



Display replies in nested form



Interesting article on why email remains the most used collaboration tool.

by [Charlene Barina](#) - Tuesday, 4 April 2006, 01:42 PM

They're going along with the idea that email is a bad collaboration tool and delving into the why of things here at [this posting](#).

As a side note, many support systems use email, but then use a parser to store it in a database and make it indexable and markable but custom fields. For example, we use [Cerberus Web](#) so that our endusers can still use the familiar email interface, but we get the extra power from a databased system that can track histories linked to usernames (email addresses) and computers.

[Reply](#)

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0.112761 secs
Included 17 files
ticks: 11 user: 8 sys: 2 cuser: 0 csys: 0
Load average: 0.58