Guided Research: Intelligent Contextual Task Support for Mails

Simon Bönisch, 28.05.2018, Kick-off Presentation

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Outline

Core Problem: E-Mail Task Tracking

Improvements and Follow-up Problems

Proposed Solution

Research Goals

Timeline

Core Problem: Identifying and tracking Tasks in E-Mails

TUM

Example Mail

Context

Von Meghan Blakeslee <meghan.blakeslee@connecare.test>
Betreff **[CONNECARE] Preparation of the Review Meeting - IMPORTANT** 16:33
An all@connecare.test

↩ Antworten → Weiterleiten ▣ Archivieren 🔥 Junk ⊘ Löschen Mehr ▾

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

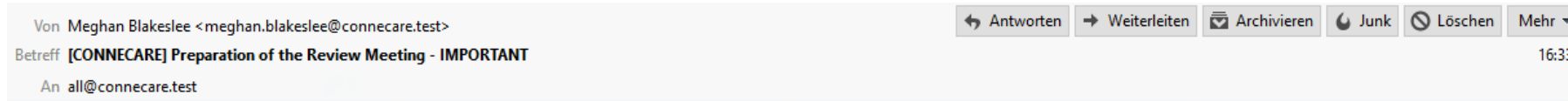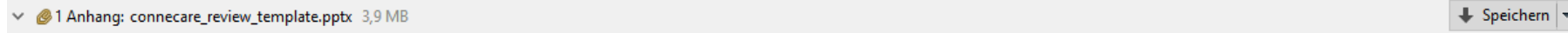∨ 📎1 Anhang: connecare_review_template.pptx 3,9 MB   ⬇ Speichern ▾
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CONNECARE

180528 GR Kick-off Simon Bönisch - Intelligent Contextual Task Support for Mails   © sebis   3

Core Problem: Identifying and tracking Tasks in E-Mails

Example Mail – Tasks highlighted

Context

Von Meghan Blakeslee <meghan.blakeslee@connecare.test>

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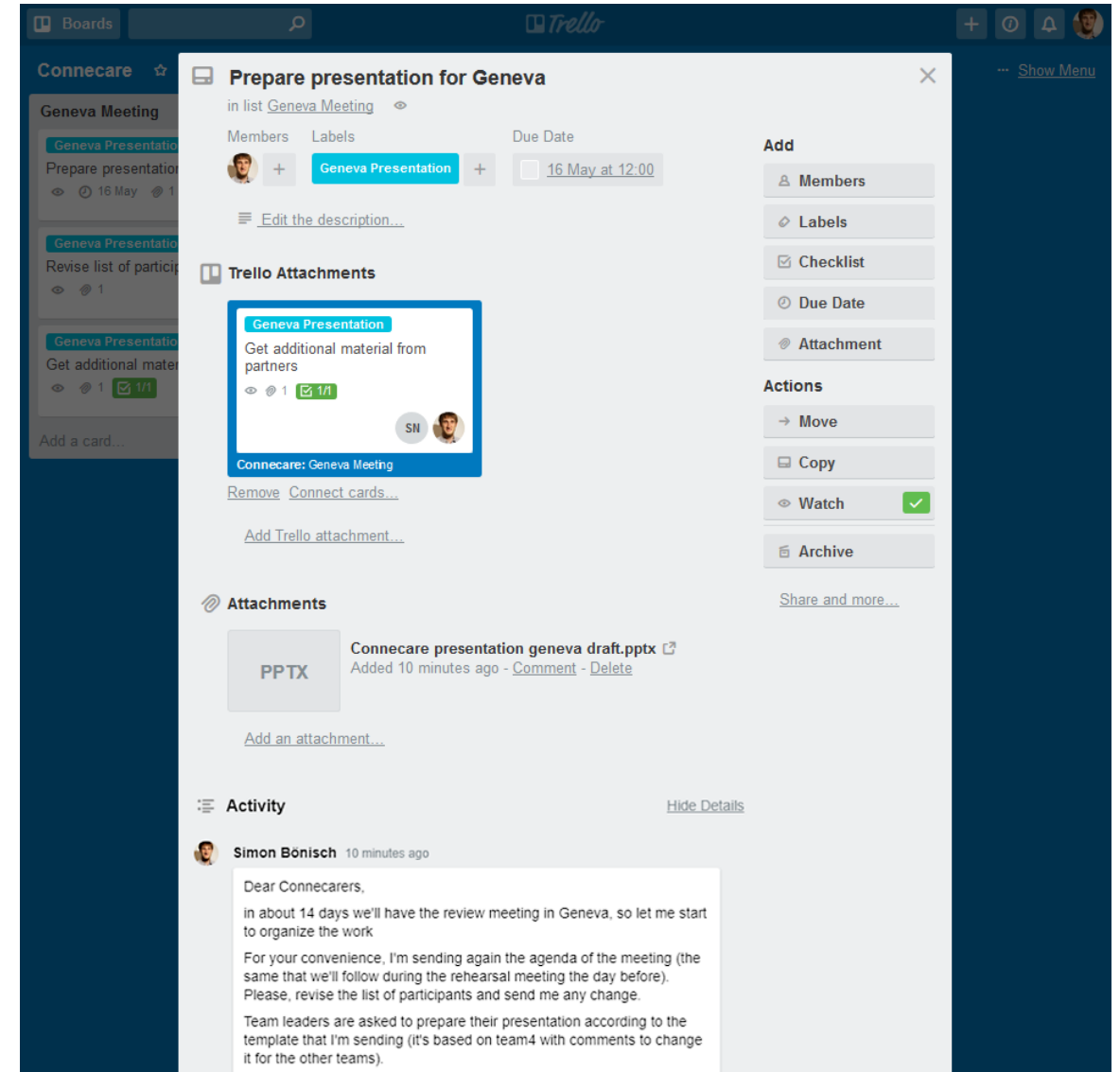📎 1 Anhang: connecare_review_template.pptx 3,9 MB

