

### Useful Commands & Shortcuts

System Info: `stats.do`

List Records: `[TABLE NAME].list`

Form View: `[TABLE NAME].[do | form]`

System Properties are stored in: `sys_properties`

### User/Group Tables

<code>sys_user</code>	<code>sys_user_group</code>
<code>sys_user_preference</code>	<code>sys_user_role</code>
	<code>sys_user_grmember</code>
<code>sys_user_update_set</code>	<code>sys_user_group_type</code>

### Visual Task Boards (VTB)

<code>vtb_board</code>
<code>vtb_card</code>
<code>vtb_lane</code>
<code>vtb_boardmember</code>
<code>vtb_task</code>
<code>vtb_history</code>

### Service Catalog

<code>sc_request</code>
<code>sc_req_item</code>
<code>sc_task</code>

### Customer Service

TABLE (EXTENDS)	PARENT
<code>customer_account (core_company)</code>	
<code>customer_contact (sys_user)</code>	<code>+sys_user</code>
<code>sn_customerservice_case (task)</code>	<code>customer_account</code>
<code>csm_order_case</code>	
<code>csm_order_case_line</code>	

### CSM: Customer Project Management

TABLE (EXTENDS)	PARENT
<code>customer_project (pm_project)</code>	<code>customer_account</code>
<code>customer_project_task (pm_project_task)</code>	<code>customer_project</code>

### CSM: Field Service Management

TABLE (EXTENDS)	PARENT
<code>interaction</code>	
<code>wm_order (sm_order)</code>	<code>interaction</code>
<code>wm_task (sm_order_task)</code>	<code>wm_order</code>

CSM Agent Workspace is used to interact with customers via phone, email, or chat.

Interaction records (IMS) can be parents to Cases (`sn_customerservice_case`), Work Orders (`wm_order`), and Work Order Tasks (`wm_task`).

