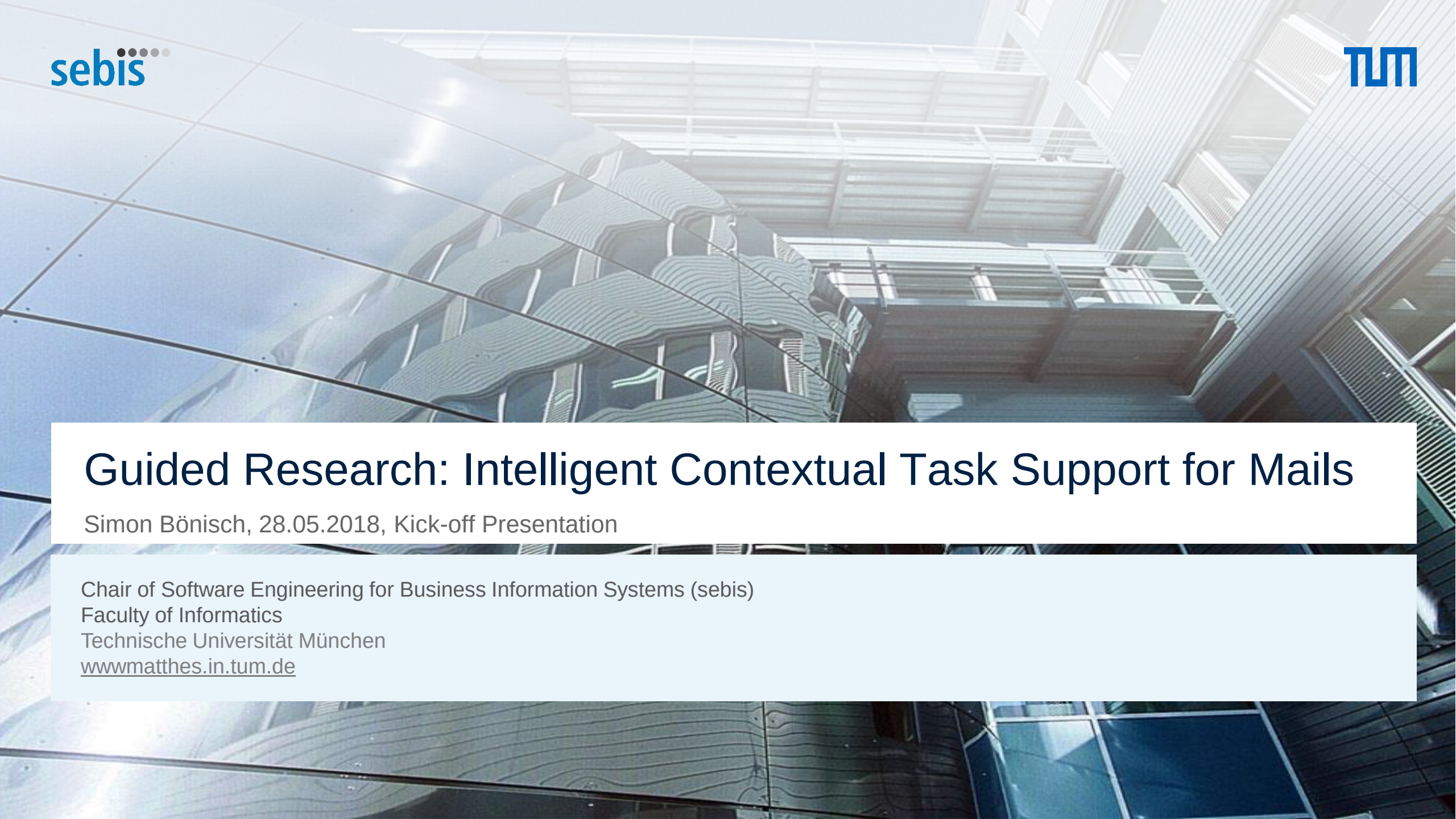

Guided Research: Intelligent Contextual Task Support for Mails

Simon Bönisch, 28.05.2018, Kick-off Presentation

Chair of Software Engineering for Business Information Systems (sebis)
Faculty of Informatics
Technische Universität München
wwwmatthes.in.tum.de

Outline

Core Problem: E-Mail Task Tracking

Improvements and Follow-up Problems

Proposed Solution

Research Goals

Timeline

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Core Problem: Identifying and tracking Tasks in E-Mails

Example Mail

Von Meghan Blakeslee <meghan.blakeslee@connecare.test>
Betreff **[CONNECARE] Preparation of the Review Meeting - IMPORTANT**
An all@connecare.test

Antworten | Weiterleiten | Archivieren | Junk | Löschen | Mehr

16:33

Dear Connecarers,

in about 14 days we'll have the review meeting in Geneva, so let me start to organize the work :-)

For your convenience, I'm sending again the agenda of the meeting (the same that we'll follow during the rehearsal meeting the day before). Please, revise the list of participants and send me any change.

Team leaders are asked to prepare their presentation according to the template that I'm sending (it's based on team4 with comments to change it for the other teams).

Team leaders also have to coordinate their work with the rest of involved partners to have all the material concerning the presentation. Please make sure to always include the most up-to-date versions of the materials. In case of team4, I'll ask David and James for their support in a separate email. Stay tuned :-)

To better organize all the work and to give time to everybody (especially to Robert and me) to review the work and send feedback, please send the presentation by Wednesday 16th, 2018. I'll sent you back feedback and requests of changes (if any) by Monday 21 to give you time to update the presentation ontime.

Do not hesitate to contact me in case of doubts or need of more information,

thanks for you cooperation and see you soon!

Meg

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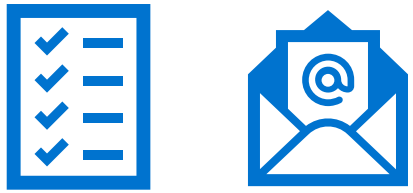
connecare_review_template.pptx 3,9 MB

Context



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Core Problem: Identifying and tracking Tasks in E-Mails

Example Mail – Tasks highlighted

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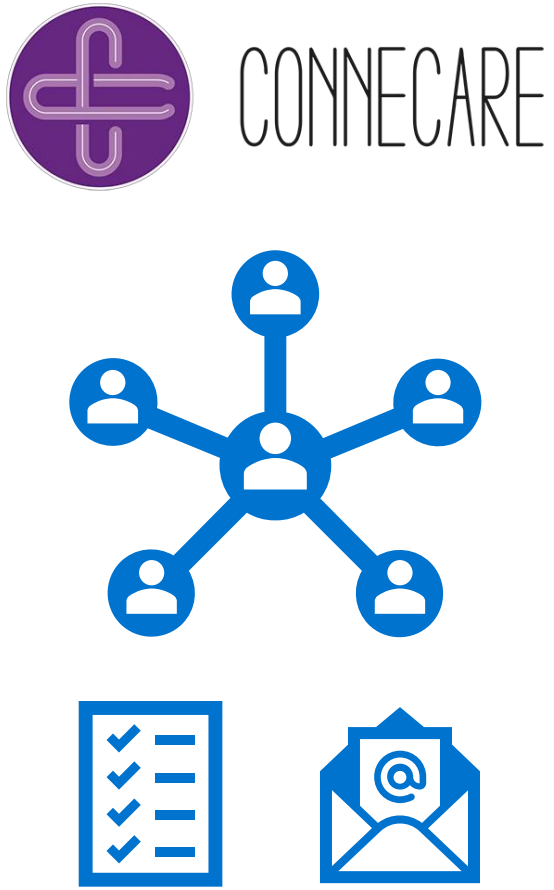

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E-Mail Task Tracking: Partial Solutions

Situation can be improved by two kinds of software:

E-Mail Applications

- Grouping by Conversations
- Folders for Sorting and Archiving
- Address Book with Contact Information
- Automated Signatures (for Context/Legal Information)
- „Smart Folders“ for focussing on most relevant Mail
- HTML Rendering and Generation
- Push Notifications

Task/Case Management Applications

- Due Dates & Reminders
- Multi-User Collaboration Support
- Update Notifications
- Responsibility Tracking
- Progress Indication
- Change History
- Rights Management
- Structured Applications: Enforcement of Workflows