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E-Mail Task Tracking: Partial Solutions

Situation can be improved by two kinds of software:

E-Mail Applications	Task/Case Management Applications
• Grouping by Conversations	• Due Dates & Reminders
• Folders for Sorting and Archiving	• Multi-User Collaboration Support
• Address Book with Contact Information	• Update Notifications
• Automated Signatures (for Context/Legal Information)	• Responsibility Tracking
• „Smart Folders" for focussing on most relevant Mail	• Progress Indication
• HTML Rendering and Generation	• Change History
• Push Notifications	• Rights Management
	• Structured Applications: Enforcement of Workflows

E-Mail Task Tracking: E-Mail Application

E-Mail Task Tracking: E-Mail Application

TUM

E-Mail Task Tracking: Task Management Application

E-Mail Task Tracking: Task Management Application

E-Mail Task Tracking: Case Management Application

E-Mail Task Tracking: Case Management Application

Remaining Problem: Lack of Integration

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

Remaining Problem: Lack of Integration

Mail Provider		Task Provider
	Let the user do it?	

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

Proposed Solution: Integration Platform

Prototype: Intelligent Contextual Mail

Prototype: Intelligent Contextual Mail

Folder List

E-Mail List

Detail View

Context Bar

Prototype: Intelligent Contextual Mail

TASK

New Email

INBOX

Drafts

Sent Mail

Spam

Starred

Trash

Connecare

_Archive PreWebLab17

_Archive WebLab17

Manage Folders

Search...

Meghan Blakeslee — 5/6/2018
Re: Fwd: [CONNECARE] Preparation of the Review Me...
Hi Simon, thanks, that was fast! I'll come back to you a...

Meghan Blakeslee — 5/6/2018
Fwd: [CONNECARE] Preparation of the Review Meetin...
Hi all, Simon just pointed out to me that we should not...

Meghan Blakeslee — 5/6/2018
Re: [CONNECARE] Preparation of the Review Meeting -...
Hi Simon, you're abolutely right! I should have mention...

Meghan Blakeslee — 5/6/2018
[CONNECARE] Preparation of the Review Meeting - IM...
Dear Connecarers, in about 14 days we'll have the revi...

Google — 5/6/2018
Security alert
Sebis NG2 New device signed in to sebisng2@gmail.c...

Trello — 5/6/2018
Simon Bönisch added you to the card Timezone probl...
Here's what you missed on Trello. Simon Bönisch add...

Taco from Trello — 3/28/2018
Too many Trello boards?
Get more context with Trello View this email in your br...

Bakri Bitar — 12/21/2017
Unexpected side effect to cleaning up urban air discov...
[https://www.sciencedaily.com/images/2017/12/171...

Michel, Felix — 10/19/2017
WG: 1st CFP (deadline extension) - Society, Cybernetic...
Dear Felix Michel, We would like to inform you that we ...

Synced: 5/6/2018, 12:08 PM

S Meghan Blakeslee <meghan.blakeslee@connecare.test>
May 6, 2018, 12:07:38 PM
To: ga34toz@mytum.de

Conversation Link

[CONNECARE] Preparation of the Review Meeting - IMPORTANT

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Meghan Blakeslee, Ph.D.
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Patient Software Project Manager

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1968 Bridge Avenue, Lafayette, LA 70501

www.eurecat.org
@eurecat_news

Prepare presentation
📅 2018-05-16   👤 SB
stick to template from email

Revise list of participants
📅 **2018-05-06**   👤 SB
and report any changes

Get additional material from partners
📅 No due date   👤 SB SN
No description

[CONNECARE] Preparation of the Review M...
📅 2018-05-09   👤 SN SB
Click to create this suggested task

Task Integration

Task Suggestions

Further Context

Tasks

Person Network

Wikipedia

Translate

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.

Mail Provider ICM ~~Trello~~ Task Provider

Guided Research

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

Research

Writing

Support for multiple task providers

SocioCortex Integration

Provide Demo Workflow

B.Sc.

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Chair of Software Engineering for Business
Information Systems

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