

Guided Research: Intelligent Contextual Task Support for Mails

Simon Bönisch, 02.11.2018, Final Presentation

sebis

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

Outline



Identifying and Tracking Tasks in E-Mails

Challenges and Requirements

Tool Comparison

Proposed Solution: Intelligent Contextual Mail

Technical Details

Conclusion

Identifying Tasks in E-Mails

First Example – Mail

Von John Doe <john.doe@connecare.eu>

Betreff [STHI] Upcoming Dallas Meeting

An Mich

Hi all,

in about 20 days (on 29.10.2018) we'll have the review meeting in Dallas, 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. You can seek help from Georges Prettjohn if needed. Please consider submitting journey subsidies if you qualify for those.

◆ Antworten → Weiterleiten 🔄 Archivieren 🍐 Junk 🛇 Löschen

Mehr 🔻

You can ask to prepare the presentation according to the template that I'm sending (it's based on MS4 with comments to change it for the other MSs).

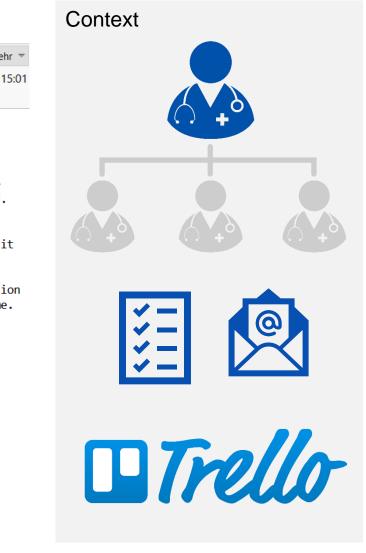
Leaders have also to coordinate their work with the rest of involved partners to have all the material concerning the MS. To better organize all the work and to give time to everybody to review the work and send feedback, please send the presentation by 18.10.2018 I'll send you back feedback and requests of changes (if any) 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!

John

_ _ _ John Doe

Project Coordinator TUM, Munich +49 89 123 456 789



Identifying Tasks in E-Mails

First Example – Tasks highlighted

Von John Doe <john.doe@connecare.eu>

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Hi all,

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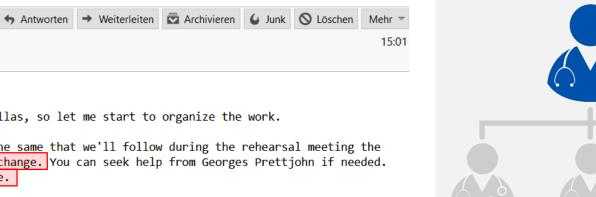
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Context



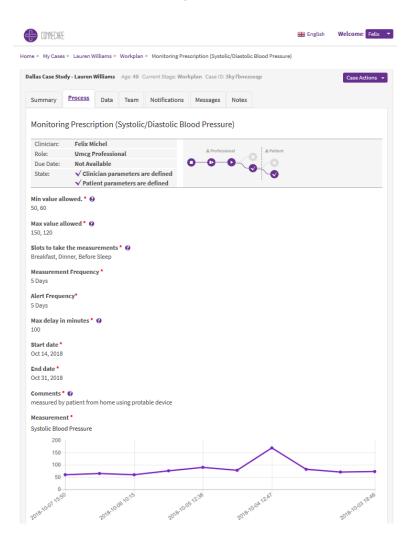


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Tracking Tasks in E-Mails

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Second Example – E-Mail and Case Details



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|---|-------------------|----------|-----------|--------|
| Von James Reed <james.reed@external.comp< th=""><th>any.com></th><th></th><th></th><th></th></james.reed@external.comp<> | any.com> | | | |
| Betreff Re: Unsure about peak in blood pressu | re measurements | | | 21:44 |
| An Mich | | | | |
| Hi Simon, | | | | ^ |
| | | | | |
| well, to sum things up, I don't | | | | lems |
| or post-operational issues regar | ding the patie | nt in qu | lestion. | |

or post-operational issues regarding the patient in question. These personal monitors for home use are just a little finicky when it comes to environmental conditions and electromagnetic interferences. Nothing to worry about in principle.

To be sure however and to account for the extra complications that you described, I would suggest to enlongen the blood pressure monitoring by at least two weeks.

It's little effort, especially for you and the hospital and that way we completely eliminate the possibility of something serious that we are currently overlooking.

