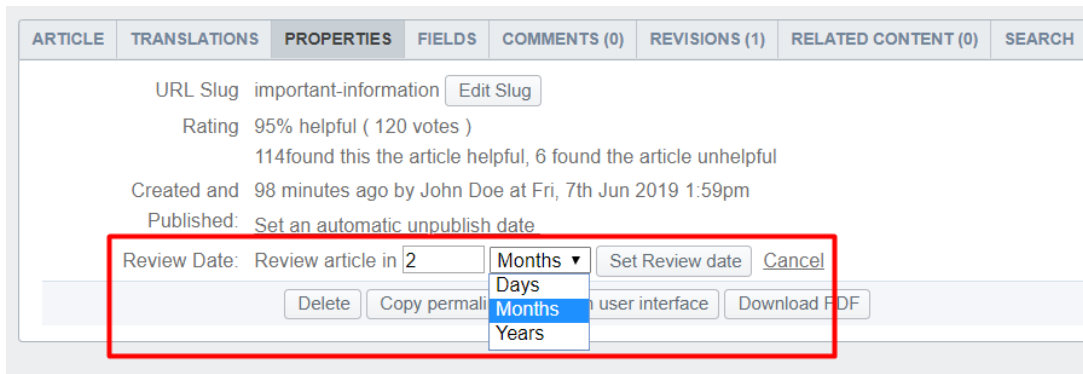


Set an automatic review/expiry date for article content


2019-06-27 - Colin Dunn - Comment (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 field 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.

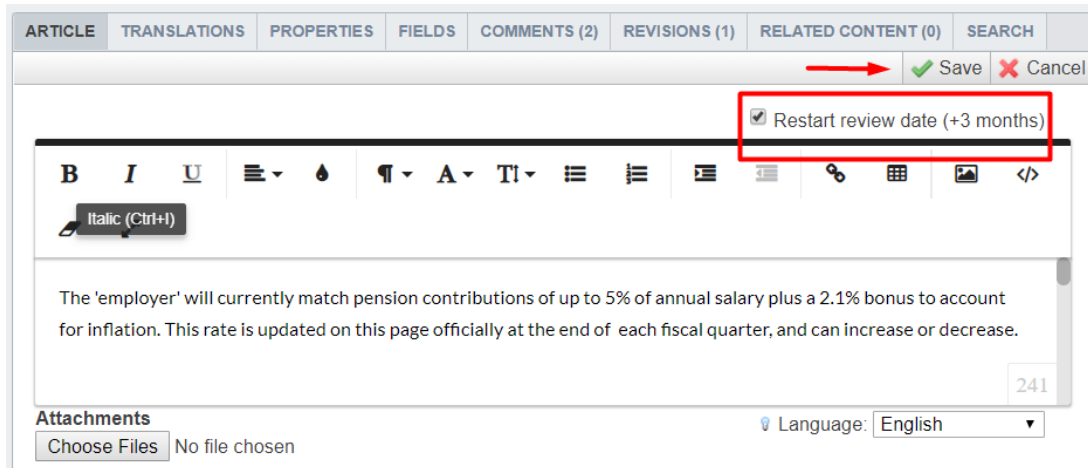


The screenshot shows the 'PUBLISH' section of the Deskpro interface. The 'PENDING' section is expanded, showing a list of items with counts in blue circles. The 'Articles to Review' item is highlighted with a red box and has a count of 17.

Item	Count
Comments to Review	12
Pending Articles	10
Articles to Review	17
All Drafts	25

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.



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.