



HelpBasePro – Update

HelpBasePro v2.4.1 Released - Release update

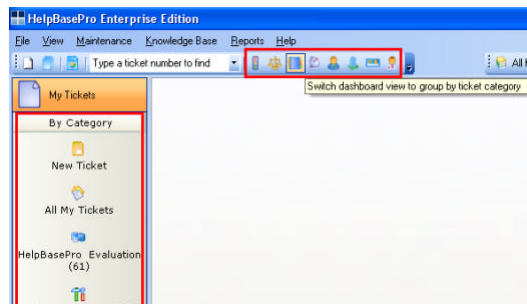
New Features

- Dynamic dashboard views
- Automated Time & Materials entry
- Working day definition
- And more...

Dynamic dashboard views

Now you can take full control to select how you want tickets to be grouped in the “button bar” bar.


www.helpbasepro.com
by
Challenge Technology Ltd



Quickly switch views either from the toolbar, the menu or using the context-sensitive menu in the button bar panel.

Automated Time & Materials entry

Automatically log time and materials against new tickets.

Automatic Time & Materials Entry

Automatically create Time & Materials entry when logging ticket

Automatic Time & Materials entry details

Narrative

Time Used

Time @ /

Materials Used

Asset

Charge

In system options, set a system-wide entry. Personalise this according to client-organisation (company or department) maintenance. Furthermore, if you wish, to personalise this right down to the client-contact, you can in client contact maintenance! Now, whenever tickets are logged either via the desktop or via email, the appropriate time & materials entry is automatically entered.

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<p>SLA Dates</p>	<p>Working Day Definition</p> <p>Now, hour-oriented SLA response and resolution times can be calculated against your company's working hours. Set your working hours in Maintenance System Options</p> <div style="border: 2px solid red; padding: 5px; margin: 10px auto; width: fit-content;"> <p><input checked="" type="checkbox"/> Calculate SLA Due-by and Follow-up by dates based on our working hours</p> <p>Start time 9 <input type="button" value="↑"/> <input type="button" value="↓"/> 30 <input type="button" value="↑"/> <input type="button" value="↓"/></p> <p>Finish time 17 <input type="button" value="↑"/> <input type="button" value="↓"/> 30 <input type="button" value="↑"/> <input type="button" value="↓"/></p> </div>	
<p>More...</p>	<p>Quick pick features included in 2.4.1</p> <p>Ticket summary: Set the number of preview lines in the ticket summary screen. See View Preferences</p> <p>Ticket Log and Update: Prefer the ticket tab to close after hitting "Save" – See View Preferences</p> <p>Coming Soon: Email: Support for IMAP/Exchange Server Email: Nominate a client as a catch-all account for email from a domain.</p>	

Existing licenced and evaluation users can download the upgrade. New users can download the full package from <http://www.helpbasepro.com/download.aspx>