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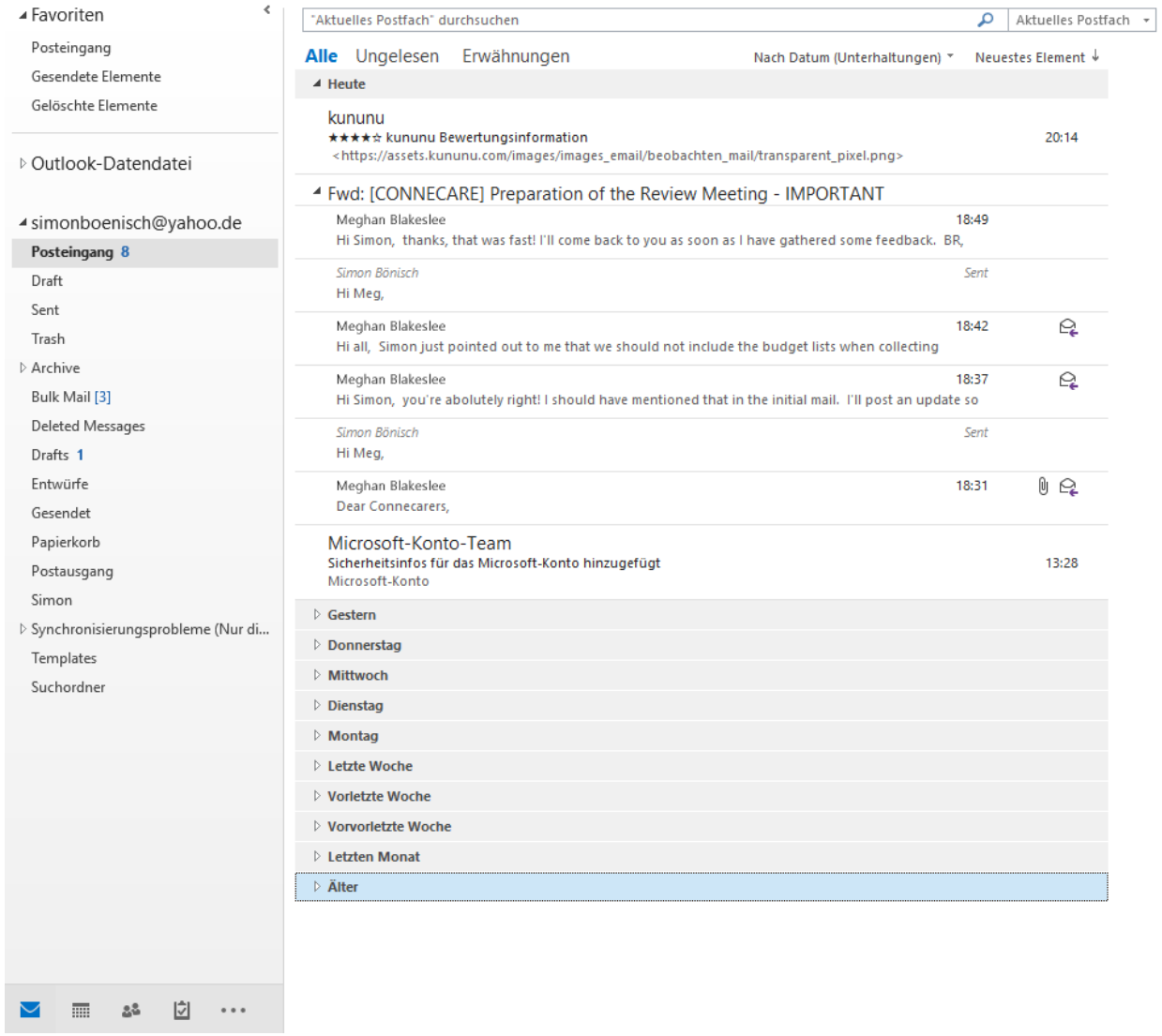
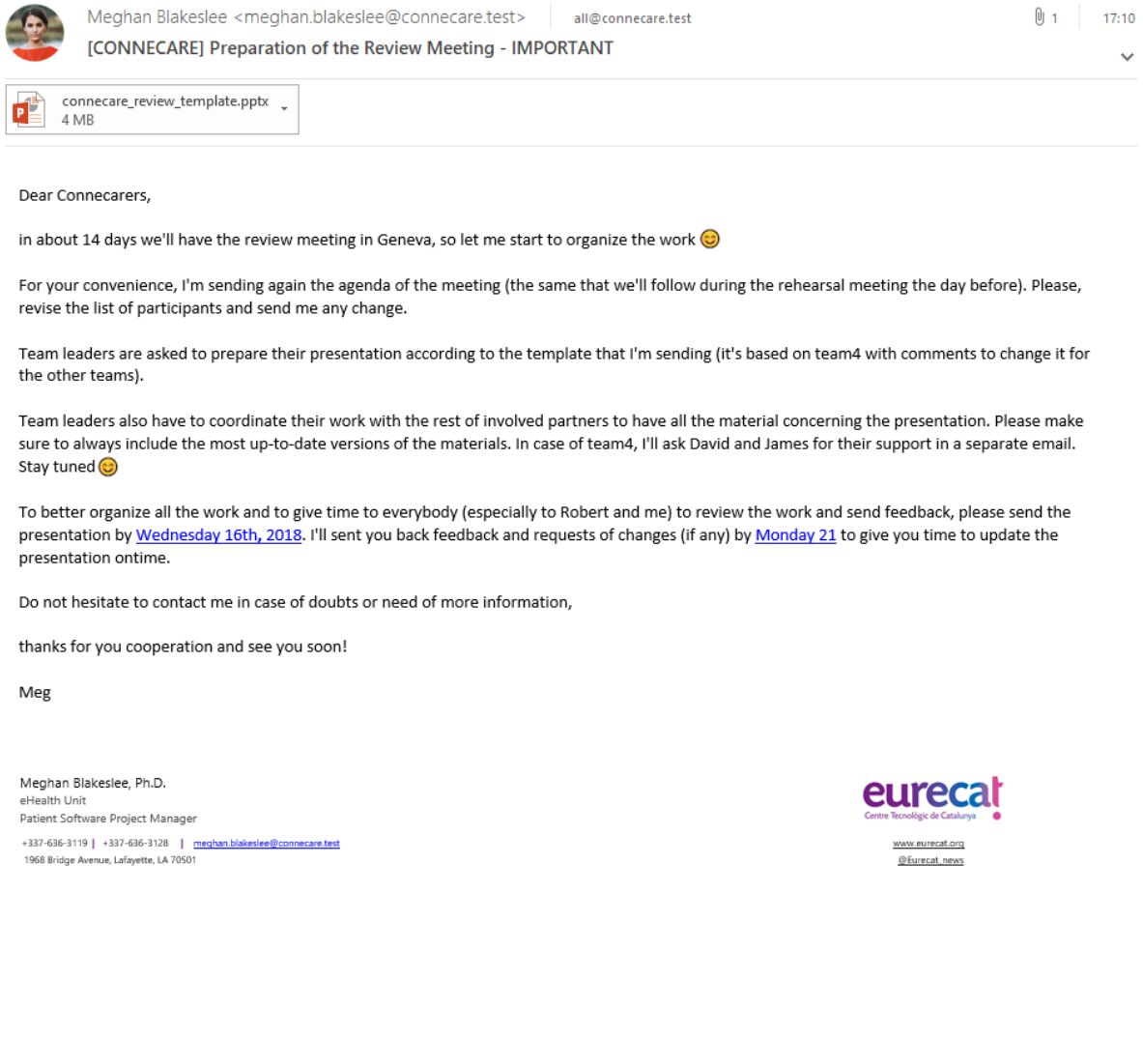
E-Mail Task Tracking: E-Mail Application





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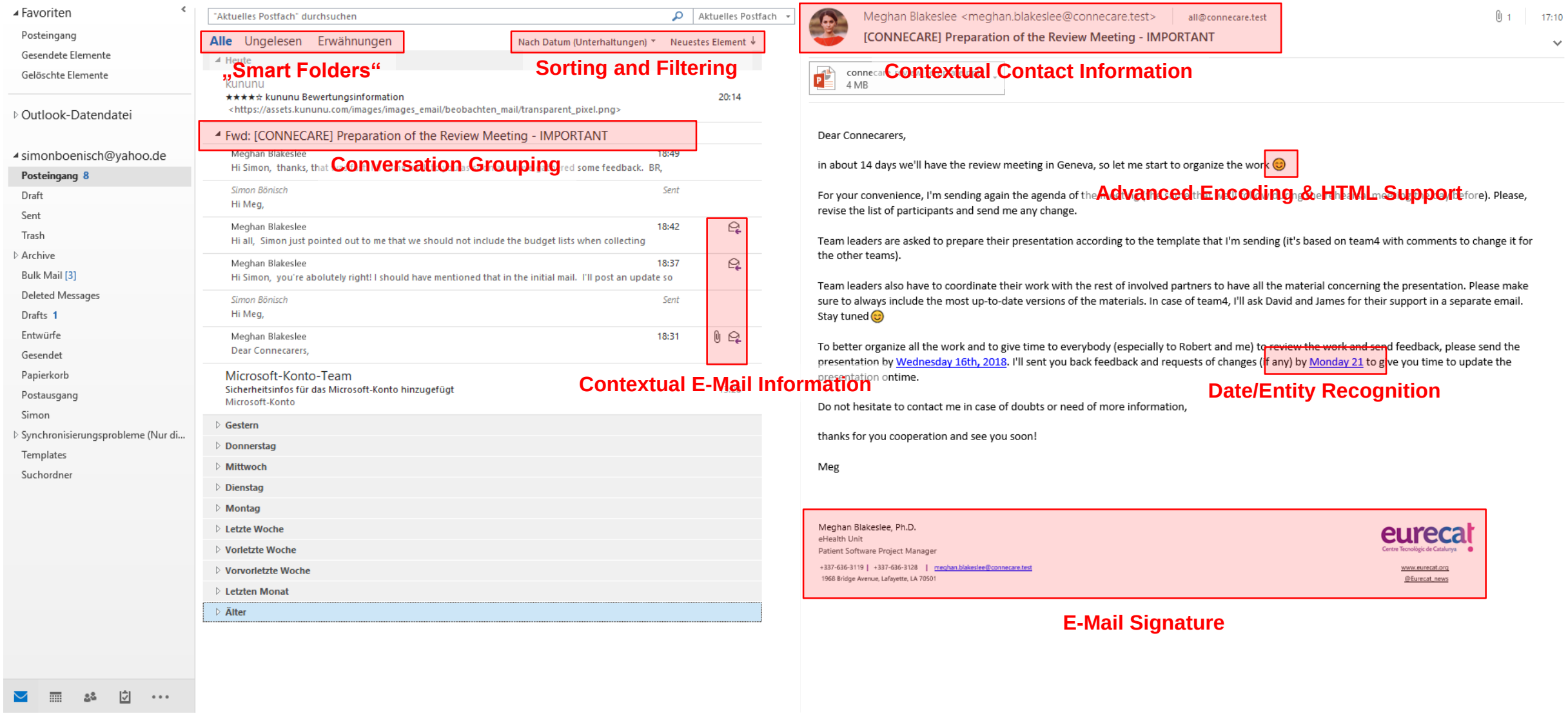
E-Mail Task Tracking: E-Mail Application



