

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

Example Mail

Von Meghan Blakeslee <meghan.blakeslee@connecare.test> ↩ Antworten → Weiterleiten 📁 Archivieren 🗑 Junk 🗑 Löschen Mehr ▾

Betreff [CONNECARE] Preparation of the Review Meeting - IMPORTANT 16:33

An all@connecare.test

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 ▾

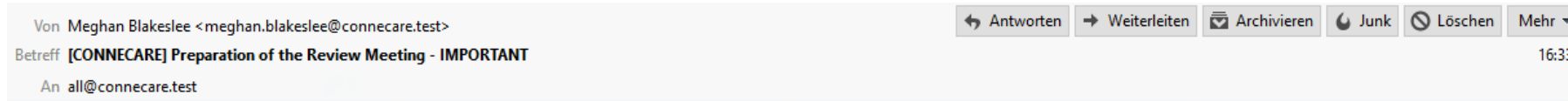
connecare_review_template.pptx 3,9 MB

Context



Core Problem: Identifying and tracking Tasks in E-Mails

Example Mail – Tasks highlighted



Dear Conneccarers,

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

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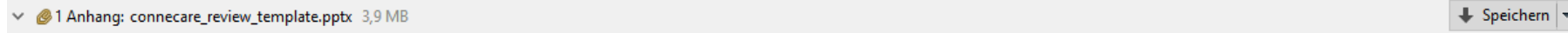
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thanks for you cooperation and see you soon!

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connecare_review_template.pptx 3,9 MB

Context



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



E-Mail Task Tracking: E-Mail Application

- Favoriten
 - Posteingang
 - Gesendete Elemente
 - Gelöschte Elemente
- Outlook-Datendatei
- simonboenisch@yahoo.de
 - Posteingang 8
 - Draft
 - Sent
 - Trash
- Archive
 - Bulk Mail [3]
 - Deleted Messages
 - Drafts 1
 - Entwürfe
 - Gesendet
 - Papierkorb
 - Postausgang
 - Simon
- Synchronisierungsprobleme (Nur di...
 - Templates
 - Suchordner

"Aktuelles Postfach" durchsuchen Aktuelles Postfach

Alle Ungelesen Erwähnungen Nach Datum (Unterhaltungen) Neuestes Element ↓

Heute

kununu
★★★★★ kununu Bewertungsinformation 20:14
<https://assets.kununu.com/images/images_email/beobachten_mail/transparent_pixel.png>

Fwd: [CONNEXARE] Preparation of the Review Meeting - IMPORTANT

Meghan Blakeslee 18:49
Hi Simon, thanks, that was fast! I'll come back to you as soon as I have gathered some feedback. BR,

Simon Bönisch Sent
Hi Meg,

Meghan Blakeslee 18:42
Hi all, Simon just pointed out to me that we should not include the budget lists when collecting

Meghan Blakeslee 18:37
Hi Simon, you're absolutely right! I should have mentioned that in the initial mail. I'll post an update so

Simon Bönisch Sent
Hi Meg,

Meghan Blakeslee 18:31
Dear Conneccarers,

Microsoft-Konto-Team
Sicherheitsinfos für das Microsoft-Konto hinzugefügt 13:28
Microsoft-Konto

- Gestern
- Donnerstag
- Mittwoch
- Dienstag
- Montag
- Letzte Woche
- Vorletzte Woche
- Vorvorletzte Woche
- Letzten Monat
- Älter

Meghan Blakeslee <meghan.blakeslee@connecare.test> | all@connecare.test | 1 | 17:10

[CONNEXARE] Preparation of the Review Meeting - IMPORTANT

connecare_review_template.pptx 4 MB

Dear Conneccarers,

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.

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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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eHealth Unit
Patient Software Project Manager
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eHealth Unit
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www.eurecat.org
[@Eurecat_news](https://twitter.com/Eurecat_news)

E-Mail Task Tracking: E-Mail Application

Left sidebar: Favoriten, Posteingang, Gesendete Elemente, Gelöschte Elemente, Outlook-Datendatei, simonboensch@yahoo.de, Posteingang 8, Draft, Sent, Trash, Archive, Bulk Mail [3], Deleted Messages, Drafts 1, Entwürfe, Gesendet, Papierkorb, Postausgang, Simon, Synchronisierungsprobleme (Nur di..., Templates, Suchordner.

Search bar: "Aktuelles Postfach" durchsuchen | Aktuelles Postfach

Filter: Alle Ungelesen Erwähnungen | Nach Datum (Unterhaltungen) | Neuestes Element ↓

„Smart Folders“ | **Sorting and Filtering**

Message list:

- Heute
- kununu
- ★★★★★ kununu Bewertungsinformation 20:14
- <https://assets.kununu.com/images/images_email/beobachten_mail/transparent_pixel.png>
- 4 Fwd: [CONNEXARE] Preparation of the Review Meeting - IMPORTANT
- Meghan Blakeslee 18:49
- Hi Simon, thanks, that **Conversation Grouping** red some feedback. BR,
- Simon Bönisch Sent
- Hi Meg,
- Meghan Blakeslee 18:42
- Hi all, Simon just pointed out to me that we should not include the budget lists when collecting
- Meghan Blakeslee 18:37
- Hi Simon, you're absolutely right! I should have mentioned that in the initial mail. I'll post an update so
- Simon Bönisch Sent
- Hi Meg,
- Meghan Blakeslee 18:31
- Dear Conneccarers,