Hope I could help, Best wishes,

James

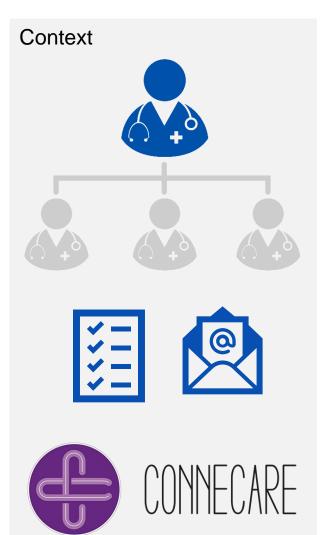
On 25.10.18 at 21:33 Simon wrote: Hi James,

thanks for the advice. I had already thought of something like that but I was really unsure as I am lacking experience with these kinds of devices.

v

So you think we can just ignore the whole incident?

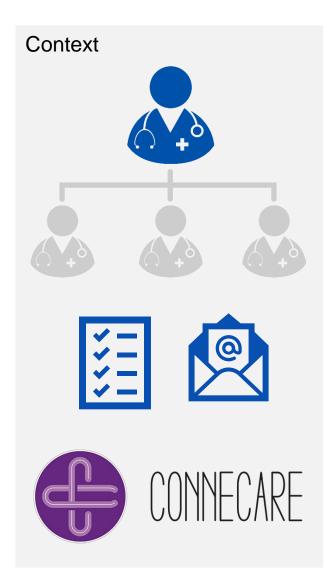
Thanks again,



Tracking Tasks in E-Mails

Second Example – Case Management Overview

| lome > My Cases | | | | | | |
|-------------------|---------------|-------------------------|--------------|---------------|-------------------|--------|
| Search | Q | | | | | |
| Case Name 🗸 | State - | Patient | Case Owner | Notifications | Messages | #Tasks |
| Dallas Case Study | 5 minutes ago | Sarah Tylor (29) | Felix Michel | | | 2 |
| Dallas Case Study | 3 days ago | Emily Jones (37) | Felix Michel | | | 0 |
| Dallas Case Study | 3 days ago | Michael Johnson (41) | Felix Michel | | | 0 |
| Dallas Case Study | 3 days ago | Christopher Wilson (22) | Felix Michel | | | 0 |
| Dallas Case Study | 3 days ago | Lauren Williams (48) | Felix Michel | | | 0 |
| Dallas Case Study | 6 days ago | James Davis (24) | Felix Michel | | | 0 |
| Dallas Case Study | 6 days ago | David Brown (61) | Felix Michel | | | 1 |
| Dallas Case Study | 6 days ago | William Moore (34) | Felix Michel | | | 1 |
| Dallas Case Study | 7 days ago | Joshua Smith (37) | Felix Michel | | | 0 |
| Dallas Case Study | 7 days ago | Ashley Brown (42) | Felix Michel | | | 0 |
| Dallas Case Study | 10 days ago | Nicole Wilson (56) | Felix Michel | | $\mathbf{\times}$ | 0 |



Challenges



1. Information is un- or semi-structured

2. Isolated solutions for specific problems

3. Proprietary licenses lead to vendor lock-ins

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Requirements

1. Information is un- or semi-structured

- [R1] Information extraction
- [R1.1] Extraction of well-known entities
- [R1.2] Processing of natural language
- [R1.3] Support for user-defined detection patterns
- [R1.4] Annotation of extracted data in initial text
- 2. Isolated solutions for specific problems
 - [R2] Third party integration
 - [R1.1] Integration of core features of third party system
 - [R1.2] Multi-provider support
 - [R1.3] Data updates through third party systems
 - [R1.4] Task-mail linkage
- 3. Proprietary licenses lead to vendor lock-ins

