

Use New & Updated article callouts

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Use **New** and **Updated** callouts to draw your readers' attention to content that is brand-new or recently updated. These callouts add a visual badge with the word "New" or "Updated" in it next to the article title anywhere it's listed or summarized.

New and Updated callouts are displayed:

- To the right of the article title in the table of contents
 - Summary counts of New/Updated callouts are also displayed next to the category that contains them to help highlight the callouts even if the table of contents doesn't currently show the article
- To the left of the article title in [Article Lists](#)
- To the right of the article title in search results
- To the right of the article title in [default category](#) landing pages

New and Updated callouts are automatically removed from articles when their expiration date passes.

Here's a sample of what the callouts look like in either position:

New My article title

My article title **Updated**



Use callouts with purpose

Refer to [When to use New and Updated callouts](#) for some guidance on when to use these callouts!

Add New or Updated callout

The information below varies based on whether you're using our 2026 new editor or old editor.

To figure out which instructions to follow:

1. Open any article for editing.
2. If the lefthand navigation is collapsed and the editor otherwise has a totally white background, follow the **New editor** documentation.
3. If the lefthand navigation is expanded and the top of the editor and the righthand column have a grey background, follow the **Old editor** documentation.

Here are side-by-side examples of the new editor and the old editor:

Sample New editor

Sample Old editor



Try out the new editor

We'd love your feedback on the new editor. To switch to the new editor, open any article for editing and select the **Switch to new editor** link at the top of the editor.

New editor

Old editor

Add New or Updated callout in new editor

To add a New or Updated callout to an article in the new editor:

1. Open your article for editing.
2. In the top section of the righthand column, select anywhere in the **No callout** text next to **Callout**:

3. The callout modal opens.
4. Select the type of callout you wish to add (**New** or **Updated**).
5. An **Expiration date** displays automatically based on your knowledge base's settings. Once the expiration date passes, the callout is automatically removed from the article. Refer to [Change default expiration dates for New/Updated callouts](#) for instructions to change this default expiration date.
 - o To manually override this date, select anywhere in the date field and use the date picker that appears.
6. Be sure to **Save** your article. The callout is immediately visible to your readers.

Change default expiration dates for New/Updated callouts

By default, all New and Updated callouts will expire in one week.

To change the default used across your knowledge base:

1. Go to **KB settings > Article editor**.

2. Change the **Default article callout expiration** dropdowns to set the number and measure of your choice. (Options include numbers 1-12 and durations of days, weeks, or months.)
3. **Save your changes.**

This will update the default date that gets generated whenever a callout is added; authors can manually edit/override that date.

When to use New and Updated callouts

While you can use these callouts at any time, here are some general best practices for using them:

- Add a **New** callout when you first publish an article to draw attention to it.
 - Add an **Updated** callout when you make important changes to an existing article.
 - Add **New** or **Updated** callouts to trigger Subscription notification emails to your readers. Refer to our [Subscription feature overview](#) to learn more about working with subscriptions.
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