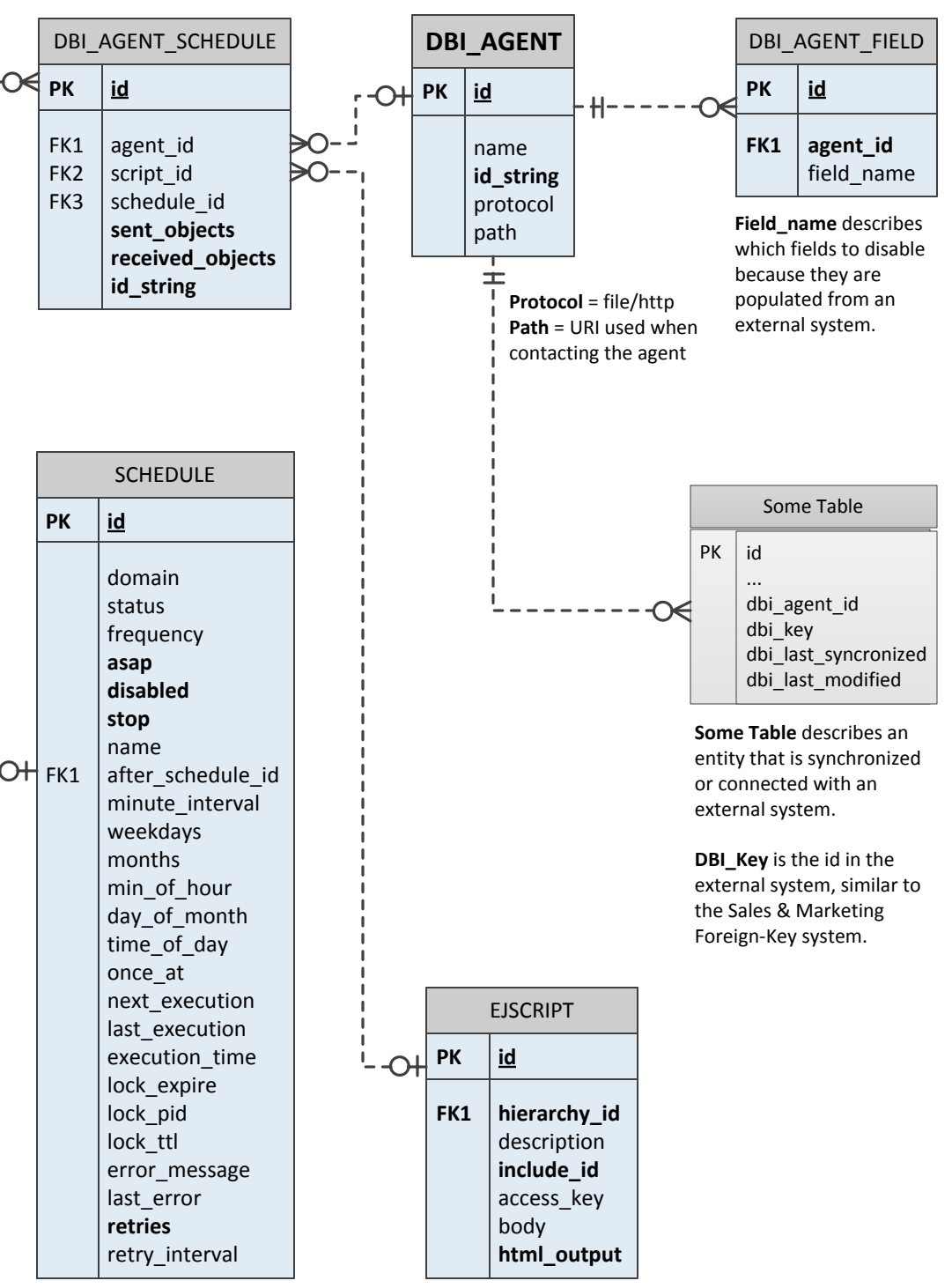
