

- User: A user of the message system. Can be a caller, an owner, or an administrator
- Password: A string of characters saved in an owner's mailbox that is used for authentication
- Mailbox: the mailbox of an owner that exists in the mail system. The administrator can remove the mailbox
- Passcode: A string of characters that is dialed by an owner to access their mailbox
- Greeting: An automatic message that is played when a caller activates a connection to an owner's mailbox
- Extension: The extension of an owner's mailbox. Can be active or inactive
- Message: The message that a caller records in an owner's mailbox
- Message queue: A queue in which messages are buffered. The most recent message buffered in the queue is the first to be displayed
- Mail system: The system that contains the mailboxes of individual users. The administrator can add and remove mailboxes from the mail system
- Connection: The connection to an owner's mailbox that is activated if an owner doesn't pick up after a specific number of rings
- Phone: The phone is used by callers to leave messages and by owners to access their mailbox and retrieve messages