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.