



# HelpBasePro – Update

## HelpBasePro v2.4.3 Released - Release update

More features

- IMAP Support
- Enhanced Search

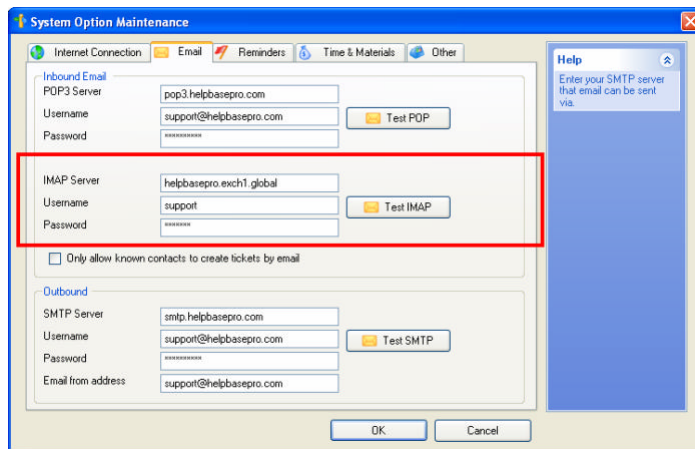


\* HelpBasePro now supports both POP and IMAP email protocols. This means you can choose to use either or both for inbound and outbound email processing.

\* Enhanced Search provides you with comprehensive ticket search options to quickly and easily locate tickets.

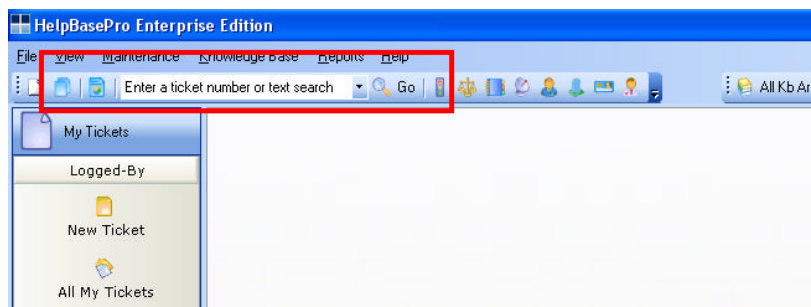
IMAP

Go to System Options | Email in the desktop to setup IMAP/Exchange Server email settings.



Enhanced Search

Find tickets by ticket number or text search.



Use “and” to find tickets containing specific multiple words and double-quotes to find tickets containing specific phrases.

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