Contextual E-Mail Information: Microsoft-Konto-Team, Sicherheitsinfos für das Microsoft-Konto hinzugefügt, Microsoft-Konto

Calendar view: Gestern, Donnerstag, Mittwoch, Dienstag, Montag, Letzte Woche, Vorletzte Woche, Vorvorletzte Woche, Letzten Monat, Älter

Header: Meghan Blakeslee <meghan.blakeslee@connecare.test> | all@connecare.test | 1 | 17:10

Subject: [CONNEXARE] Preparation of the Review Meeting - IMPORTANT

Attachment: connecare 4 MB | **Contextual Contact Information**

Dear Conneccarers,

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 (I'm attaching the agenda in the format of a PDF file before). Please, revise the list of participants and send me any change. **Advanced Encoding & HTML Support**

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).

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

thanks for you cooperation and see you soon!

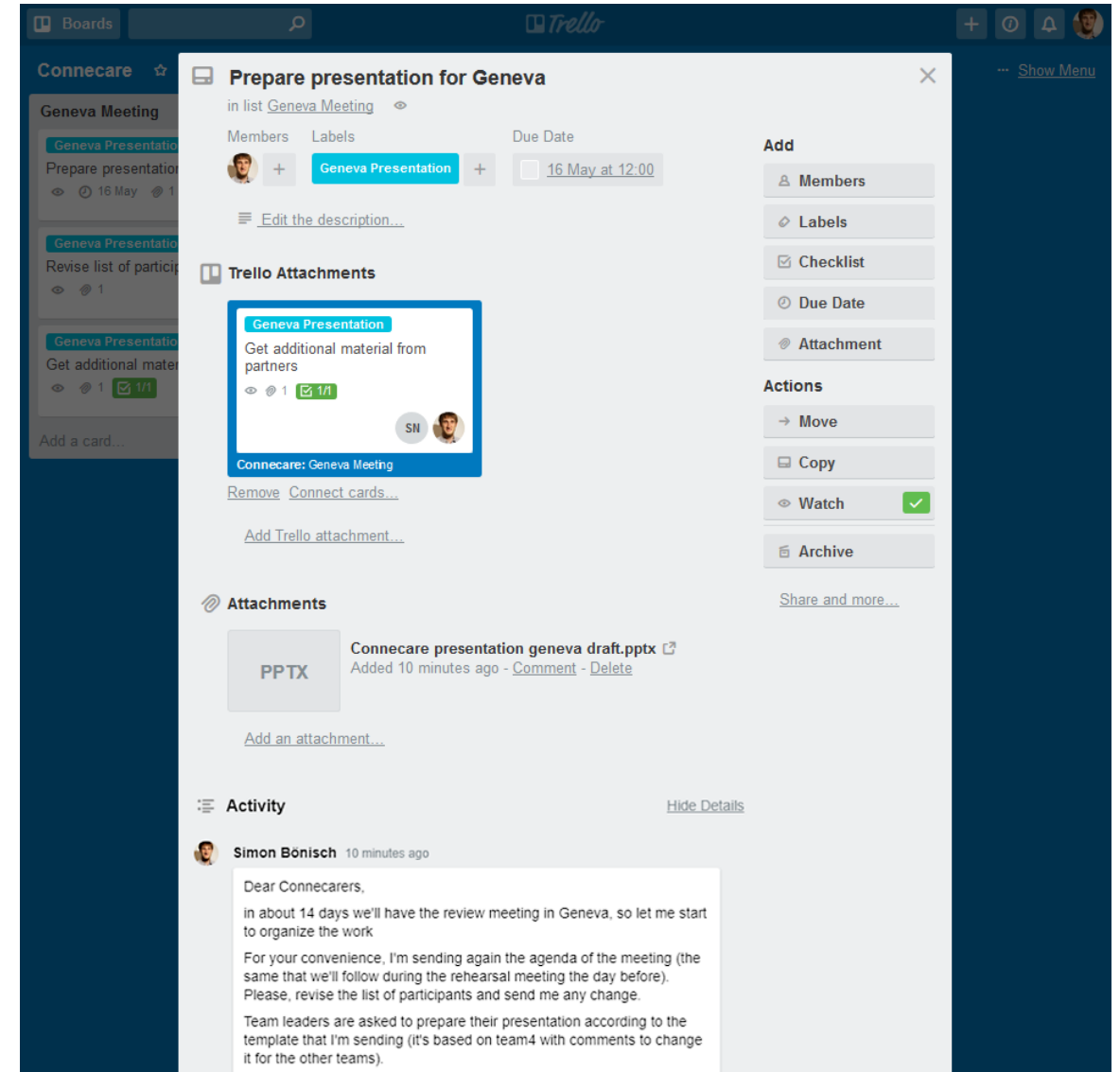
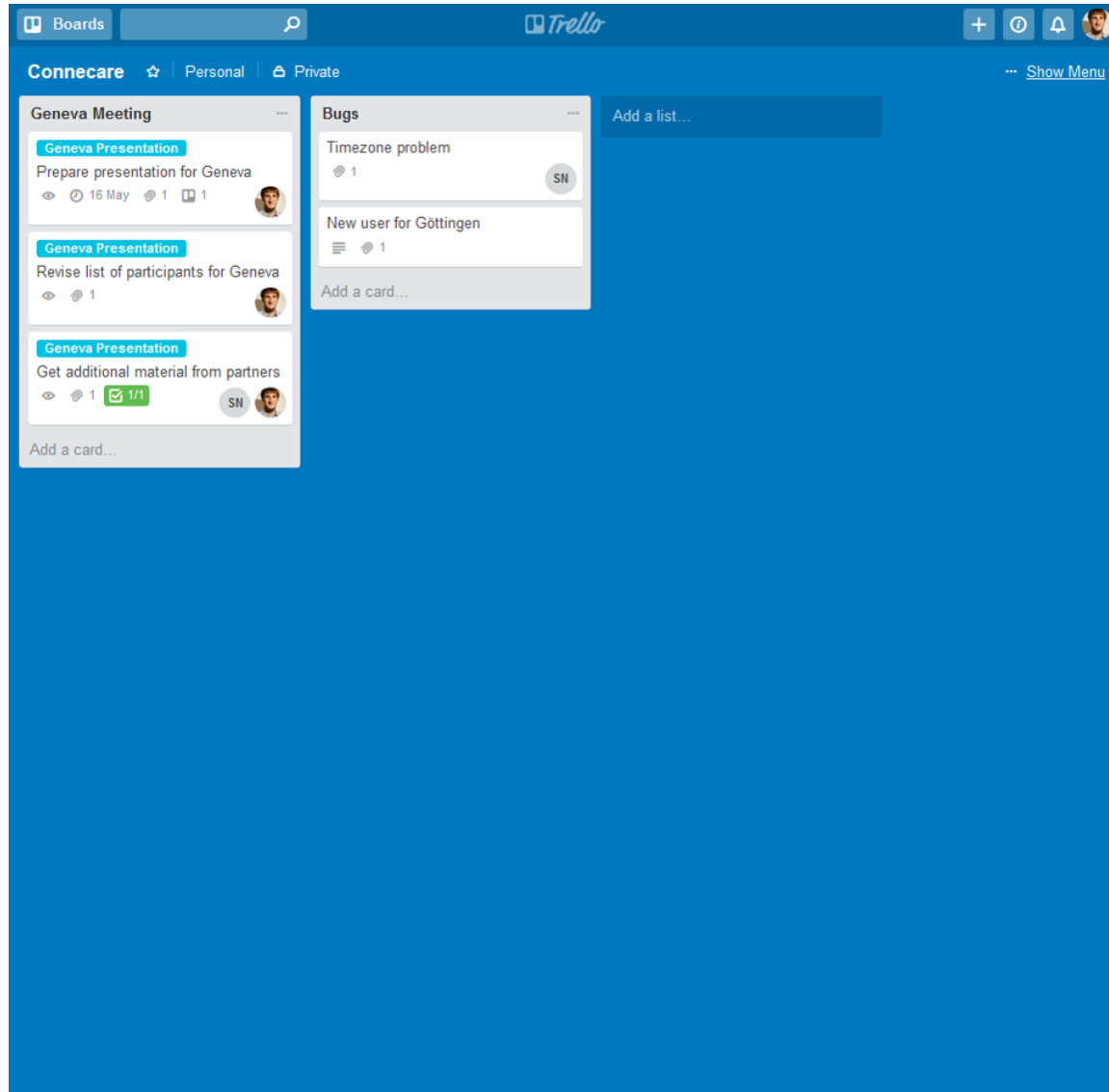
Meg

