# Concepts and Services (draft)

## Business Concepts

Address

Company

Contact

ContactType

Country

Customer

Employee

EmployeeInDevelopment

EmployeeInPosition

EmployeeInSalePosition

EmployeeInSupportPosition

EmployeeInTrainingPosition

EnhancementRequest

EnhancementRequestOutcome

Office

Person

Position

Position\_Development

Position\_Sales

Position\_Support

Position\_Training

Project\_Development

SaleLead

SaleLeadState

SalePositionLead

SalePositionLeadAction

Site

State

Suburb

SupportTicket

SupportTicketAssignment

Task\_Development

TicketAssignmentAction

TicketState

Training

TrainingSession

TrainingType

Zone

## Services

CompanyService

ContactService

CustomerService

EmployeeService

EnhancementRequestService

PositionService (potential)

ProjectService

SaleLeadService

SalePositionLeadService

SupportTicketService

TrainingService