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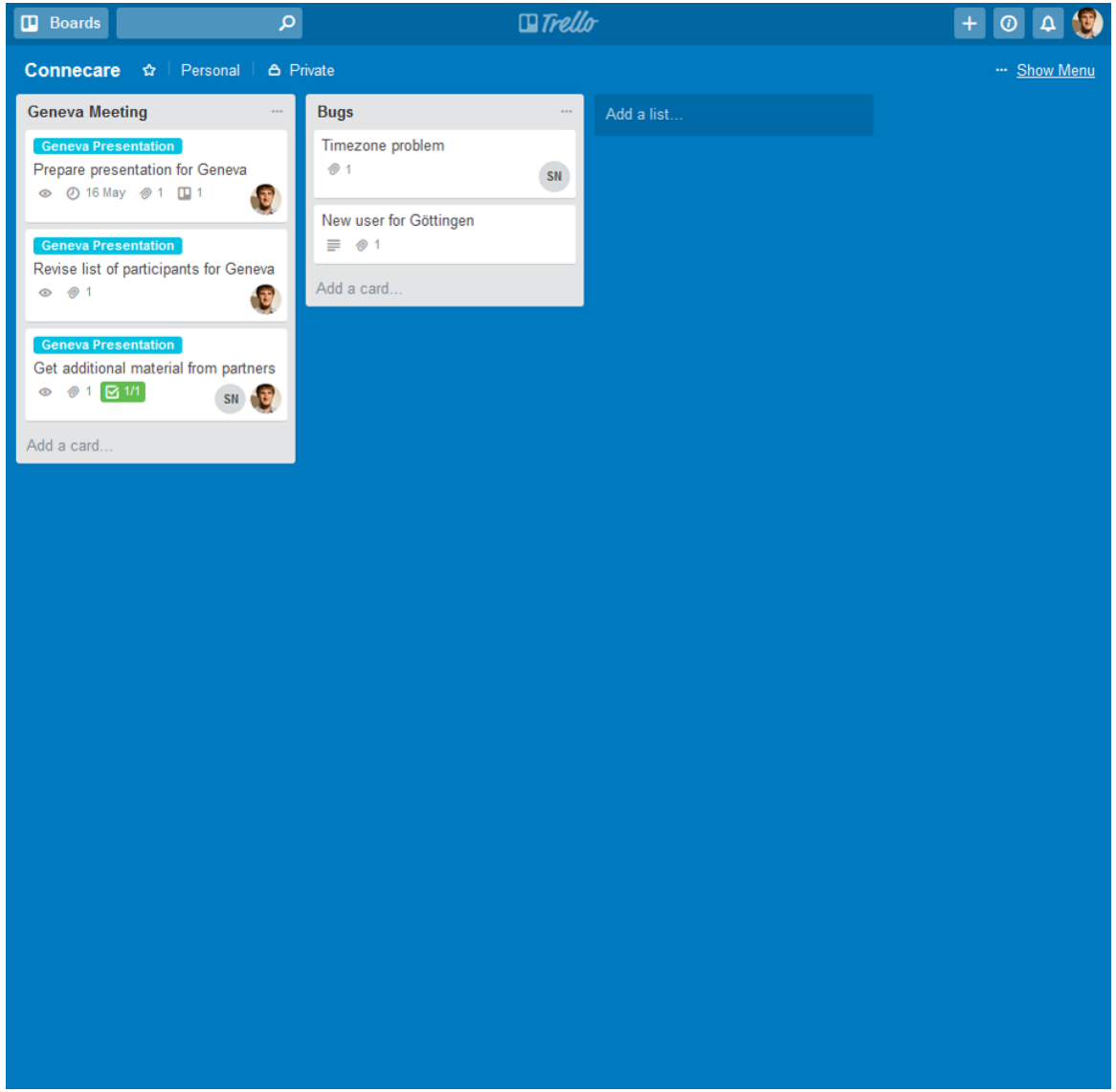
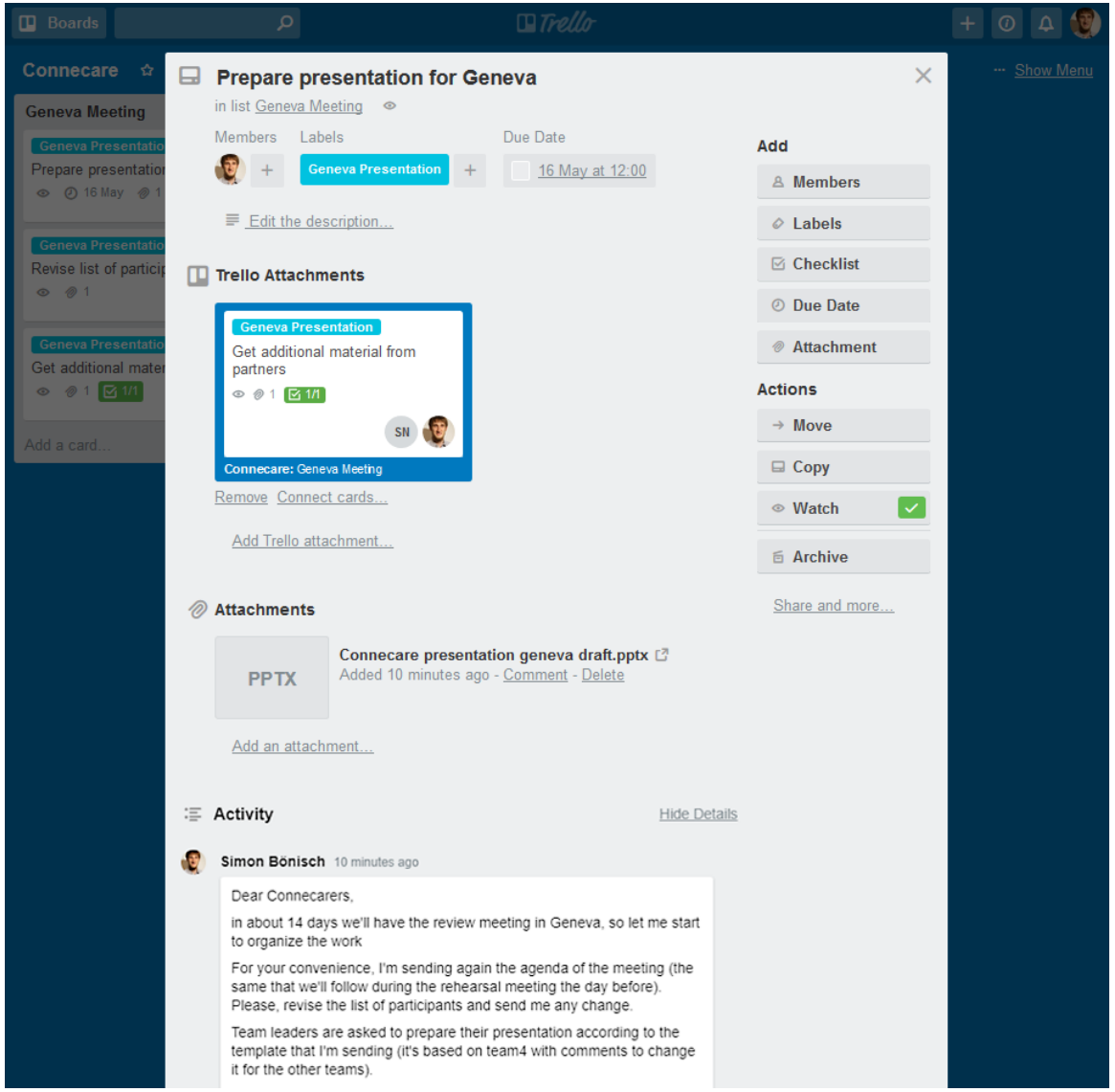
E-Mail Task Tracking: Task Management Application