Signature: Meghan Blakeslee, Ph.D. | eHealth Unit | Patient Software Project Manager | +337-636-3119 | +337-636-3128 | meghan.blakeslee@connecare.test | 1968 Bridge Avenue, Lafayette, LA 70501

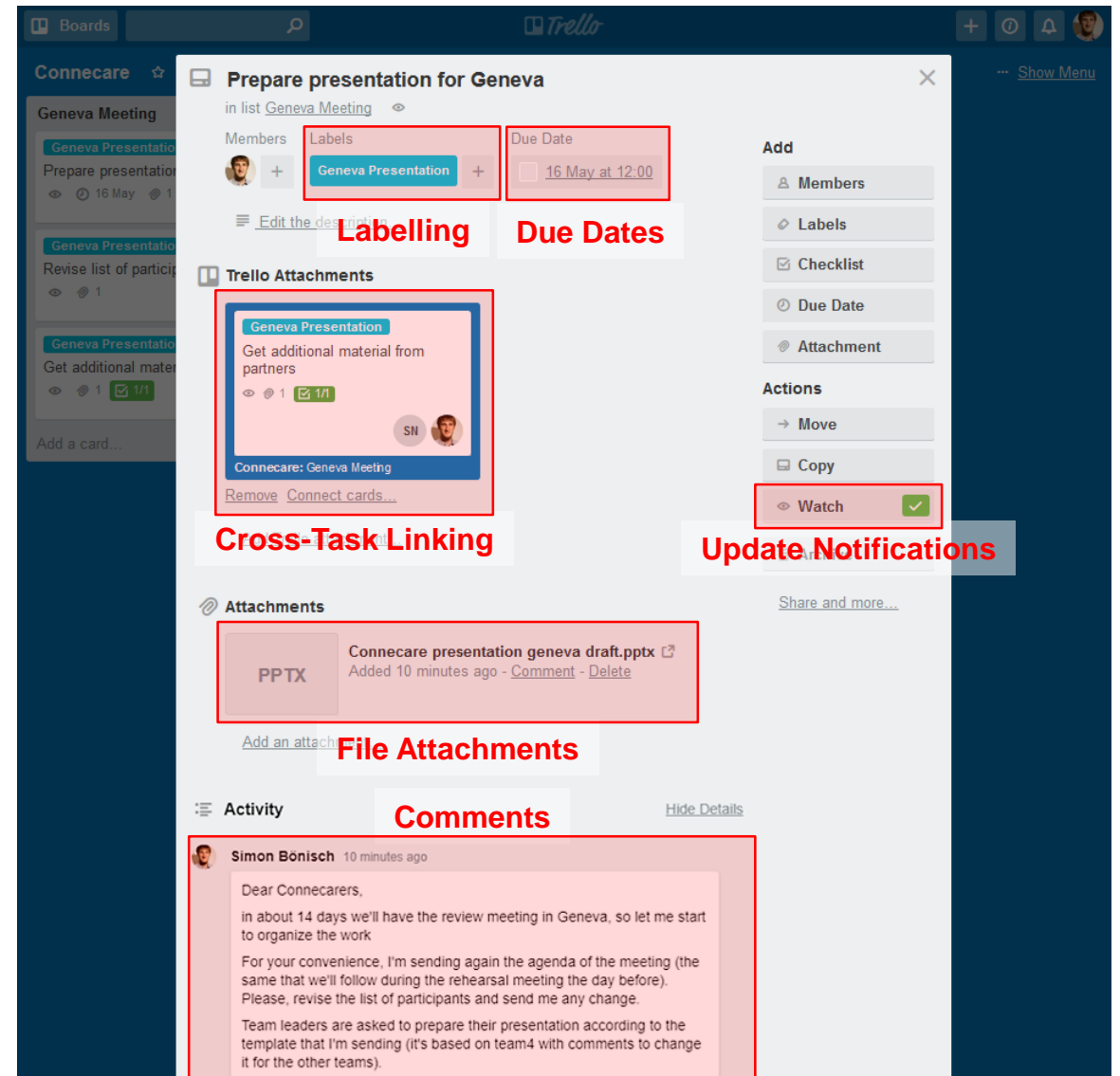
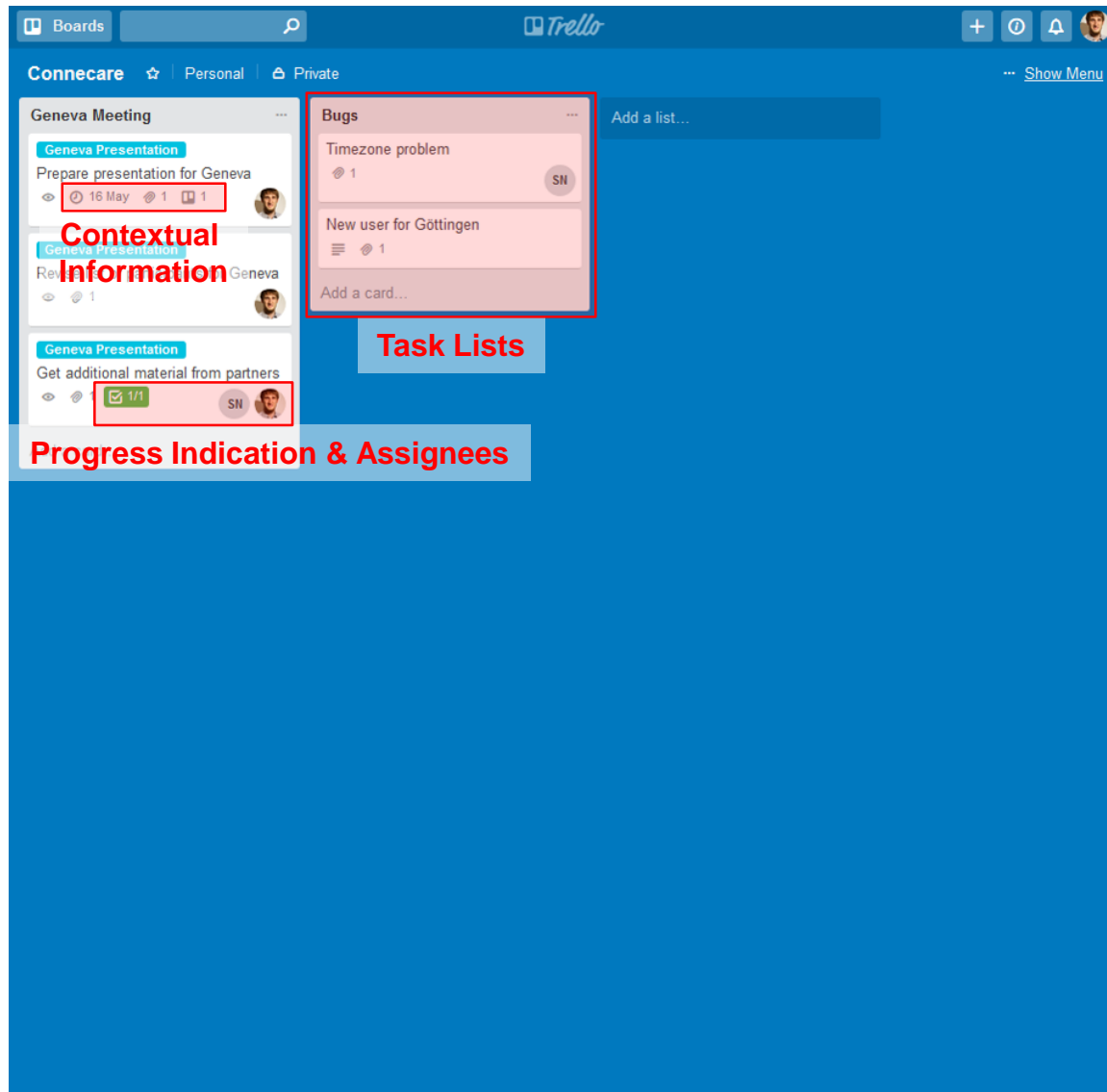
Logo: eurecat | Centre Tecnològic de Catalunya | www.eurecat.org | @Eurecat_news