[R3] Open source license



| | | Information Extraction (R1) | | | Third Party Integration (R2) | | | | Open | | |
|-----------------------------|------------------------|---|---|---|--|------------------------------------|--|---------------------------------------|------------------------------------|---------------------------|----------------------|
| Category | Tool | Extraction from structured data | Processing of natural language | Support for user-defined patterns | Annotation of extracted data in initial text | Integration of external system | Multi-provider support | Updates through third party system | Task-mail linkage | Source License (R3) | Reference |
| | Outlook (+Plugins) | \bigcirc ($ullet$) | \bigcirc (\bigcirc) | \bigcirc ($ullet$) | \bigcirc (\bigcirc) | \bigcirc ($ullet$) | \bigcirc ($ullet$) | \bigcirc ($ullet$) | $\mathbf{O}\left(\mathbf{O} ight)$ | \bigcirc (\bigcirc) | outlook.live.com/owa |
| Established Mail Clients | Thunderbird (+Plugins) | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | \bigcirc ($ullet$) | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | ● (●) | www.thunderbird.net |
| | Gmail (+Integrations) | $igodoldsymbol{igo$ | $igodoldsymbol{igodoldsymbol{eta}}(igodoldsymbol{eta})$ | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | \bigcirc ($ullet$) | \bigcirc ($ullet$) | \bigcirc ($ullet$) | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | mail.google.com/mail |
| F (| Newton | 0 | 0 | 0 | 0 | O | • | • | O | 0 | newtonhq.com |
| Emergent Mail Clients | hiri | 0 | 0 | 0 | 0 | 0 | 0 | 0 | • | 0 | www.hiri.com |
| | Mailbird | 0 | 0 | 0 | \bigcirc | • | • | • | \bigcirc | 0 | www.getmailbird.com |
| Enterprise | Zoho One | 0 | 0 | 0 | 0 | 0 | • | 0 | 0 | 0 | www.zoho.com/mail |
| Management | Pega Platform | • | • | • | 0 | 0 | 0 | 0 | \bigcirc | 0 | www.pega.com |
| Platforms | Asana | 0 | 0 | 0 | \bigcirc | • | • | • | \bigcirc | 0 | asana.com |
| Automation Platforms | Zapier (+Integrations) | $igodoldsymbol{	imes}(igodoldsymbol{	imes})$ | \bigcirc ($ullet$) | $igodoldsymbol{igodoldsymbol{eta}}(igodoldsymbol{eta})$ | \bigcirc (\bigcirc) | $\mathbf{O}\left(\mathbf{O} ight)$ | $igodoldsymbol{	imes}(igodoldsymbol{	imes})$ | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | zapier.com |
| | Parseur | ● | 0 | • | 0 | O | • | 0 | 0 | 0 | parseur.com |
| | Parserr | • | 0 | • | 0 | Ð | • | 0 | 0 | 0 | parserr.com |
| Intelligent C | ontextual Mail (ICM) | • | • | • | • | • | • | • | • | • | icm.in.tum.de |

Legend: \bullet = *completely supported,* \bullet = *partly supported,* \bigcirc = *not supported,*



Established Mail Clients

- Exist for multiple years
- · Widely used around the world
- Advanced e-mail functionality
- Native task management
- Full-fledged plugin system
- Outlook
 Business-grade mail client with high spread
 and high usage

Thunderbird

Free and open-source mail client with rather classic orientation

Gmail

Free but proprietary mail client & server targeted at personal use

| | Dutlook | ոսոder- rd | Gmail |
|---|---------|---------------|-------------------------------------|
| Requirement | 0 | μïα | Ċ |
| 1.1 Extraction from structured data | ○(●) | O(O) | ●(●) |
| 1.2 Processing of natural language | O(O) | O(O) | $igodoldsymbol{(igodoldsymbol{)})}$ |
| 1.3 Support for user-defined patterns | ○(●) | O(O) | O(O) |
| 1.4 Annotation of extracted data in input | O(O) | O(O) | O(O) |
| 2.1 Integration of external system | ○(●) | O(O) | ○(●) |
| 2.2 Multi-provider support | ○(●) | ○(●) | ○(●) |
| 2.3 Updates through third party system | ○(●) | O(O) | ○(●) |
| 2.4 Task-mail-linkage | ●(●) | ○(●) | $\mathbb{O}(\mathbb{O})$ |
| 3 Open source license | O(O) | ●(●) | O(O) |



Emergent Mail Clients

- Released in the last years
- Functional improvements
- Modernized user experience
- Emphasize third party integrations
- Integrations mostly developed in-house

Newton

Platform independent mail client emulating look and feel of a messenger app

• hiri

Business-oriented mail client with collaboration features for the Microsoft universe