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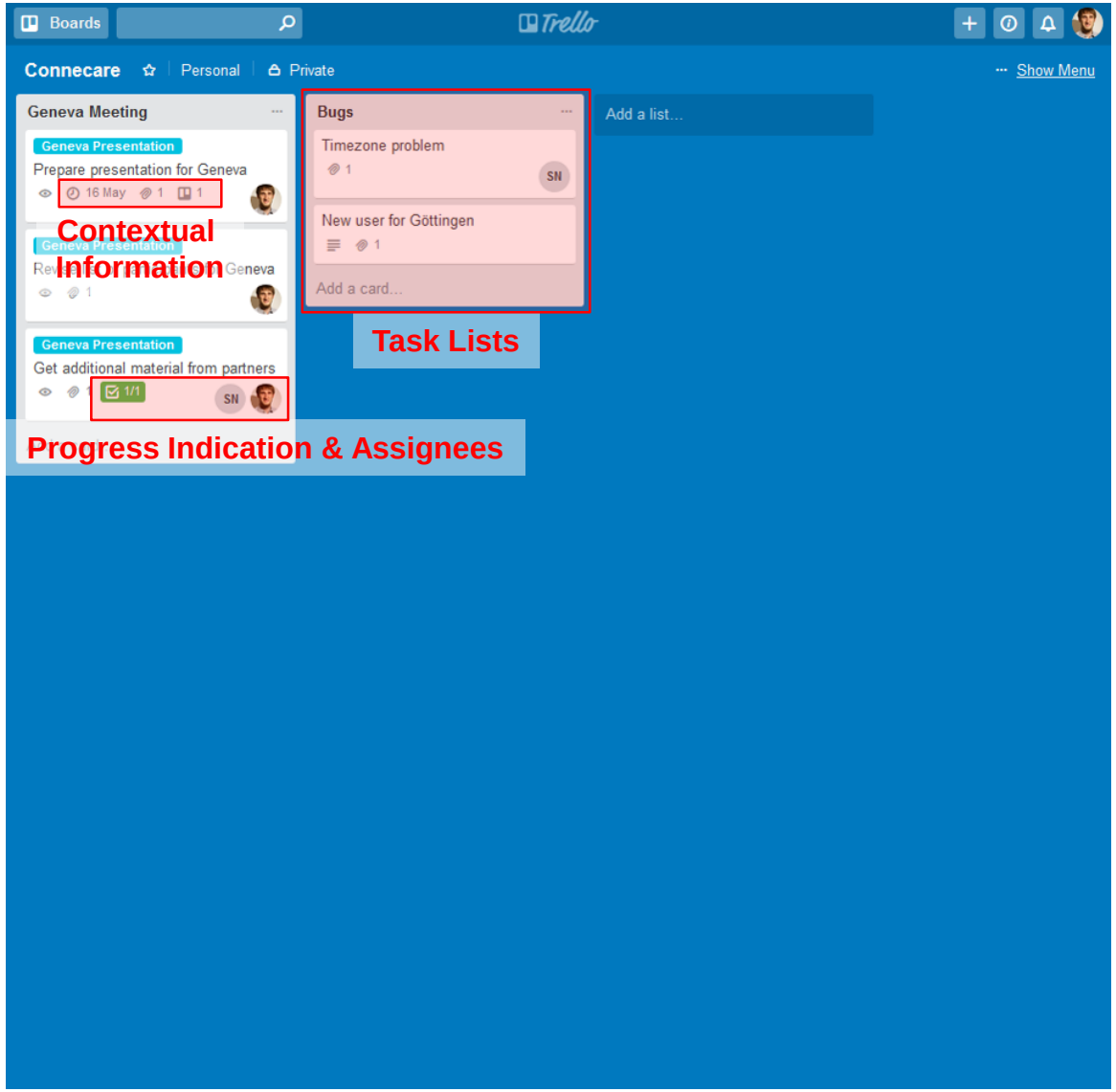
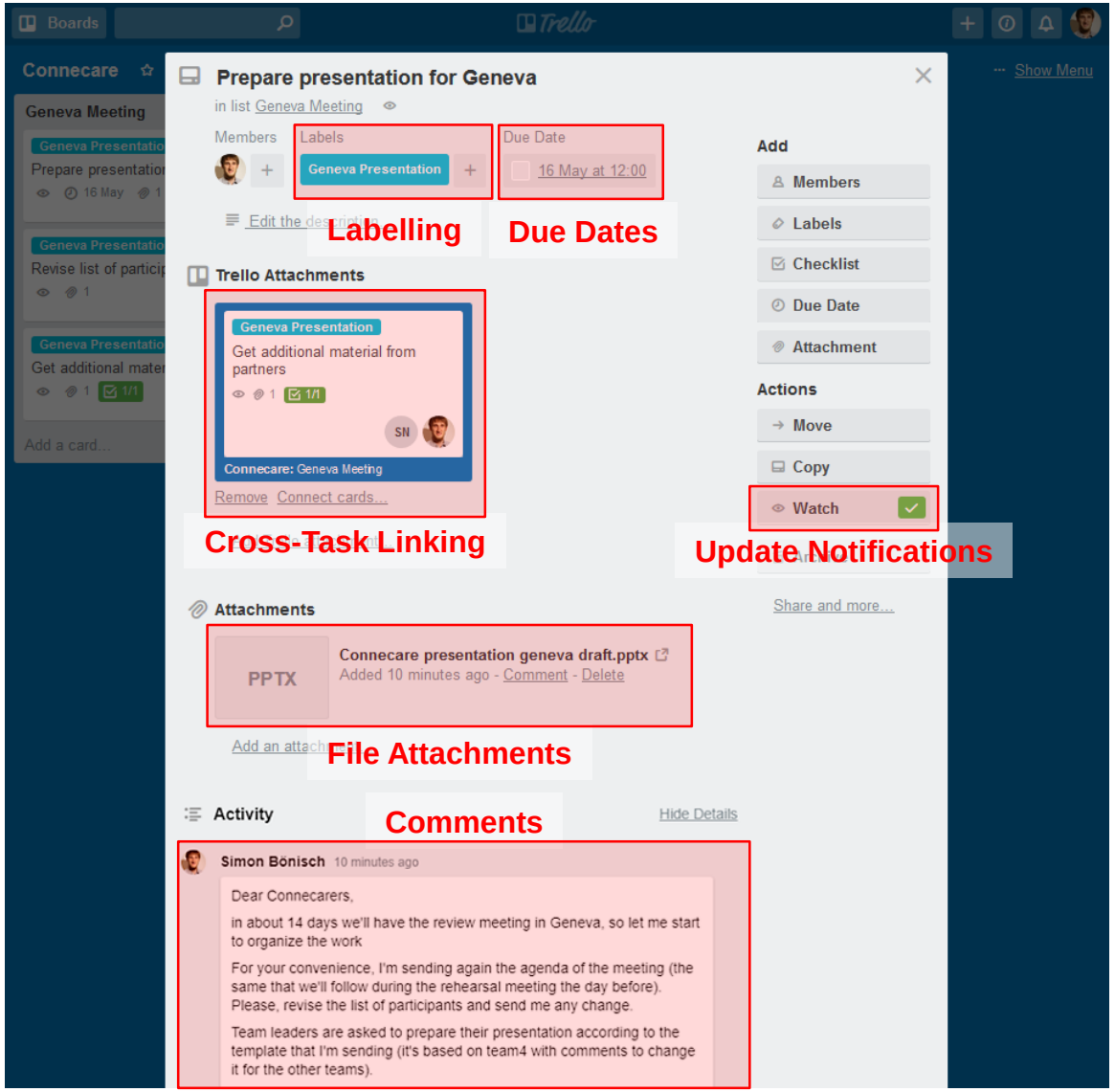
E-Mail Task Tracking: Task Management Application





