

Additional Functions

In addition to the tables and functions described above, several additional functional tables are included with the ITIL KB that may be activated for use depending on the functions you requested when signing up for a free KB or downloading and installing. They cover the general functions of Project Management, and CRM (customer support, sales, and marketing).

These include the following main tables in addition to their supporting tables: Documents, Projects, PO's, Surveys and Survey Answers, Leads, Opportunities, Quotes, Products, and Campaigns.

- Documents Table
- Project Management
- Support Cases
- Sales CRM