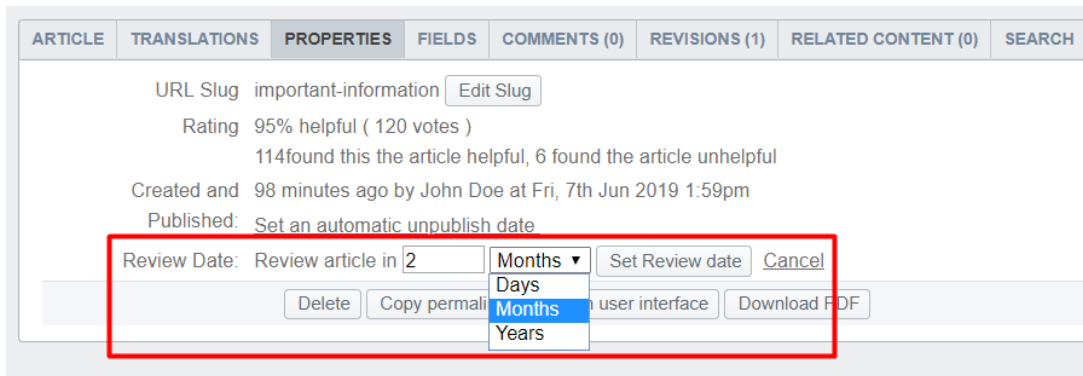


Set an automatic review/expiry date for article content

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.



The screenshot shows the 'PROPERTIES' tab of an article editor. The 'Review Date' field is highlighted with a red box. It contains the text 'Review article in 2' followed by a dropdown menu with options: 'Months', 'Days', 'Months', and 'Years'. The 'Months' option is currently selected. To the right of the dropdown are buttons for 'Set Review date' and 'Cancel'. Below the dropdown are buttons for 'Delete', 'Copy permali', 'user interface', and 'Download PDF'.

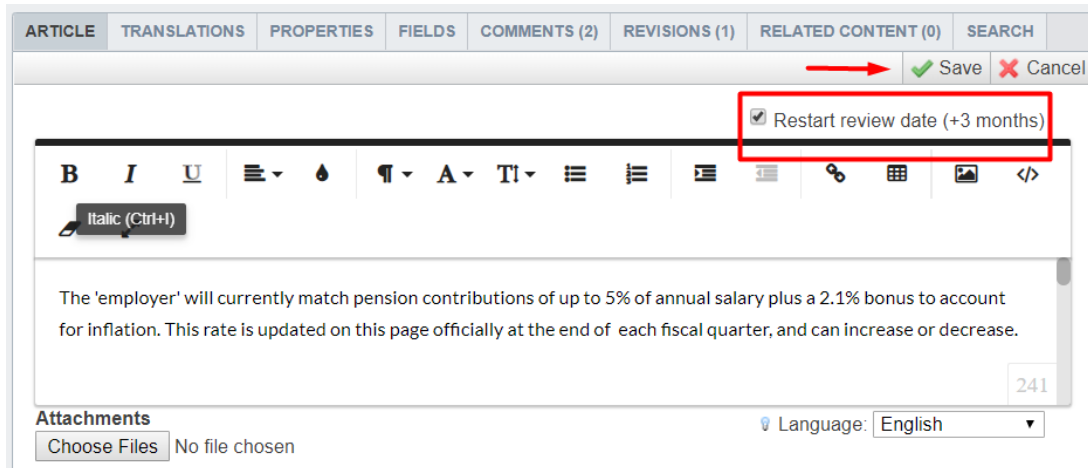
When the article reaches its review date, it is moved into a pending status visible in the publish area. An agent with sufficient permissions will be able to edit the content and re-submit this for review.



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 items are: '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 toolbar with various icons for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, table, and code. A tooltip for the italic icon shows 'Italic (Ctrl+I)'. The main content area contains the 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.' A character count '241' is visible in the bottom right of the text area. At the bottom, there is an 'Attachments' section with a 'Choose Files' button and 'No file chosen' text, and 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.