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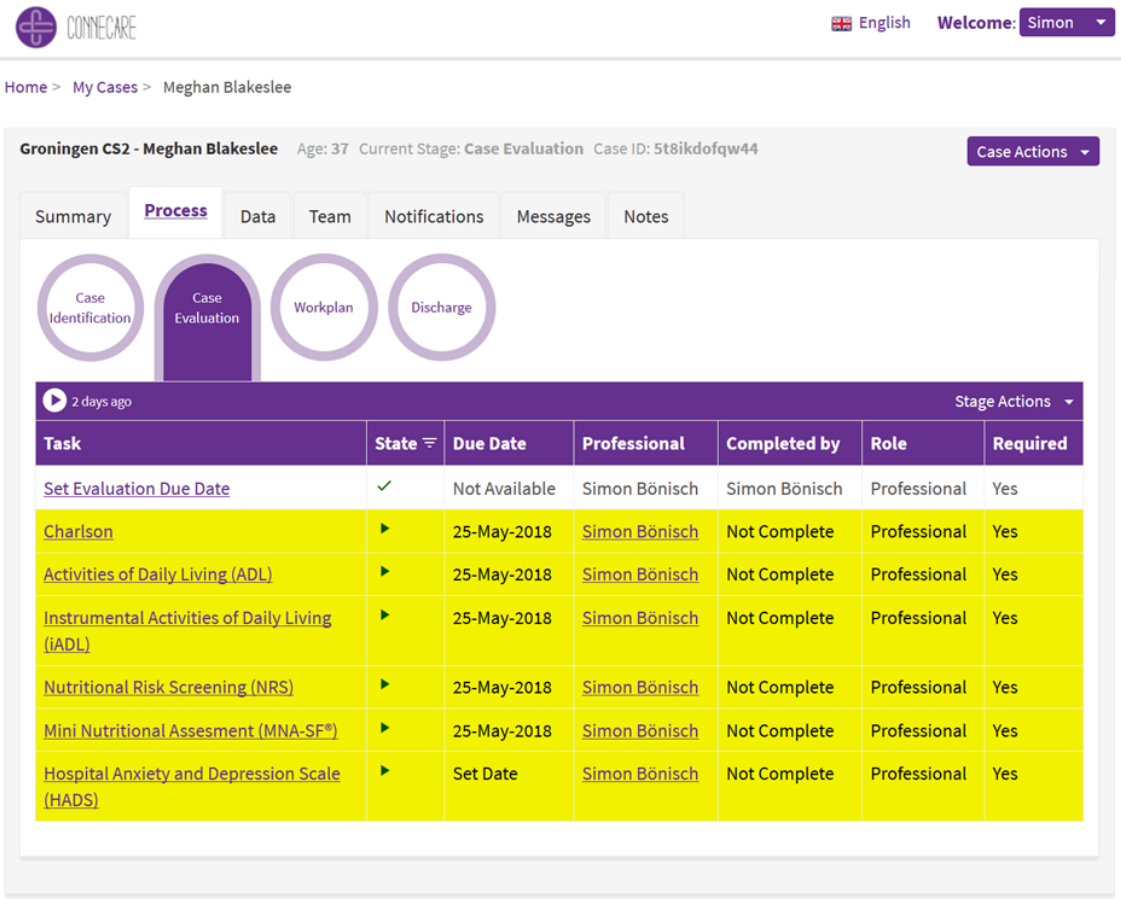
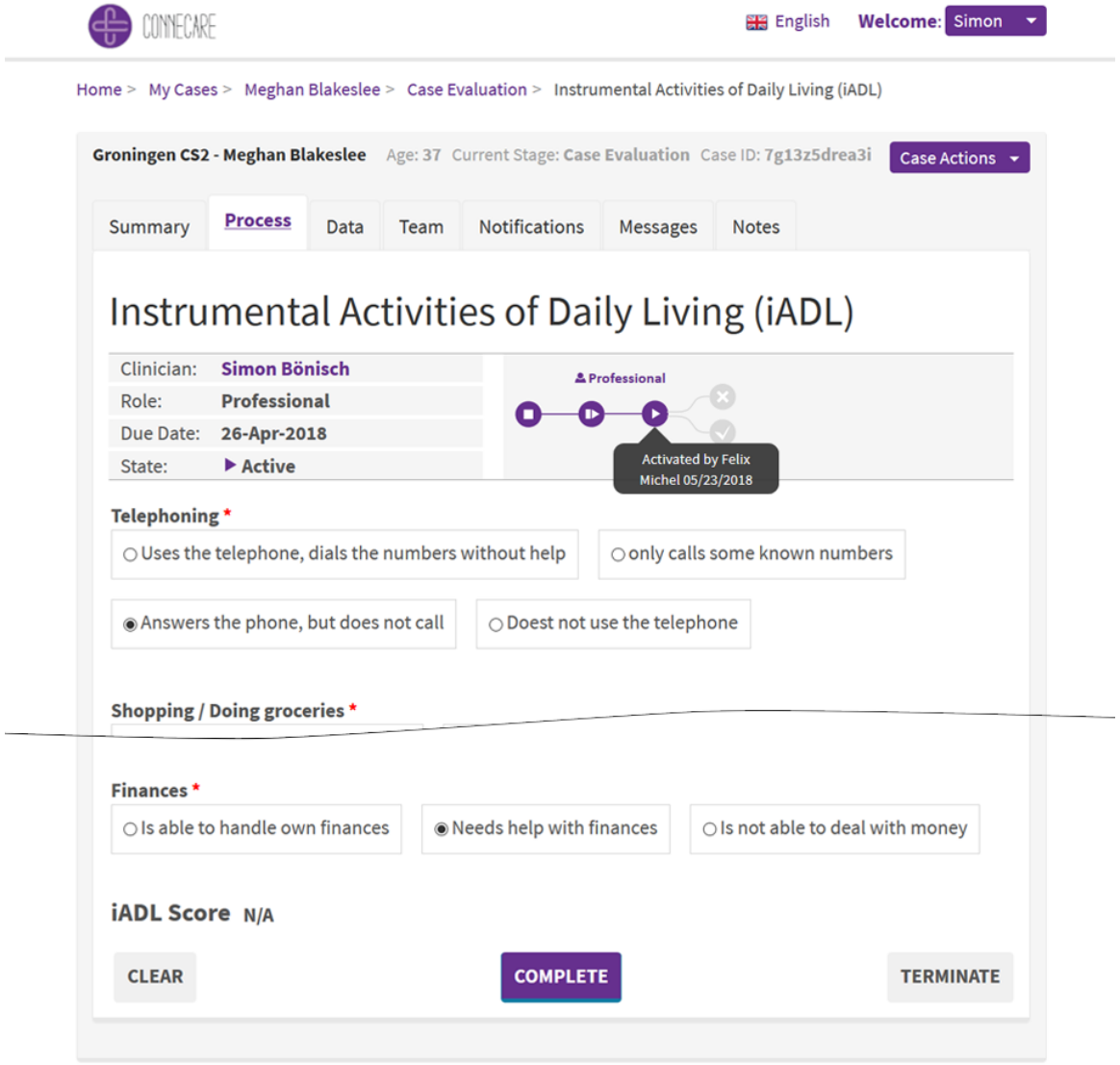
E-Mail Task Tracking: Case Management Application





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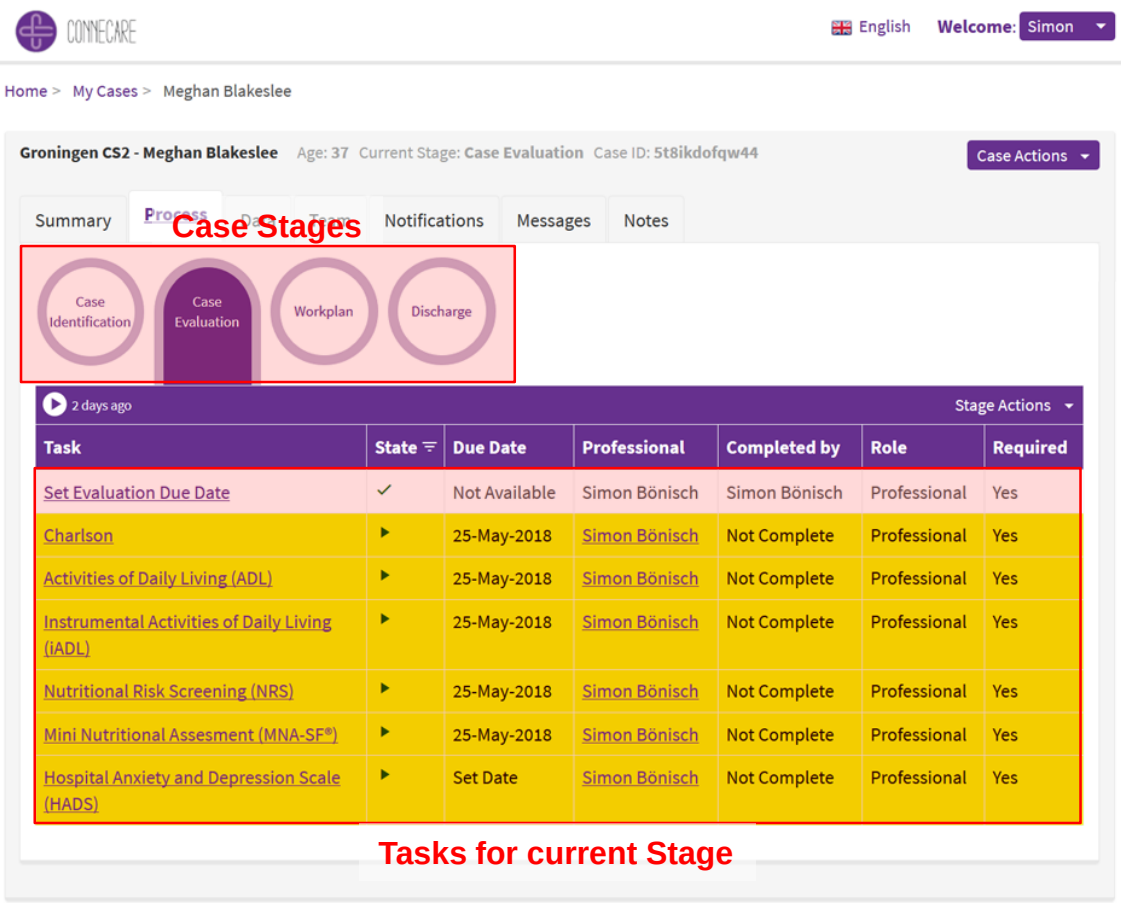
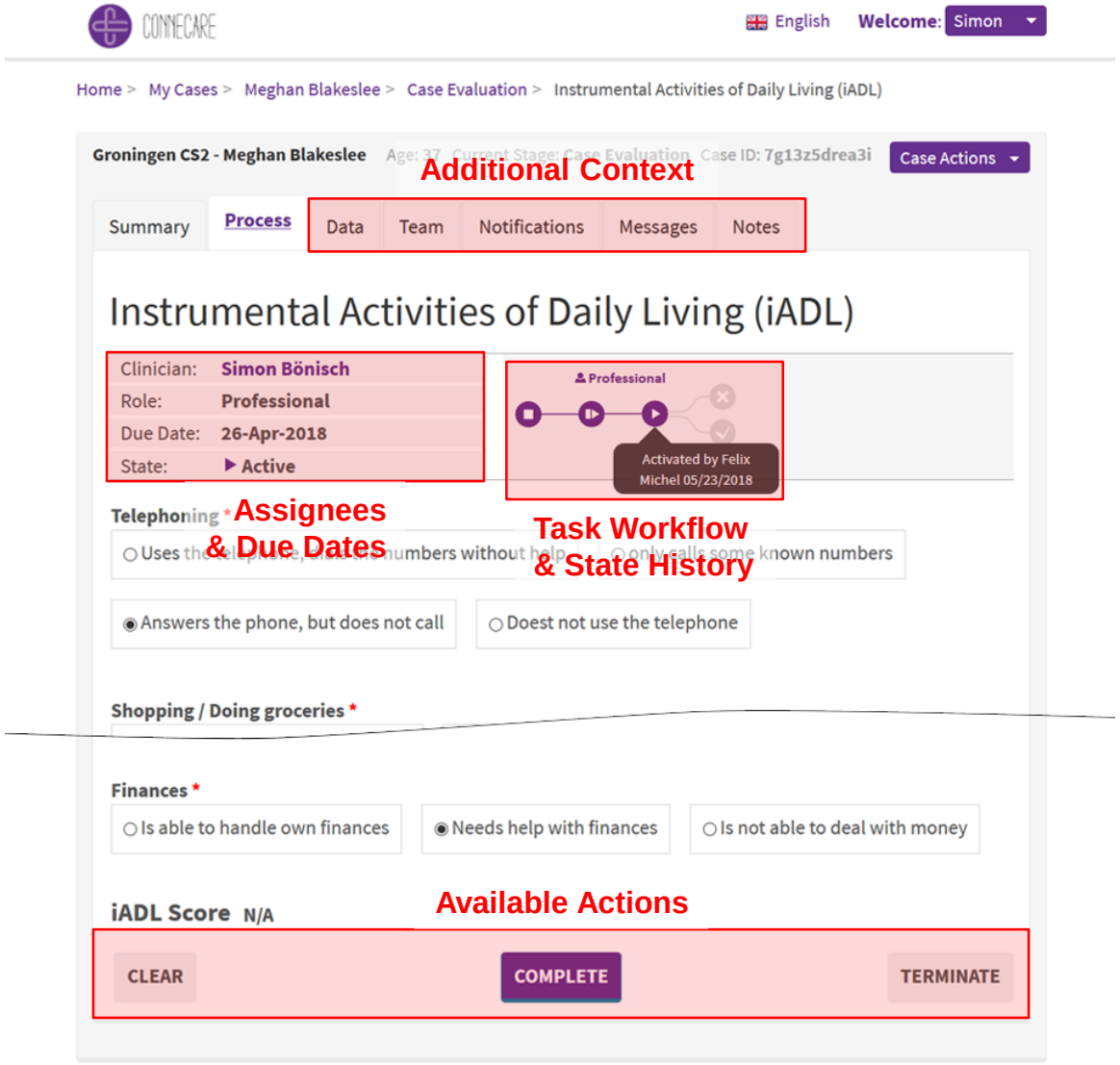
E-Mail Task Tracking: Case Management Application