Mailbird

Highly customizable mail client with highest count of third party integrations

| Deguirement | Newton | hiri | Mailbird |
|---|--------|------|----------|
| Requirement | Z | ٢ | Σ |
| 1.1 Extraction from structured data | 0 | 0 | 0 |
| 1.2 Processing of natural language | 0 | 0 | 0 |
| 1.3 Support for user-defined patterns | 0 | 0 | 0 |
| 1.4 Annotation of extracted data in input | 0 | 0 | 0 |
| 2.1 Integration of external system | D | 0 | • |
| 2.2 Multi-provider support | • | 0 | ● |
| 2.3 Updates through third party system | • | 0 | • |
| 2.4 Task-mail-linkage | D | | 0 |
| 3 Open source license | 0 | 0 | 0 |



Enterprise Management Platforms

- For managing and controlling businesses
- Bundles of multiple specialized modules
- Third party integrations for non-native functionality
- Often serve as central hub

Zoho One

Suite of ~40 integrated applications with third party integrations for otherwise missing functionality

Pega Platform

Case Management Platform designed as a base for quickly developing own business applications

Asana

Single application more focused on managing projects with distributed teams

| Requirement | Zoho One | Pega Platform | Asana |
|---|-----------|------------------|-------|
| 1.1 Extraction from structured data | 0 | | 0 |
| 1.2 Processing of natural language | 0 | | 0 |
| 1.3 Support for user-defined patterns | 0 | | 0 |
| 1.4 Annotation of extracted data in input | 0 | 0 | 0 |
| 2.1 Integration of external system | ● | 0 | • |
| 2.2 Multi-provider support | \bullet | 0 | • |
| 2.3 Updates through third party system | ● | 0 | • |
| 2.4 Task-mail-linkage | 0 | 0 | 0 |
| 3 Open source license | 0 | 0 | 0 |



Automation Platforms

- For automation of repeatable processes
- Integrate arbitrary external systems by standardized means
- Backend-Tool, UI only for configuration
- Often triggered by (external) events

Zapier

Wide-spread automation platform with good integration support and native email parser

Parseur

Mainly rule-based email parser that features simple UI to enable configuration by nontechnical users

Parserr

Similar to Parseur, but provides advanced rule-based analysis instead of focusing on UI

| Requirement | Zapier | Parseur | Parserr |
|---|--------|------------|------------|
| 1.1 Extraction from structured data | ●(●) | • | • |
| 1.2 Processing of natural language | ○(●) | 0 | 0 |
| 1.3 Support for user-defined patterns | ●(●) | • | • |
| 1.4 Annotation of extracted data in input | 0(0) | 0 | 0 |
| 2.1 Integration of external system | ●(●) | ● | O |
| 2.2 Multi-provider support | ●(●) | lacksquare | lacksquare |
| 2.3 Updates through third party system | O(O) | 0 | 0 |
| 2.4 Task-mail-linkage | O(O) | 0 | 0 |
| 3 Open source license | 0(0) | 0 | 0 |