E-Mail Signature

E-Mail Task Tracking: Task Management Application



E-Mail Task Tracking: Task Management Application



E-Mail Task Tracking: Case Management Application



English Welcome: Simon

Home > My Cases > Meghan Blakeslee

Groningen CS2 - Meghan Blakeslee Age: 37 Current Stage: Case Evaluation Case ID: 5t8ikdofqw44 Case Actions

Summary **Process** Data Team Notifications Messages Notes

Case Identification Case Evaluation Workplan Discharge

2 days ago Stage Actions

Task	State	Due Date	Professional	Completed by	Role	Required
Set Evaluation Due Date	✓	Not Available	Simon Bönisch	Simon Bönisch	Professional	Yes
Charlson	▶	25-May-2018	Simon Bönisch	Not Complete	Professional	Yes
Activities of Daily Living (ADL)	▶	25-May-2018	Simon Bönisch	Not Complete	Professional	Yes
Instrumental Activities of Daily Living (iADL)	▶	25-May-2018	Simon Bönisch	Not Complete	Professional	Yes
Nutritional Risk Screening (NRS)	▶	25-May-2018	Simon Bönisch	Not Complete	Professional	Yes
Mini Nutritional Assesment (MNA-SF®)	▶	25-May-2018	Simon Bönisch	Not Complete	Professional	Yes
Hospital Anxiety and Depression Scale (HADS)	▶	Set Date	Simon Bönisch	Not Complete	Professional	Yes



English Welcome: Simon

Home > My Cases > Meghan Blakeslee > Case Evaluation > Instrumental Activities of Daily Living (iADL)

Groningen CS2 - Meghan Blakeslee Age: 37 Current Stage: Case Evaluation Case ID: 7g13z5drea3i Case Actions

Summary **Process** Data Team Notifications Messages Notes

Instrumental Activities of Daily Living (iADL)

Clinician: **Simon Bönisch**
 Role: **Professional**
 Due Date: **26-Apr-2018**
 State: **Active**

Professional
 Activated by Felix Michel 05/23/2018

Telephoning*

Uses the telephone, dials the numbers without help only calls some known numbers

Answers the phone, but does not call Does not use the telephone

Shopping / Doing groceries*

Finances*

Is able to handle own finances Needs help with finances Is not able to deal with money

iADL Score N/A

CLEAR COMPLETE TERMINATE

E-Mail Task Tracking: Case Management Application

CONNEXCARE English Welcome: Simon

Home > My Cases > Meghan Blakeslee

Groningen CS2 - Meghan Blakeslee Age: 37 Current Stage: Case Evaluation Case ID: 5t8ikdofqw44 Case Actions

Summary **Process** Notifications Messages Notes

Case Stages

2 days ago Stage Actions

Task	State	Due Date	Professional	Completed by	Role	Required
Set Evaluation Due Date	✓	Not Available	Simon Bönisch	Simon Bönisch	Professional	Yes
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Activities of Daily Living (ADL)	▶	25-May-2018	Simon Bönisch	Not Complete	Professional	Yes
Instrumental Activities of Daily Living (iADL)	▶	25-May-2018	Simon Bönisch	Not Complete	Professional	Yes
Nutritional Risk Screening (NRS)	▶	25-May-2018	Simon Bönisch	Not Complete	Professional	Yes
Mini Nutritional Assesment (MNA-SF®)	▶	25-May-2018	Simon Bönisch	Not Complete	Professional	Yes
Hospital Anxiety and Depression Scale (HADS)	▶	Set Date	Simon Bönisch	Not Complete	Professional	Yes

Tasks for current Stage

CONNEXCARE English Welcome: Simon

Home > My Cases > Meghan Blakeslee > Case Evaluation > Instrumental Activities of Daily Living (iADL)

