

Allow agents to set a URL redirect on an archived article so it can point to a published article.

For example, I have 4 Knowledge Base articles which are duplicates. I only want to keep 1 article published and public facing.

Would it be possible to create a way to archive 3 of the articles (so that they are not public facing) and set up URL redirects to the 1 article I will keep published and public?

This is particularly useful if a user has bookmarked a link to an article that you want to archive and redirect them to a newer one without them having to find it in the search.