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ReplyButler 2.0 - Use Outlook as Helpdesk

IT-Services Thomas Holz announced the release 2.0 of ReplyButler today. The software is an innovative add-on for Outlook that makes answering emails more convenient and much faster.

/24-7PressRelease/ - DORMAGEN, GERMANY, July 19, 2008 - IT-Services Thomas Holz announced the release the ReplyButler version 2.0 today, an innovative tool that makes answering emails with Outlook more convenient and much faster. The new version features a new sidebar-based user interface and makes a big step from a simple text module tool to helpdesk application.

The new sidebar is immediately visible when you answer any e-mail in Outlook and suggests predefined text-modules that could match the e-mail you're answering. The program now features a history and a top5-list of previously used text modules and has a search function integrated in the sidebar.

Furthermore ReplyButler 2.0 has several other features to make helpdesk work more productive:

- When answering an e-mail the program inserts an addressing / greeting phrase, automatically matching the sender's e-mail in name, language and style.
- ReplyButler reminds you if you forgot an attachment
- Answered e-mails are automatically moved and sorted into the right folder

The administration of text modules is much more powerful than in many other helpdesk programs:

- All text modules are multilingual. ReplyButler automatically inserts the right language version.
- Text modules that might help are automatically suggested.
- It's possible to train each text module to appear only for certain mails.
- Text modules are stored in folder structures and can have icons
- Hotkeys can be assigned to texts and folders

Availability

ReplyButler supports Windows 98/Me/NT/2000/XP/2003 and costs only 15(USD) for a home edition license and \$49 (USD) for a business edition. Registered customers are entitled to the unlimited functionality, free lifetime updates and technical support. A fully-functional freeware edition of the program can be downloaded at:

http://www.replybutler.com/download/ReplyButlerE_Freeware.exe

AN EVALUATION COPY IS AVAILABLE UPON REQUEST

Product page link: <http://www.replybutler.com/en/produkte/replybutler.php>

Download link: http://www.replybutler.com/download/E2S4O_E_Freeware.exe

Screenshot: <http://www.replybutler.com/img/produkte/en/ReplyButler/large/Sidebar.png>

Box shot: http://www.itsth.com/img/boxshots/box100_e_rb.png

Press kit: <http://www.itsth.com/en/kontakt/presskit.php>

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About ITSTH

ITSTH is a privately held software company that focuses on email and synchronization tools development. Our commitment to high standards of program robustness, usability and customer service has helped us gain the respect of customers around the world. For more information, visit our website at <http://www.itsth.com>.