Groningen CS2 - Meghan Blakeslee Age: 37 Current Stage: Case Evaluation Case ID: 7g13z5drea3i Case Actions

Summary **Process** Data Team Notifications Messages Notes

Additional Context

Instrumental Activities of Daily Living (iADL)

Clinician: Simon Bönisch
 Role: Professional
 Due Date: 26-Apr-2018
 State: Active

Assignees & Due Dates

Task Workflow & State History

Telephoning *
 Uses the telephone, but not numbers without help only calls some known numbers
 Answers the phone, but does not call Does not use the telephone

Shopping / Doing groceries *

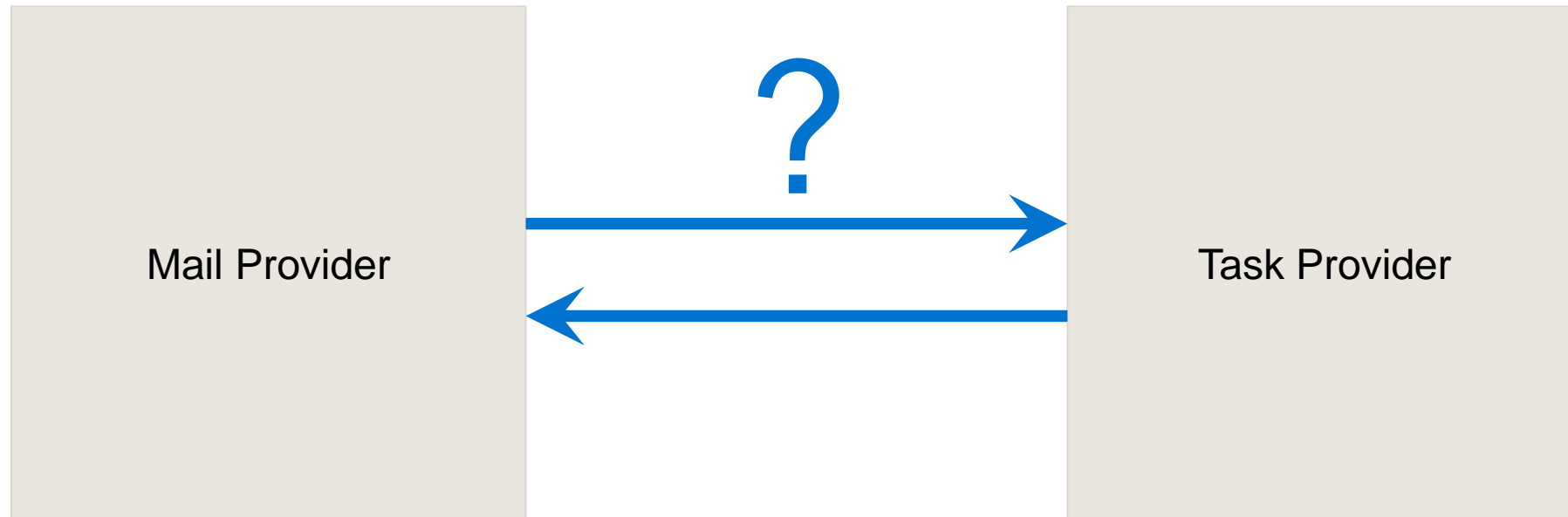
Finances *
 Is able to handle own finances Needs help with finances Is not able to deal with money