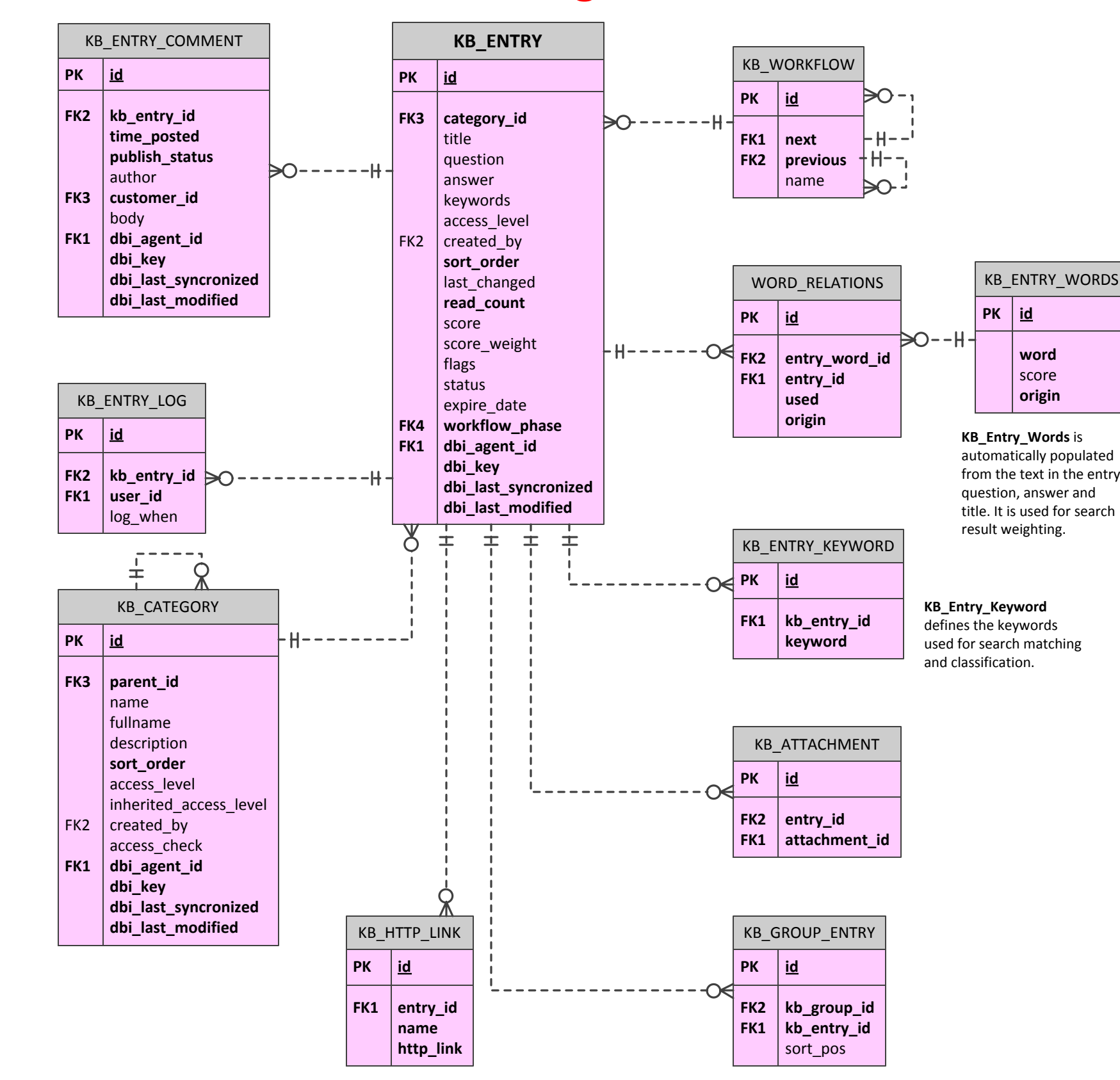


