



# Article callouts (New, Updated, and Video)

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Want to draw attention to video content, or content that is brand-new or recently updated?

KnowledgeOwl gives you several **Article Callout** options to do just this. Callouts are a great way to visually let your readers know about video content, newly-published content, and changes to existing content!

## Callout display

Callouts are displayed:

- In the table of contents next to the article
  - For New/Updated callouts, these callouts will also roll-up to the category to indicate the category contains New/Updated content
- In [Article Lists](#)
- Next to the article when it is displayed in search results (video content will display to the left; New/Updated to the right)
- In [default category](#) landing pages

## Callout types

There are three callout types. One is designed to identify the type of content; the others are designed to provide time-relevant notification of New/Updated content:

1. **Video Content:** This adds a video icon to the left of the article title. It will display until you manually remove it and will display everywhere the article title is used:

knowledgeowl

Search for articles...

Search results...

walkthrough

Total results: 15

2. **Advanced Search video walkthrough**  
Last Updated: 09/25/2023 in [Features](#) >> [Advanced Search](#)

Sample video callout in table of contents and search results

2. **New:** This adds a green "New" badge next to the article title and will automatically be removed after the expiration date. This callout will trigger [Subscriptions](#) notifications if that feature is enabled:

knowledgeowl

Search for articles...

Search results...

undo changes

Total results: 582

1. **Snippet feature drop: Undo changes** New  
Last Updated: 01/02/2024 in [Release notes](#)  
We've just added a new option to snippets to **Undo changes** to a snippet . ... that **change**, or see who made

2. **Undo changes to a snippet** New  
Last Updated: 01/02/2024 in [Write the docs](#) >> [Snippets](#)  
(It works similarly to our **Undo changes** to Settings > Style for Snippets. Open the snippet you'd like to recover **changes** on for editing.)

Sample New callout in the table of contents and search results

## New Articles

- New Nat'l Close the Gap Day [AUS] bug fixes
- New Readers page: Now with filters and other delights 🎁
- New Readers overview
- New Create a custom reader filter
- New Edit a custom reader filter

[See more...](#)

Sample New callout in an article list

3. **Updated callout:** Adds a blue "Updated" badge next to the article title and is automatically removed after the expiration date. This callout will trigger [Subscriptions](#) notifications if that feature is enabled:

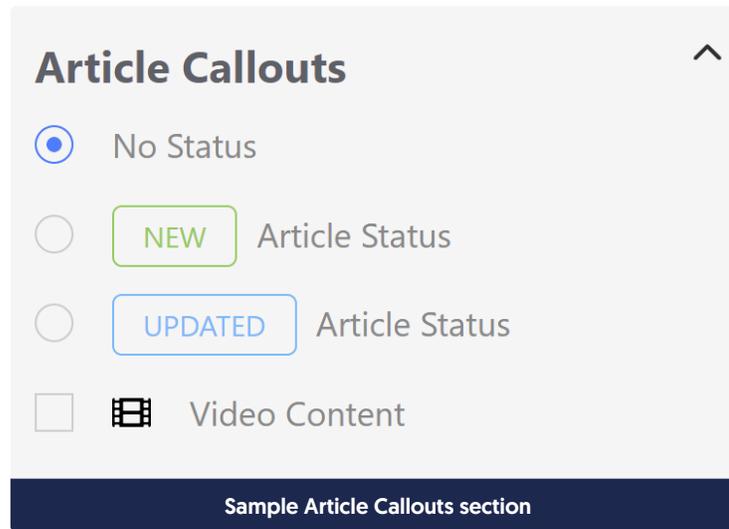
The screenshot shows the KnowledgeOwl interface. On the left is a sidebar with a table of contents for 'articles'. The 'Schedule an article to be archived' item is highlighted with a blue 'Updated' badge and an arrow. On the right, search results for 'schedule' are displayed, with three results, each also featuring a blue 'Updated' badge. An arrow points from the 'Updated' badge in the search results to the 'Updated' badge in the sidebar. A dark blue banner at the bottom of the screenshot contains the text: 'Sample Updated callout in the table of contents and search results'.

## Using callouts

To add callouts:

1. **Open your article for editing.**

2. Select the callout(s) you want from the **Article Callouts** menu:



3. For New or Updated status, a **Status Expiration** date will be automatically added based on your knowledge base's settings. Once the status expires, the callout is automatically removed from the article.

- You can manually override the date by clicking in the date field and using the date picker that appears.

4. Be sure to **Save** your article. The callout is immediately visible to your readers.



The **Video Content** callout can be checked in addition to any one of the **No Status**, **New** and **Updated** callouts.

## Setting up default expiration dates for New/Updated callouts

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

You can change the default used across your knowledge base:

1. Go to **Settings > Basic**.
2. Scroll to the **Editor Settings** section.
3. Change the **Article Callout** dropdowns to set the number and measure of your choice. (Options include numbers 1-12 and durations of days, weeks, or months.)
4. **Save** your changes.

This will update the default date that gets generated whenever a callout is added; authors can manually edit/override that date. See [Basic Settings](#) for more information.