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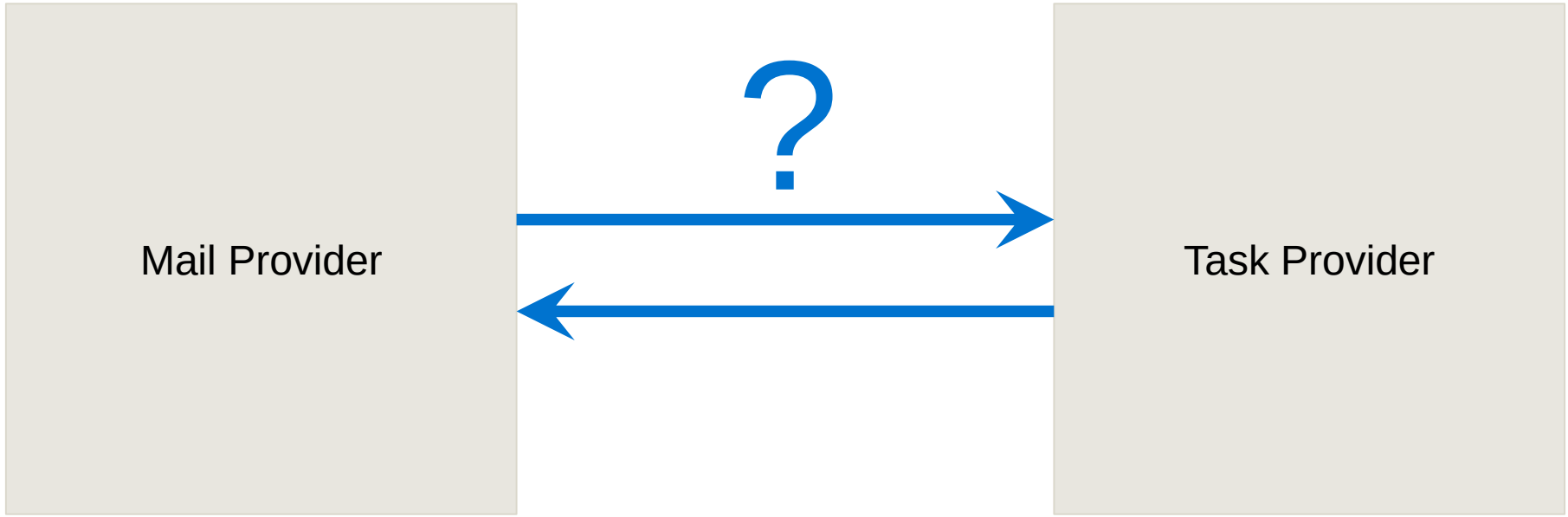
Remaining Problem: Lack of Integration



Each tool solves part of the problem, but how to get information from one system to the other?

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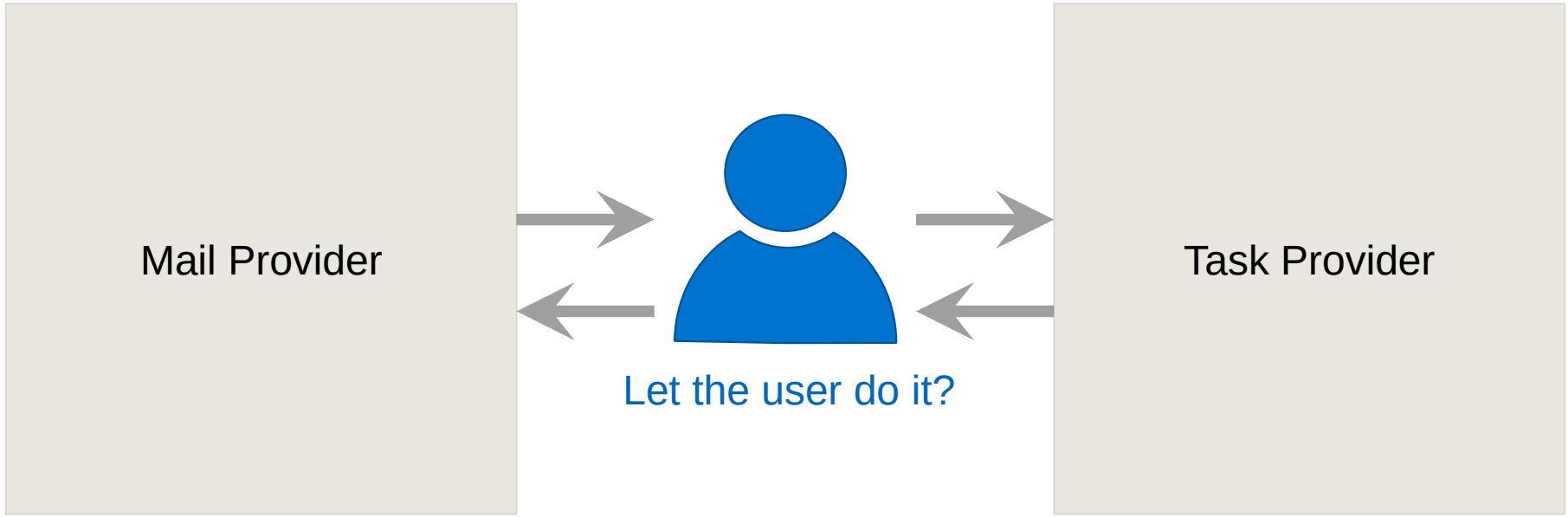
Remaining Problem: Lack of Integration



Each tool solves part of the problem, but how to get information from one system to the other?

