



Manage Articles Bulk Edit: now with New & Updated callouts!

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With the biggest portion of our infrastructure upgrades winding down, our developers are digging back in to requests and bug reports.

Our first new feature enhancement post-upgrade is for all you Manage Article bulk edit fans: we've added the [New/Updated article callouts](#) into the [Bulk Edit](#) options!

You'll see the new section in the Bulk Edit pop-up, beneath the Author dropdown:

Check out the new Update Article Call Outs section, on the left 🤗

The Update Article Call Outs has four options:

- 1. Keep Current Status:** This is the default selection; it will basically ignore the article's callout field during the bulk edit.
- 2. No Status:** This will set all articles to have No Status (removing any New/Updated callout that they currently have). This is the bulk edit equivalent to selecting "No Status" in Article Editor and saving.
- 3. New Article Status:** This will assign the selected articles the New article callout. If selected, the status expiration date field will appear, pre-populated using your knowledge base's default status expiration date. You can edit this as-needed, just like in Article Editor.

Update Article Callouts:

Keep Current Status

No Status

NEW Article Status

UPDATED Article Status

Status Expiration:

01/22/2024

**With a callout selected, the
Status Expiration date appears**

4. **Updated Article Status:** This will assign the selected articles the Updated article callout. If selected, the status expiration date field will appear, pre-populated using your knowledge base's default status expiration date. You can edit this as-needed, just like in Article Editor.

If you're using [Subscriptions](#): yes, setting the callouts in bulk here will trigger subscription notification emails exactly like setting the callouts in Article Editor!

We've updated all of our [Manage articles](#) documentation to reflect these changes. Let us know what you think!

Version activation with bulk callouts

If you've used the [versions bulk activation process](#), you may be delighted to learn that you can use the Update Article Call Outs field to add New/Updated callouts as you activate versions, too! To do so, you'd want to:

- Check the box to "Activate next version marked ready for review"
- Select the **New Article Status** or **Updated Article Status** and be sure the status expiration date looks correct.
- Click the **Update Articles** button.

We hope this change in particular helps simplify some of your bulk activation workflows. 😊