

HelpBasePro – Update

HelpBasePro v2.5.5 Released

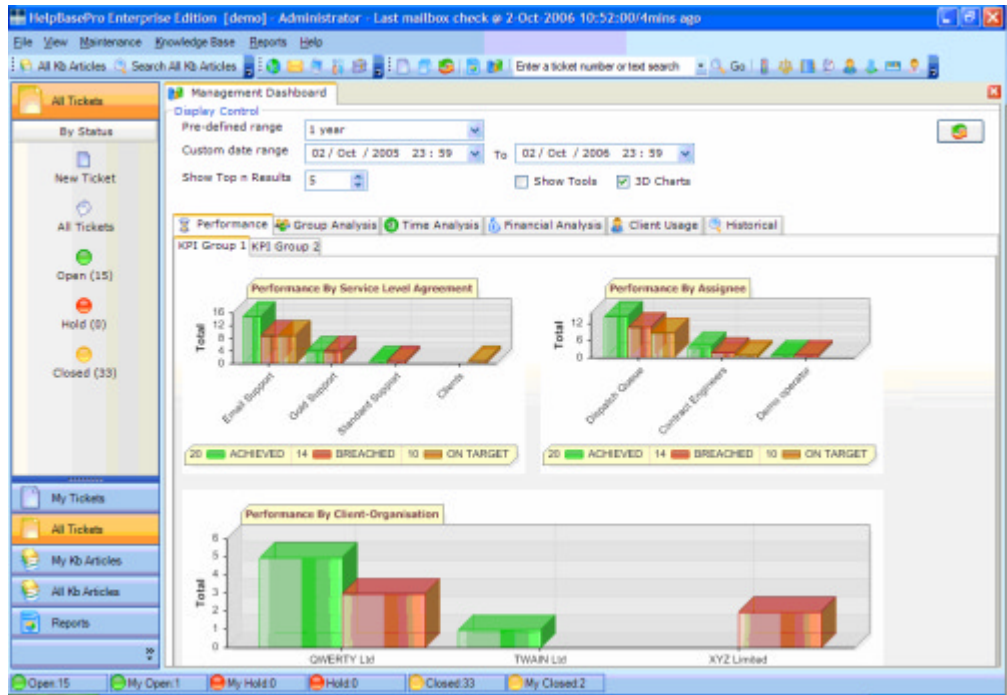
- Release update

New Features

- New Performance tools
- Custom Fields Everywhere
- Asset Filtering
- New Ticket View Design
- And more...

Performance Management Tools

See which tickets have achieved or breached SLA's over a week, month or any period you specify!

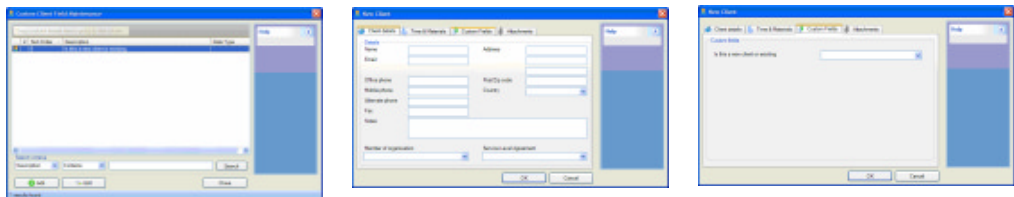


Easy to use * Informative * Real-time * Available now!

Custom Fields Everywhere

Now with custom fields on all major pages, you really can use the power of information.

More...



Seamless integration * Saves time

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Asset Filtering

- Now View asset by individual client, or by organisation and speed along with your resolution.



Attachments to KnowledgeBase

- Add Useful information like screenshots of configuration settings to get the most out of your KnowledgeBase.



Integrated Spell Checking

- HelpBasePro now comes with a fully functional and simple to use spell checker. Capable of adding your own words and works as you type saving time, stress and errors.



Add/Edit contacts on-the-fly

- Now you can add or edit contacts or assets on the fly, meaning your staff can keep outdated information up to date!



Contact Cards

- Now quickly view clients and organisations including custom fields and attachments!



Client History

- See both requestor and company ticket history side by side in a click of a button!



Follow up Flag

- Quickly see from the ticket summary screen which tickets have been followed up and even sort by tickets followed up!



Integrated Backup

- Now you can create a full back up of your database from inside HelpBasePro.

Did You Know?

That you can set your working hours in the system options and have your SLA calculated against it!

Coming Soon:

Customized data export: Manipulate the data anyway you desire.

SHORT ON TIME?

Order your free online demo today! Submit your demo request at the following URL:

http://www.helpbasepro.com/demo_request.aspx

Licensed and evaluation users can download the update:

http://www.helpbasepro.com/download_now.aspx?package=upgrade

New users can download the full package:

<http://www.helpbasepro.com/download.aspx>