

## How to Sunset an Article in eGain

Sunset - You want to delete (**from the KM portal**), so it isn't visible, but would like to save for future reference (**in eGain**).

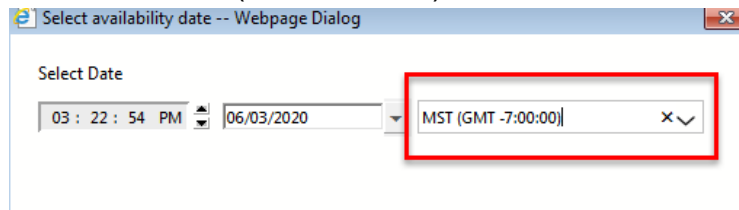
### Important:

- KM Authors may **only** sunset any article *without Content Owner (BU) approval*, **if** content is being merged with another KM article.
- KM Authors must seek *Content Owner (BU) approval to sunset an article*, **if**...
  - The article is dedicated to a process or topic that is invalid or obsolete.
  - The article is dedicated to a system that is no longer available.

### Process

1. Remove **References** to the article you plan to Sunset in all other articles:
  - 1.1. Access article in eGain
  - 1.2. Click **More**
  - 1.3. Click **References** - It will default to **Article Used By** - This is a list of articles that reference (link to) the article.
  - 1.4. Go into each article *managed by the CX KM Team* and remove each internal reference (i.e., relative link) to the sunset article (**OR** update the reference if a replacement article is available.)
    - 1.4.1. **Tip:** Do not worry if you remove all links, yet the article still appears in **Article Used By** tab – the link may be in a previous version.
2. Complete the following actions in the **General** tab:
  - 2.1. Add **SUNSET** in front of title
  - 2.2. Replace **Description** with “SUNSET MM/DD/YY”
  - 2.3. Change **Content Type** to **Rescinded**
  - 2.4. Add an **Expiration Date**

2.4.1. **CAUTIONS:** Enter today's date and set time 3-5 minutes from now. Be sure to use the MST (GMT-7:00:00) time zone



3. **CAUTION: REMOVE** all **Assigned Topics** (Topics tab)

3.1. **Tip:** Clicking the double-left facing arrow (<<) REMOVES all topics.

4. Click **Publish** - Note why you are sunsetting and who approved.

5. Search KM portal for the sunset article: *Is the article still available?*

5.1. NO: **You are DONE. Great job!**

5.2. YES: **WARNING:** The article will show in the KM portal with "SUNSET" in front of the title! Check the following:

5.2.1. Do the breadcrumbs in the live article still show an assigned topic?

5.2.1.1. YES, complete **Steps 3-5** (above) again

5.2.1.2. NO, skip to **Step 5.2.2** (below)

5.2.2. Make sure the **Expiration Date** is set to today's date **AND** that the time you entered has passed (**Step 2.4**).

5.2.2.1. If the date is correct **and** the time has passed, repeat **Steps 1, 4, and 5**.

5.2.2.2. If the time has **not** passed, allow more time before searching the KM portal.