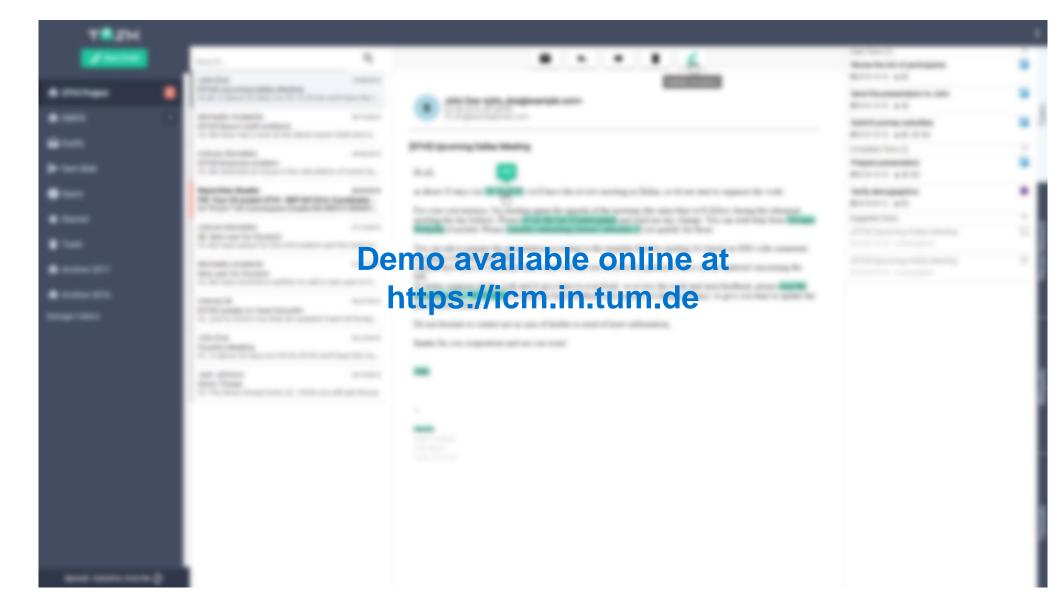


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|-----------------------------|------------------------|---|---|---|--|-----------------------------------|---|---------------------------------------|------------------------------------|---------------------------|----------------------|
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| | Outlook (+Plugins) | \bigcirc ($ullet$) | \bigcirc (\bigcirc) | \bigcirc ($ullet$) | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | \bigcirc ($ullet$) | \bigcirc ($ullet$) | $\mathbf{O}\left(\mathbf{O} ight)$ | \bigcirc (\bigcirc) | outlook.live.com/owa |
| Established Mail Clients | Thunderbird (+Plugins) | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | \bigcirc ($ullet$) | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | ● (●) | www.thunderbird.net |
| | Gmail (+Integrations) | $igodoldsymbol{igo$ | $igodoldsymbol{igodoldsymbol{eta}}(igodoldsymbol{eta})$ | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | \bigcirc ($ullet$) | \bigcirc ($ullet$) | $\mathbf{O}\left(\mathbf{O} ight)$ | \bigcirc (\bigcirc) | mail.google.com/mail |
| T | Newton | 0 | 0 | 0 | 0 | O | • | • | O | 0 | newtonhq.com |
| Emergent Mail Clients | hiri | 0 | 0 | 0 | 0 | 0 | 0 | 0 | • | 0 | www.hiri.com |
| | Mailbird | 0 | 0 | 0 | \bigcirc | • | • | • | 0 | 0 | www.getmailbird.com |
| Enterprise | Zoho One | 0 | 0 | 0 | 0 | | • | igodot | 0 | 0 | www.zoho.com/mail |
| Management | Pega Platform | • | • | • | 0 | 0 | 0 | 0 | 0 | 0 | www.pega.com |
| Platforms | Asana | 0 | 0 | 0 | 0 | • | • | • | 0 | 0 | asana.com |
| Automation Platforms | Zapier (+Integrations) | $igodoldsymbol{igo$ | \bigcirc ($ullet$) | $igodoldsymbol{igodoldsymbol{eta}}(igodoldsymbol{eta})$ | \bigcirc (\bigcirc) | ● (●) | $igodoldsymbol{igodoldsymbol{eta}}(igodoldsymbol{eta})$ | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | \bigcirc (\bigcirc) | zapier.com |
| | Parseur | ● | 0 | • | 0 | 0 | • | 0 | 0 | 0 | parseur.com |
| | Parserr | • | 0 | • | 0 | O | • | 0 | 0 | 0 | parserr.com |
| Intelligent C | ontextual Mail (ICM) | • | • | • | • | • | • | • | • | • | icm.in.tum.de |

Legend: \bullet = *completely supported,* \bullet = *partly supported,* \bigcirc = *not supported*

Proposed Solution – Intelligent Contextual Mail





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| Project 1 | John Doe 1 [STHI] Upcoming Dallas Meeting Hi all, in about 20 days (on 29.10.2018) we'll hav | 0/08/2018 e the r |
|)X 3 | [STHI] Report draft problems | 09/15/2018 |
| s Mail | Hi, We have had a look at the latest report draft a Antonio Mondelez [STHI] timezone problem Hi, We detected an issue in the calculation of son | 09/06/2018 |
| n | Maximilian Mueller FW: Your US project STHI - REP-54123-6; Coordin fyi *From:* US Commission [mailto:NO-REPLY-GR | |
| ed h | Antonio Mondelez o RE: New user for Houston Hi, We have asked for this information and the ne | 07/12/2018 eed to |
| ive 2017 | Michaelio Andalerte New user for Houston Hi, We have received a petition to add a new use | 7/11/2018 r to H |
| ive 2016 olders | Antonio M. [STHI] Update on Case1@Austin Hi, Just to inform you that we updated Case1@T | 04/27/2018 arraq |
| | John Doe o Houston Meeting Hi , in about 20 days (on 05.03.2018) we'll have t | 2/14/2018 the rev |
| | Jack Johnson o Demo Thread | 02/10/2018 |

Demo Thread Hi, The demo thread looks ok. I think you will get throug John Doe <john_doe@example.com>

Oct 08, 2018, 4:47:45 PM To: sthi@exampledomain.com

[STHI] Upcoming Dallas Meeting

В

Hi all.



in about 20 days (on $\frac{29.10,2018}{5}$) we'll have the review meeting in Dallas, so let me start to organize the work.