iADL Score N/A

Available Actions

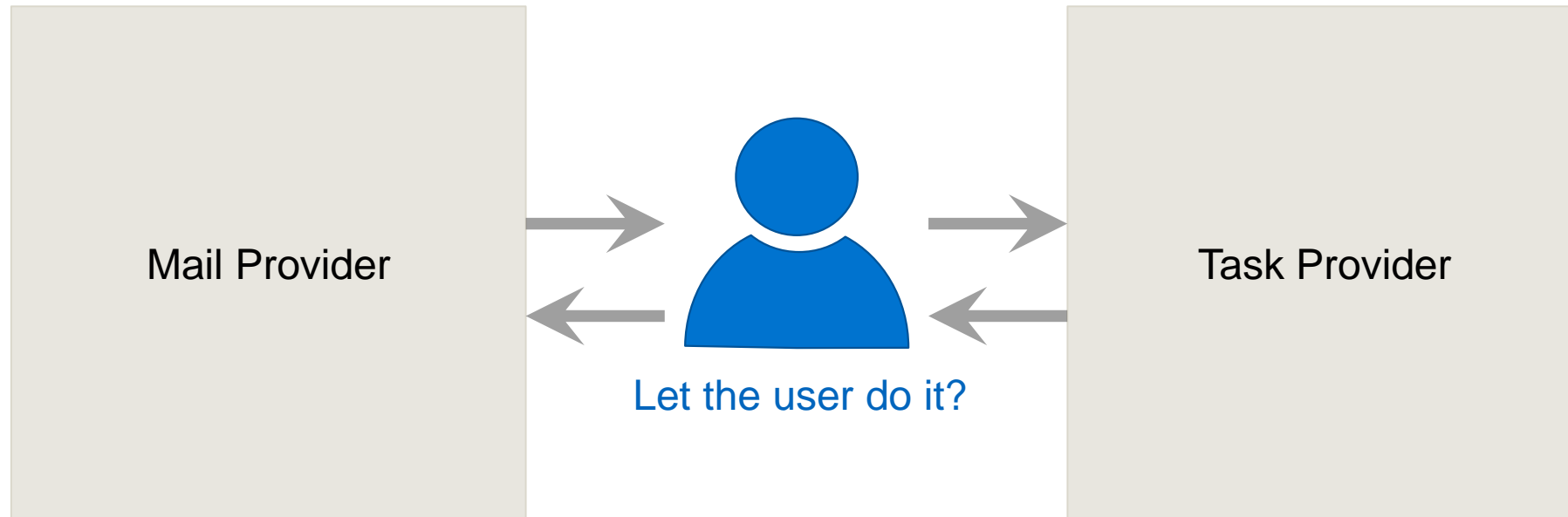
CLEAR COMPLETE TERMINATE

Remaining Problem: Lack of Integration



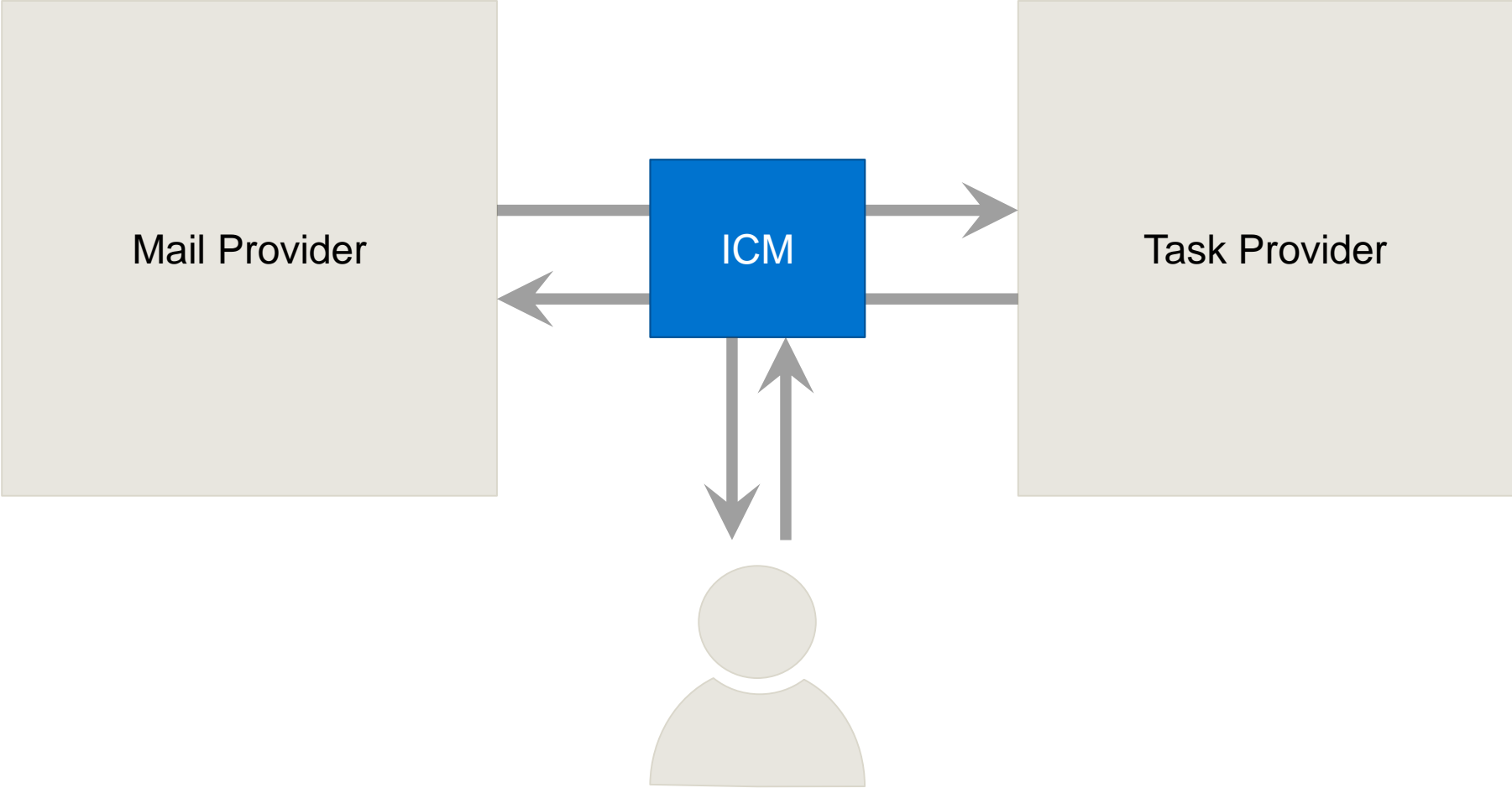
Each tool solves part of the problem, but how to get information from one system to the other?