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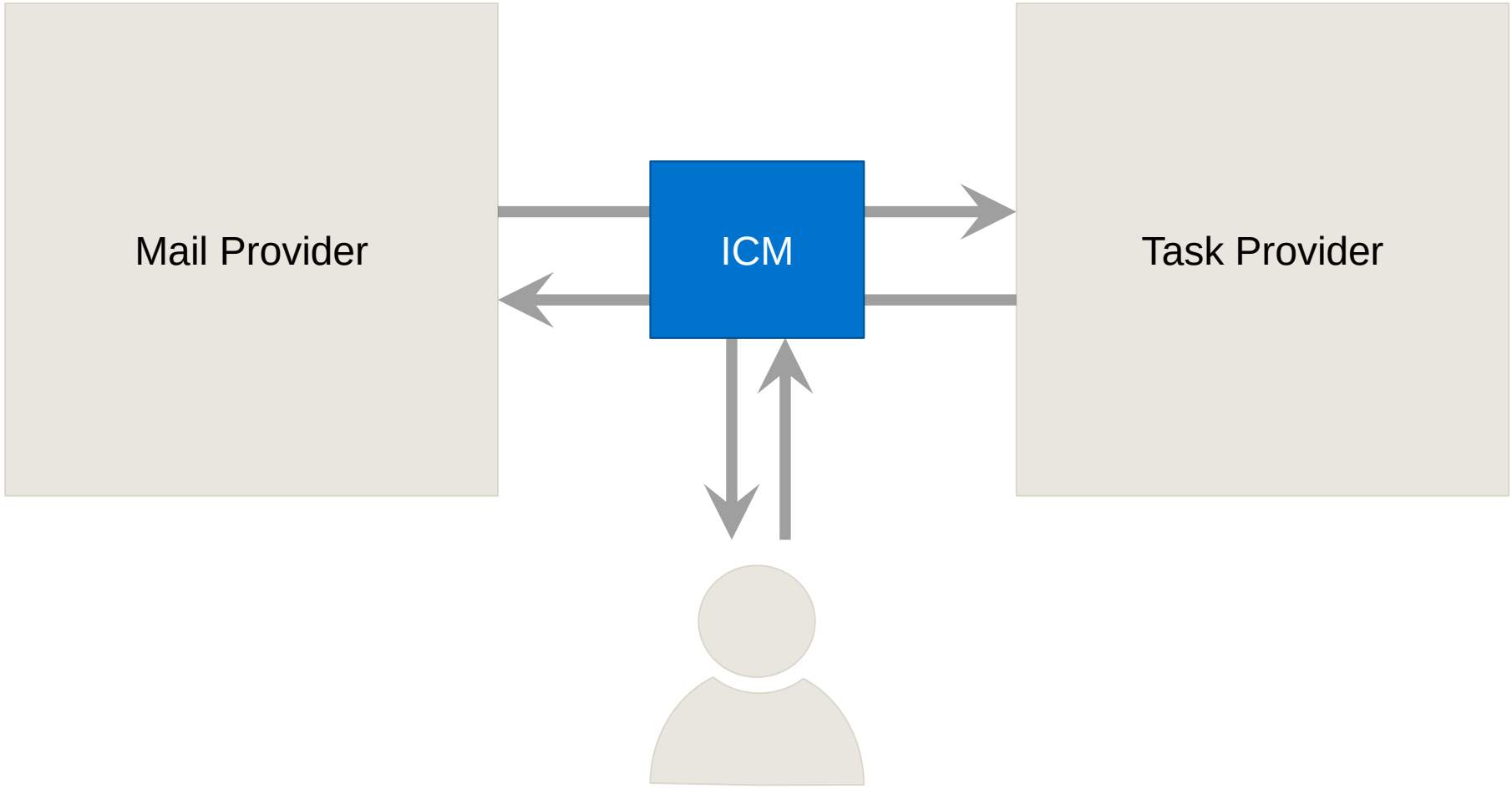
Proposed Solution: Integration Platform



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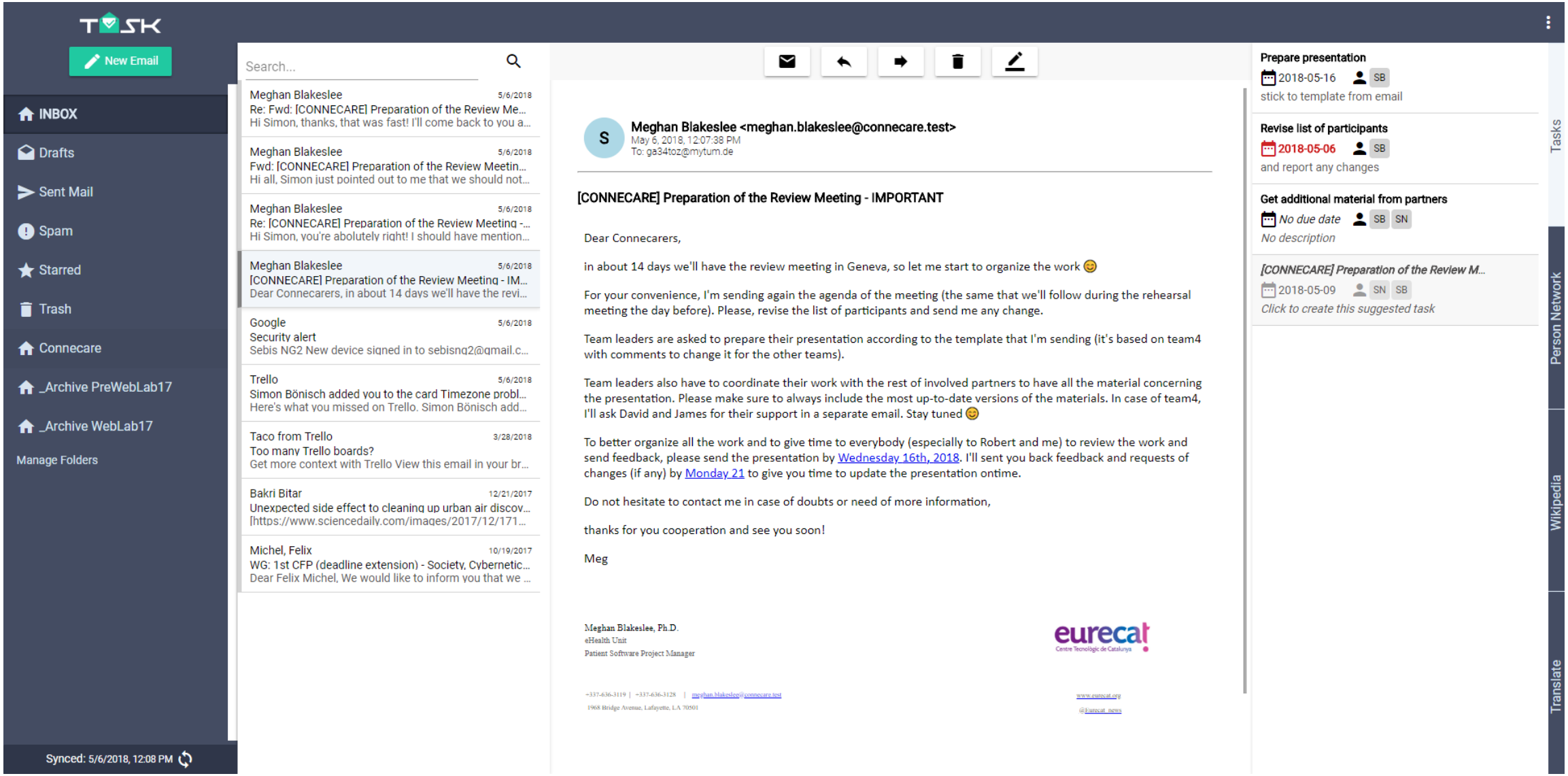
Prototype: Intelligent Contextual Mail



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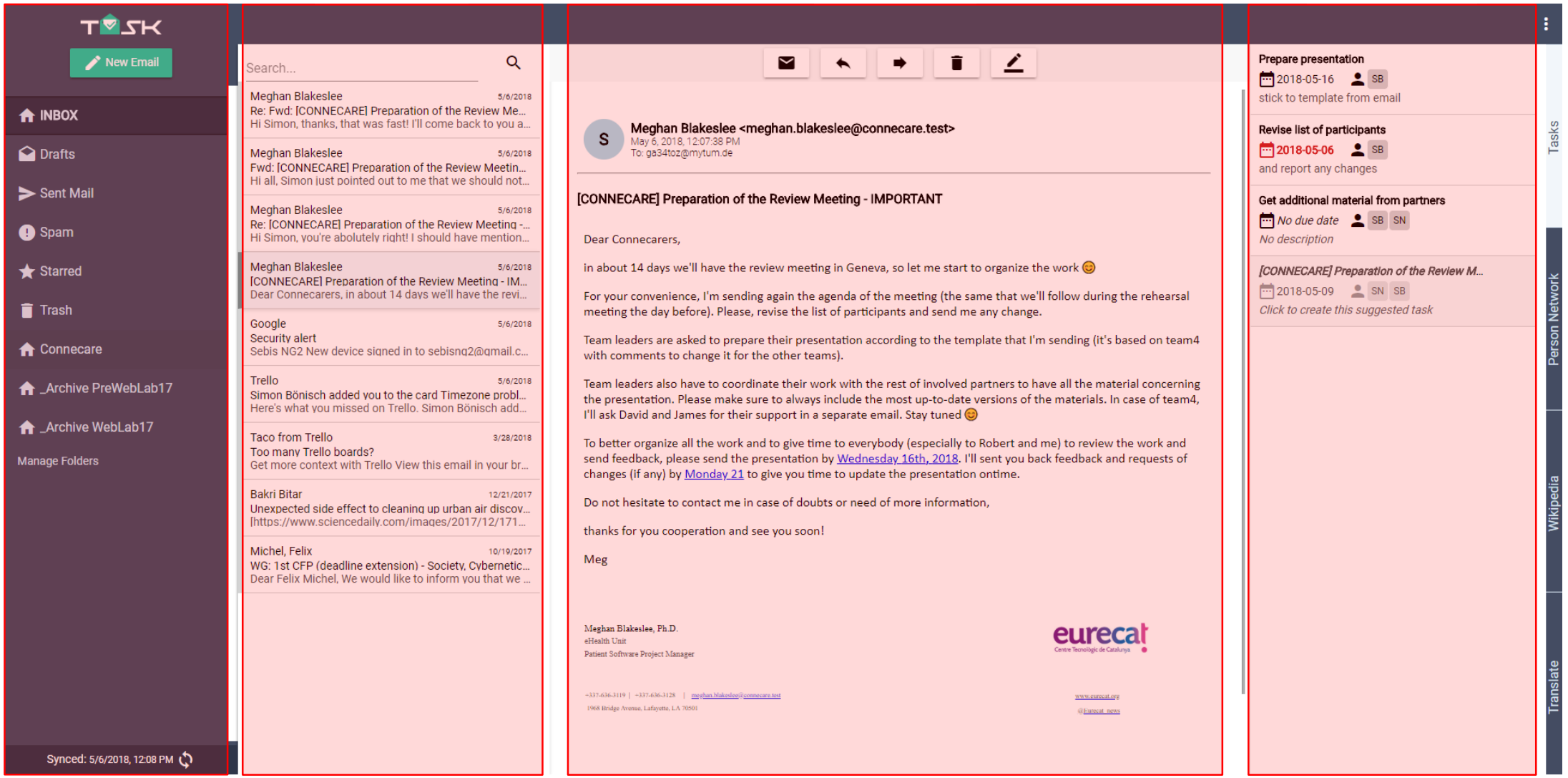
Prototype: Intelligent Contextual Mail

