



HelpBasePro – Update

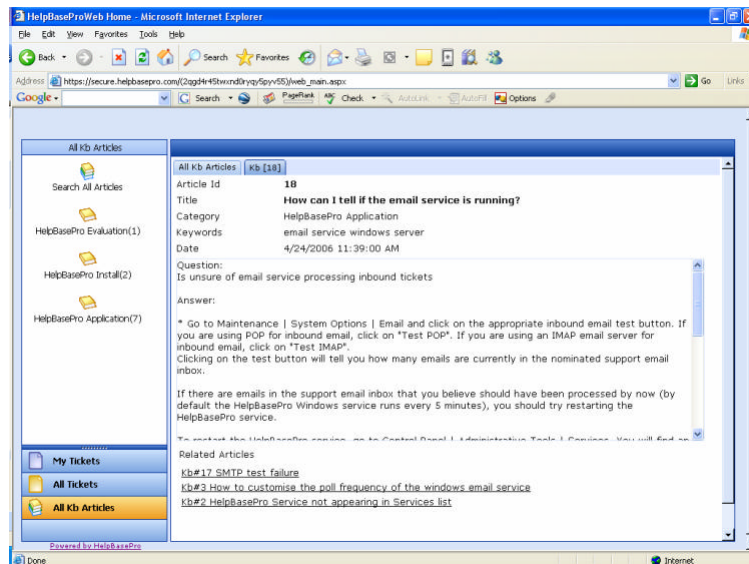
HelpBasePro v2.5.0 Released - Release update

New Features

- Client Web Portal
- Enhanced Server
- Enhanced Knowledgebase management
- Improved Search
- And more...

Client Web Portal

Help your clients help themselves. HelpBasePro Enterprise just got better with the addition of the Client Web Portal. We offer 2 options to deliver the Web Client Portal. You choose when you create a client access account what clients can see.




www.helpbasepro.com
 by
 Challenge Technology Ltd

- Easy to use
- Web Based
- Promotes self-service
- Available now!

- See Maintenance | User to create client access accounts.

- See Maintenance | Ticket to set privacy restrictions. That is, you can set a status to “private” so any tickets of that status will not be seen by clients.

- Contact us for hosting options. You can choose between hosting the web interface yourself or have us host the interface for you. Contact us for details.

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<p>More...</p>	<p>Quick pick features at a glance in 2.5.0</p> <p>Enhanced Server:</p> <ul style="list-style-type: none"> • See System Options Email – for options on controlling client contact creation when receiving tickets from unregistered clients by email. • See Maintenance Client Organisation (company) for email domain matching. You can now allocate a domain name to a company so all unregistered clients sending in tickets from that domain name, are automatically created as client contacts of that company. • Administrators now automatically receive notifications when the HelpBasePro Windows Server Service is stopped and started <p>Enhanced Knowledgebase features:</p> <ul style="list-style-type: none"> - Re-categorise and edit articles (and title) - Relate articles to each other - Classify articles for public (client) access - Monitor article popularity statistics (inbound and outbound relations) <p>Improved Search</p> <ul style="list-style-type: none"> - In addition to the existing powerful search facility, HelpBasePro will look even further to find results. Hang your mouse over the search box on the dashboard to see the search tips. <p>Remote access dashboard refresh control</p> <ul style="list-style-type: none"> - See View Preferences to control the dashboard refresh rate. This is useful when using the HelpBasePro Desktop via a remote connection. <p>Ticket Summary Personalisation</p> <ul style="list-style-type: none"> - When in Ticket Summary, alter the order or size of the columns to your preference and HelpBasePro will remember and automatically use your layout next time you open a ticket summary. <p>Did You Know?</p> <p>If you enter client email addresses in the Client details, HelpBasePro will automatically assign a ticket to that client when it receives an email from that email address. This is also useful for web site contact forms.</p> <p>Coming Soon:</p> <p>Operator Web Interface: Let operators perform their daily tasks from remote locations.</p> <p>PDA Interface: Engineers, operators and managers will soon be able to look at the status of their helpdesk right from their PDA!</p>
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Licensed and evaluation users can download the upgrade:
http://www.helpbasepro.com/download_now.aspx?package=upgrade

New users can download the full package:
<http://www.helpbasepro.com/download.aspx>