Remaining Problem: Lack of Integration



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

The screenshot displays a web-based email interface. On the left is a dark sidebar with navigation options: INBOX, Drafts, Sent Mail, Spam, Starred, Trash, Connecare, _Archive PreWebLab17, and _Archive WebLab17. Below these are 'Manage Folders' and a sync status 'Synced: 5/6/2018, 12:08 PM'. The main area shows a list of emails, with the selected one from Meghan Blakeslee highlighted. The email content is displayed in the center, featuring a header with the sender's name and contact info, a subject line '[CONNECARE] Preparation of the Review Meeting - IMPORTANT', and a body of text. The right sidebar contains a 'Tasks' section with items like 'Prepare presentation', 'Revise list of participants', and 'Get additional material from partners', each with a due date and user initials. At the bottom of the right sidebar are vertical labels for 'Person Network', 'Wikipedia', and 'Translate'. The email body includes the 'eurecat' logo and contact information for Meghan Blakeslee, Ph.D.

Prototype: Intelligent Contextual Mail

Folder List

TSK
New Email

- INBOX
- Drafts
- Sent Mail
- Spam
- Starred
- Trash
- Connecare
- _Archive PreWebLab17
- _Archive WebLab17

Manage Folders

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

E-Mail List

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 absolutely 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 revl...
- Google 5/6/2018
Security alert
Sebis NG2 New device signed in to sebisna2@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 ...

Detail View

✉ ↶ ↷ 🗑 ✎

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

[CONNECARE] Preparation of the Review Meeting - IMPORTANT

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

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Meg

Meghan Blakeslee, Ph.D.
eHealth Unit
Patient Software Project Manager

eurecat
Centre Tecnològic de Catalunya

-337-636-3119 | +337-636-3128 | meghan.blakeslee@connecare.test
1908 Bridge Avenue, Lafayette, LA 70501

www.eurecat.org
[@eurecat_news](https://twitter.com/eurecat_news)

Context Bar

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

Tasks

Person Network

Wikipedia

Translate

Prototype: Intelligent Contextual Mail

The screenshot shows an email client interface with a sidebar on the left containing folders like INBOX, Drafts, Sent Mail, Spam, Starred, Trash, and Connecare. The main content area displays an email from Meghan Blakeslee with the subject "[CONNECARE] Preparation of the Review Meeting - IMPORTANT". The email body contains text about a review meeting in Geneva, agenda preparation, and coordination with partners. At the bottom, there is contact information for Meghan Blakeslee and the eurecat logo.

Task Integration: A red box on the right side of the email content area highlights three task suggestions: "Prepare presentation" (due 2018-05-16), "Revise list of participants" (due 2018-05-06), and "Get additional material from partners" (no due date). A vertical "Tasks" sidebar is visible on the far right.

Conversation Link: A red dashed arrow points from the "Conversation Link" text in the email header to the "Prepare presentation" task suggestion.

Task Suggestions: A red box at the bottom right highlights a task suggestion: "[CONNECARE] Preparation of the Review M..." (due 2018-05-09) with a "Click to create this suggested task" link. A vertical "Person Network" sidebar is visible on the far right.

Further Context: A red box at the bottom right highlights the text "Further Context" and "Wikipedia". A vertical "Wikipedia" sidebar is visible on the far right.

Additional Context: A vertical "Translate" sidebar is visible on the far right.

Research Goals

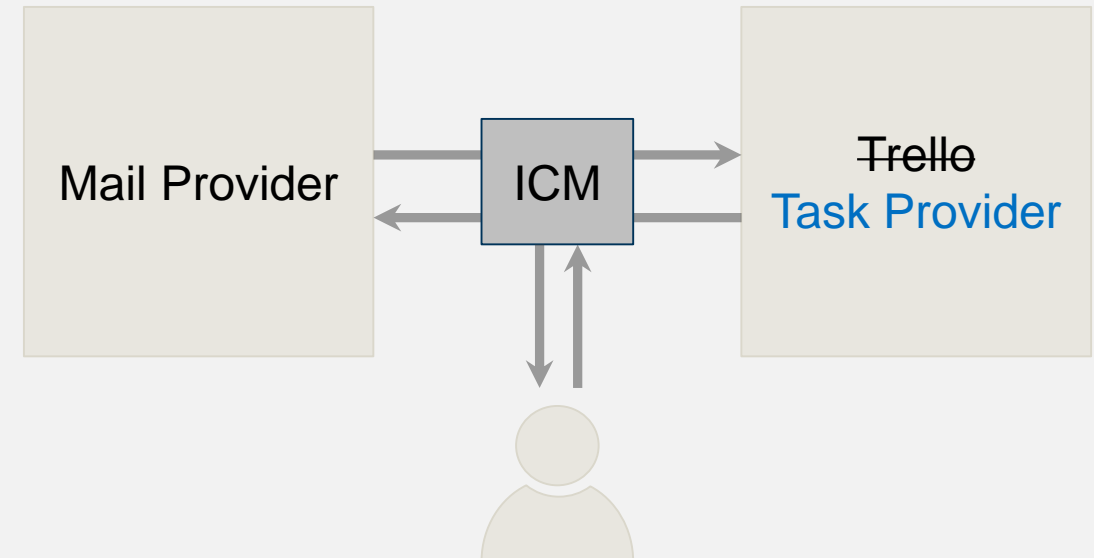
Goal 1

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.



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.

Simon Bönisch

Technische Universität München
Faculty of Informatics
Chair of Software Engineering for Business
Information Systems

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85748 Garching bei München

ga34toz@mytum.de
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