

Glossary

Group	Term	Definition
Technical	Dell	A manufacturer of computer equipment.
	SMS	Short Message Service is a service available on mobile phones that support Global System for Mobile (GSM) communication. It is limited to 160 characters per message.
	SMTP	Simple Mail Transfer Protocol is the common protocol by which e-mail messages are transferred over the Internet.
Business	Attachment	Any piece of information that can be sent in addition to a message. It may take the form of a file in the case of an e-mail message or the form of a physical document in the form of a postal mail message.
	Contact	A person or organization that needs to be reached with a message and is not part of the organization using the messaging system.
	Fax	A fax is an electronic transmission of printed material. The material was traditionally scanned at the source and printed at the destination.