

Set an automatic review/expiry date for article content

2019-06-27 - Colin Dunn - Reacties (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.



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.