

# Email Positioning in the CRM and Messages Relationship

Emails linked through Outlook Mail Connector are stored directly within the selected record in the vtenext CRM.

Specifically:

- the email is associated with the selected module (Companies, Contacts, Leads, Opportunities, Tickets, etc.);
- it is registered within the **Messages** relationship of that record;
- the full email content is copied into the CRM.

This allows a complete communication history to be maintained directly within CRM records, improving traceability, collaboration, and access to relevant information across teams.

Any attachments included in the email remain associated with the communication and are accessible both from the Messages relationship and from the related Documents module.

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