Folder List | **E-Mail List** | **Detail View** | **Context Bar**



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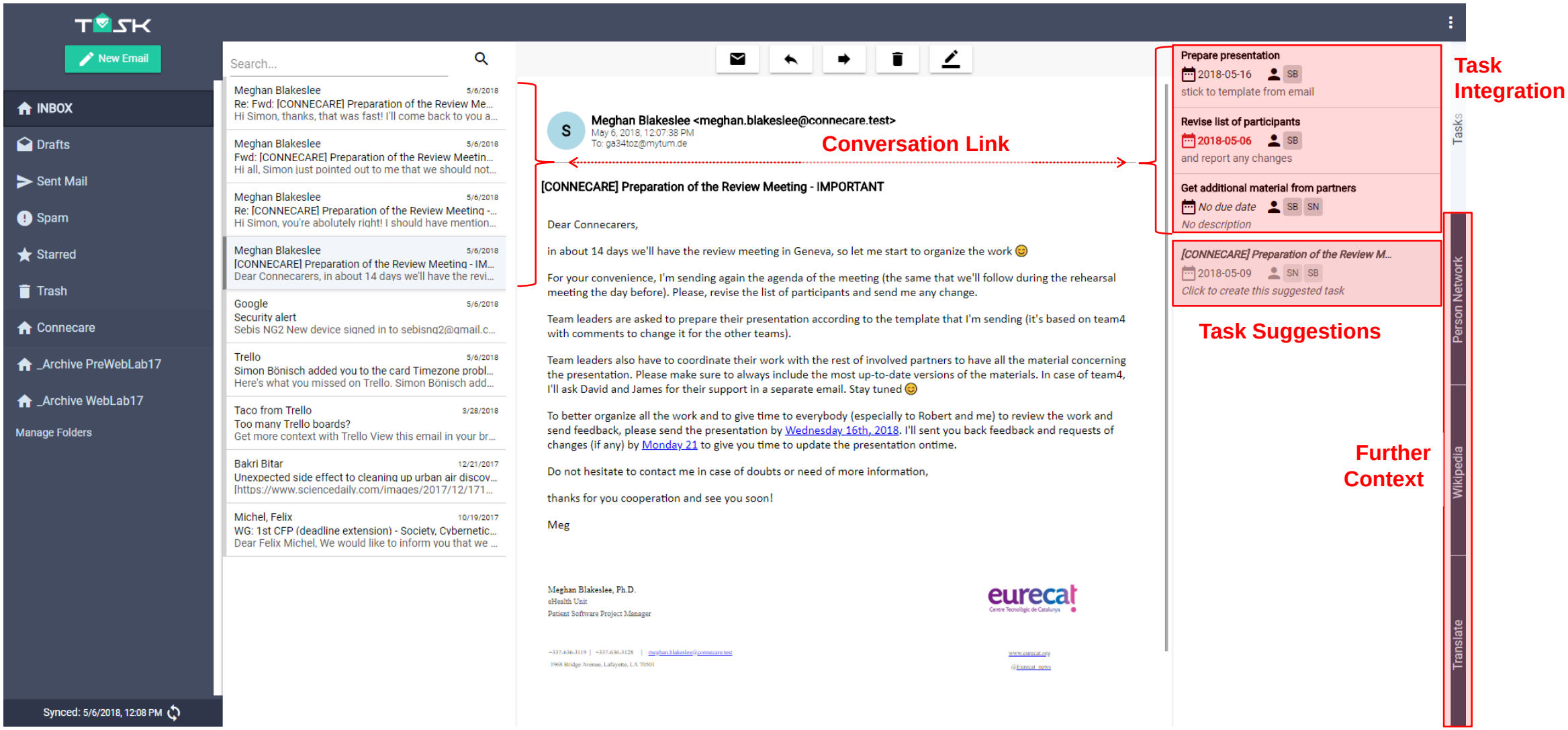
Prototype: Intelligent Contextual Mail



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Research Goals

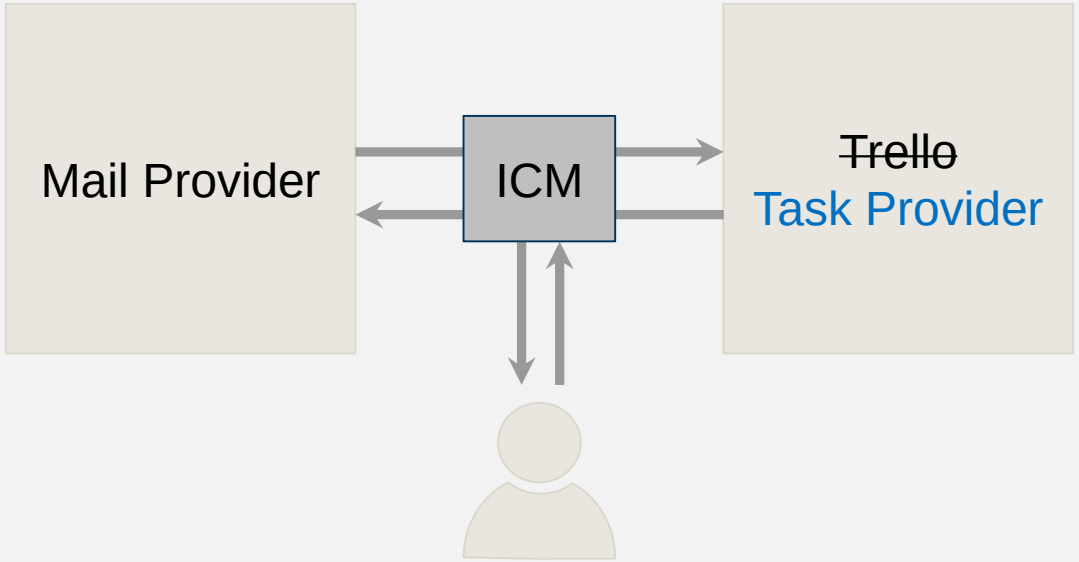
Goal 1

Compare the integration capabilities of existing solutions for email and task management according to a set of relevant characteristics.

Gmail	✓	✓		✓		✓
Outlook	✓	✓				✓
Trello	✓			✓		
SocioCortex	✓	✓			✓	
MS Projects	✓					
PegaSystems U+	✓	✓			✓	✓
Newton		✓			✓	

Goal 2

Generify ICM‘s task management integration to support multiple task providers and provide a proof of concept by integrating SocioCortex.



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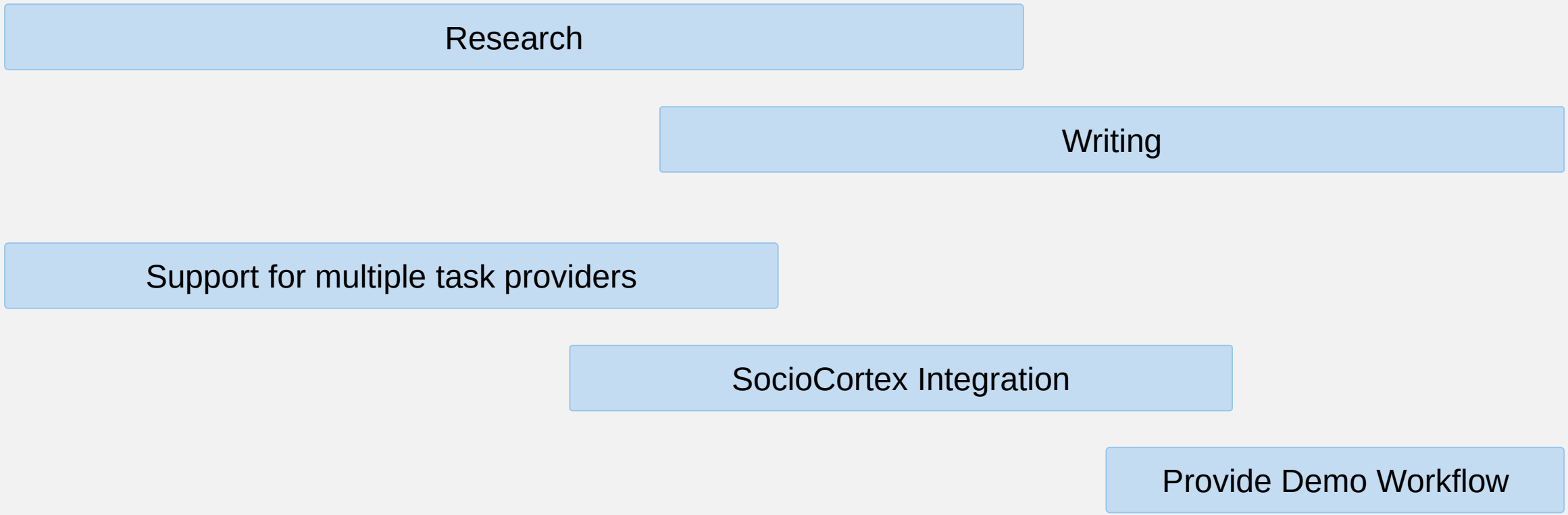
Timeline

Guided Research

Compare existing email applications regarding contextual task support and extend an existing prototype (ICM) in order to provide identified needs.



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