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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 <u>"Review Date"</u> 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.

ARTICLE	TRANSLATION	S PROPERTIES	FIELDS	COMMENTS (0)	REVISIONS (1)	RELATED CONTENT (0)	SEARCH			
	URL Slug	important-informa	ation Edit	t Slug						
	Rating 95% helpful (120 votes) 114found this the article helpful. 6 found the article unhelpful									
		114found this the	article he	lpful, 6 found the	article unhelpful					
	Created and 98 minutes ago by John Doe at Fri, 7th Jun 2019 1:59pm									
_	Published:	Set an automatic	unpublish	n date						
	Review Date:	Review article in	2		t Review date C	ancel				
		Delete	py permali	Days Months ^{1 user}	interface Dow	nload FDF				
_				Years						

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

	PUBLISH	Q SEARCH	<
	Comments to Re	12	
	Pending Articles		10
2	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.

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Your agent may conclude the content is still up to date and require no further additions. In this case, the review date can be <u>reset easily</u>, or can be fully removed if no longer needed.