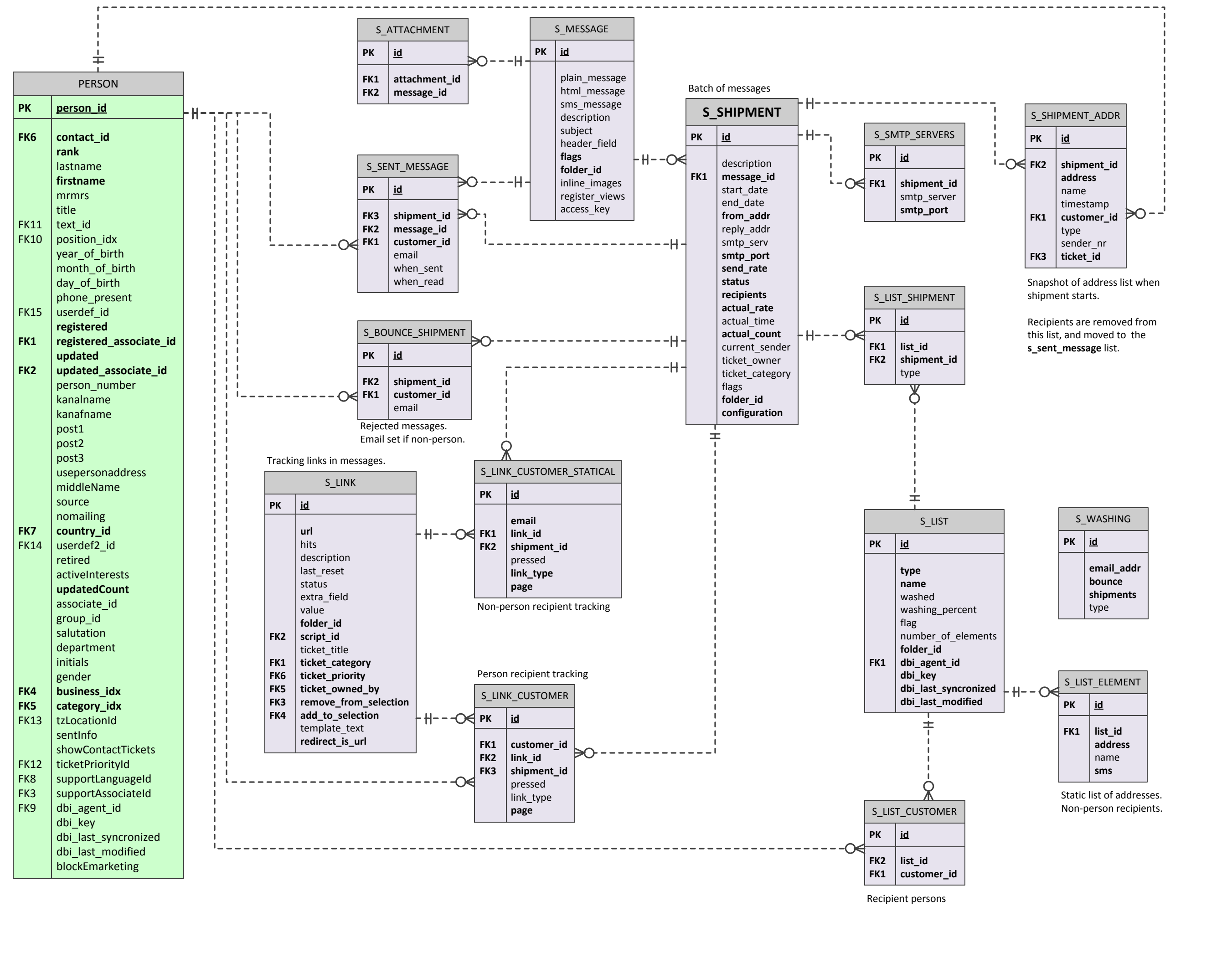
Database Integration



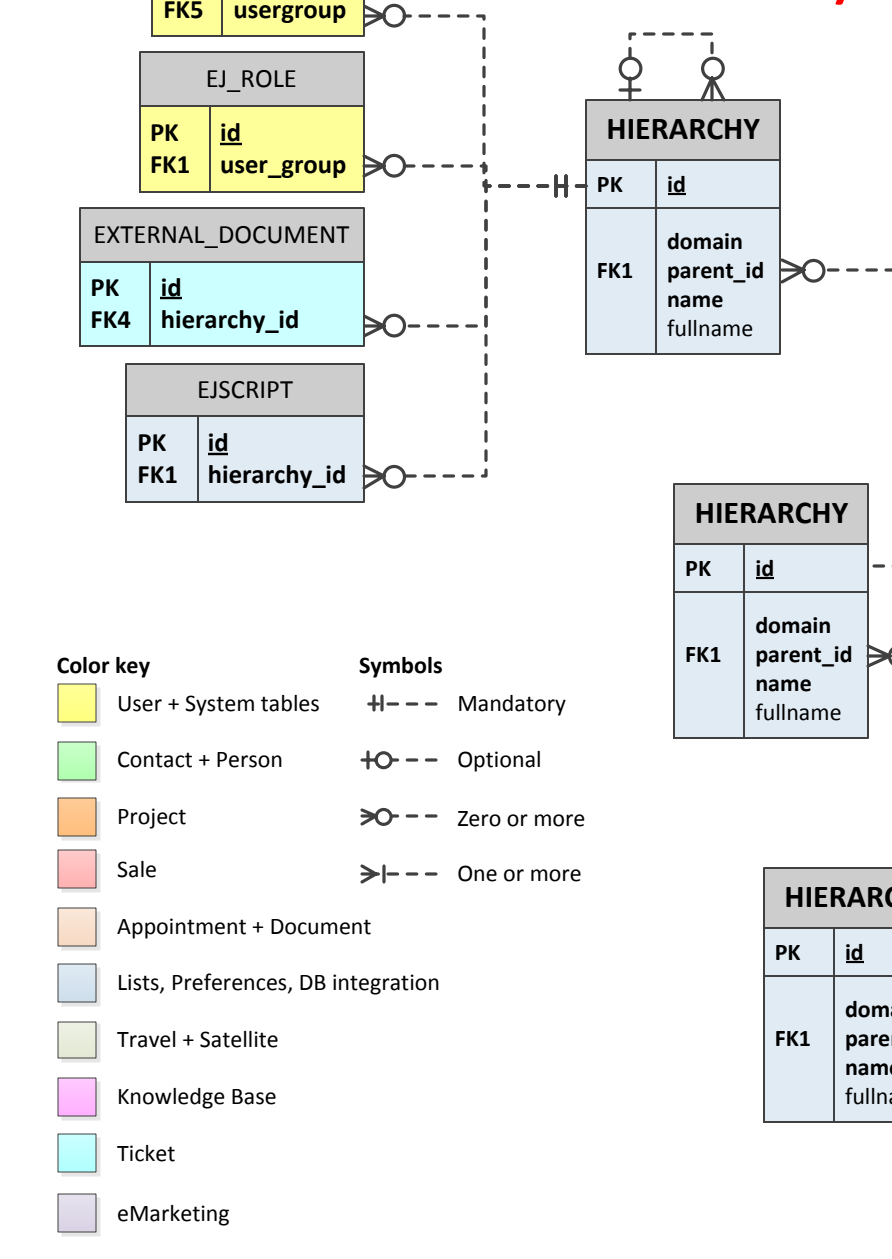
Knowledge Base / FAQ



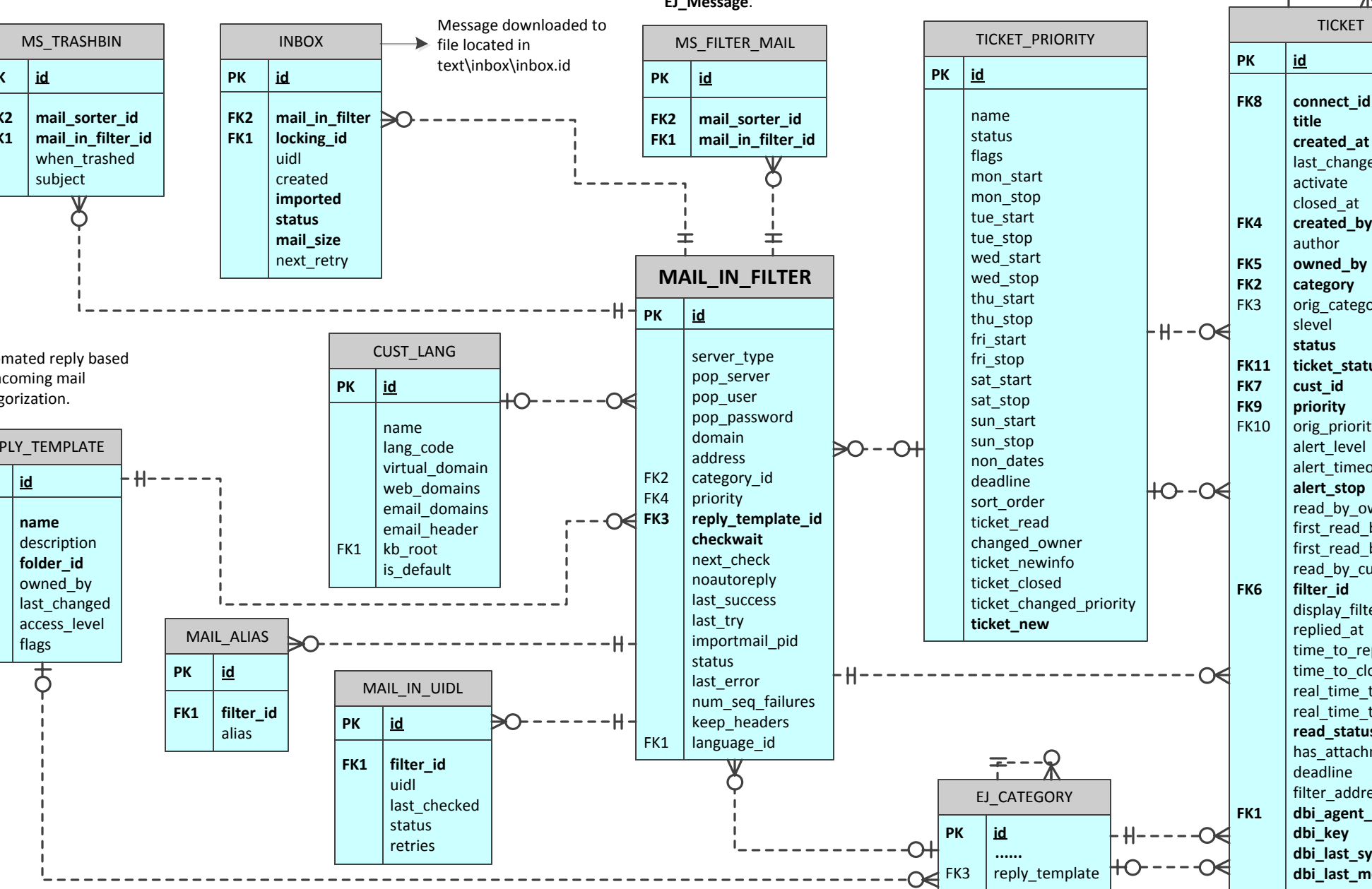
eMarketing



Hierarchy



Incoming Message Filtering



Color key

- User + System tables
- Contact + Person
- Project
- Sale
- Appointment + Document
- Lists, Preferences, DB integration
- Travel + Satellite
- Knowledge Base
- Ticket
- eMarketing

Symbols

- Mandatory
- Optional
- Zero or more
- One or more