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thanks for you cooperation and see you soon!

John



Open Tasks (3) \sim Revise the list of participants ■2018-10-18 ▲ ES Send the presentation to John 🗎 2018-10-18 😩 JB Submit journey subsidies ■2018-10-18 ▲ ES JB SW Completed Tasks (2) \sim Prepare presentation ₫2018-10-18 💄 JB SW Verify demographics Ð ■2018-09-12 ▲ FM \sim Suggested Tasks erson Networ [STHI] Upcoming Dallas Meeting \oplus [STHI] Upcoming Dallas Meeting *⊟2018-10-18* **⊥** Unassigned

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| 1 | John Doe [STHI] Upcoming Dallas Meeting Hi all, in about 20 days (on 29.10.2018) we'll h | 10/08/2018 ave the r |
| 3 | Michaelio Andalerte [STHI] Report draft problems Hi, We have had a look at the latest report draf | 09/15/2018 ft and w |
| | Antonio Mondelez [STHI] timezone problem Hi, We detected an issue in the calculation of s | 09/06/2018 some du |
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Folder List

E-Mail List

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Hi all,

John Doe

Detail View

| Open Tasks (3) | ^ |
|---------------------------------|------|
| Revise the list of participants | |
| ■2018-10-18 🛓 ES | |
| Send the presentation to John | |
| ⊟ 2018-10-18 ≜ JB | |
| Submit journey subsidies | |
| ⊟2018-10-18 ≗ ES JB SW | |
| Completed Tasks (2) | ^ |
| Prepare presentation | |
| ₫2018-10-18 🛓 JB SW | |
| Verify demographics | • |
| ■2018-09-12 ± FM | |
| Suggested Tasks | ^ |
| [STHI] Upcoming Dallas Meeting | |
| 1 2018-10-18 ≗ Unassigned | |
| [STHI] Upcoming Dallas Meeting | din. |
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Highlighted Annotations in HTML Mail

Open Tasks (3) \sim Revise the list of participants ■2018-10-18 ▲ ES Send the presentation to John 🗎 2018-10-18 😩 JB Submit journey subsidies ■2018-10-18 ▲ ES JB SW Completed Tasks (2) \wedge Multi-Prepare presentation ₩2018-10-18 💄 JB SW **Provider-**Verify demographics **Support** Ð ■2018-09-12 ▲ FM Suggested Tasks \sim [⊃]erson Network [STHI] Upcoming Dallas Meeting ■2018-10-18 **±**Unassigned \oplus [STHI] Upcoming Dallas Meeting *■2018-10-18 ∎Unassigned*

Task Suggestions

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| | | Search | Monitoring Prescription (Systolic/Diastolic Blood Pressure) X | Task Title | Open Taxics (2) Revise the last of participants | 0 |
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| THE Project | - | H all, in about 20 days (on 29 10 2018) we | Metadata 🗸 🗸 | Task Metadata | and the presentation to John | |
| | - | Michaelio Andalerte ISTHE Report draft problems | Content | Task Content | Submit Journey subsidies | 0 |
| | _ | Hi, We have had a look at the latest report Antonio Mondelez | Measure type Systolic/Diastolic Blood Pressure | (provider-spec | cific) | |
| | | ISTHE timezone problem Hi, We detected an issue in the calculation | Min value allowed 50, 60 | | Prepare presentation | 0 |
| | | Maximilian Mueller PW: Your US project STH - REP-54123-6: C fut *From:* US Commission Imailto:NO-REI | Max value allowed 160, 190 | for work. | Verify demographics E2018-09-12 A fill | |
| | | Antonio Mondelez | Start date 2018-10-03 | help from Georges | Suggester Tasks [0714] Upcoming Dallas Meeting | 0 |
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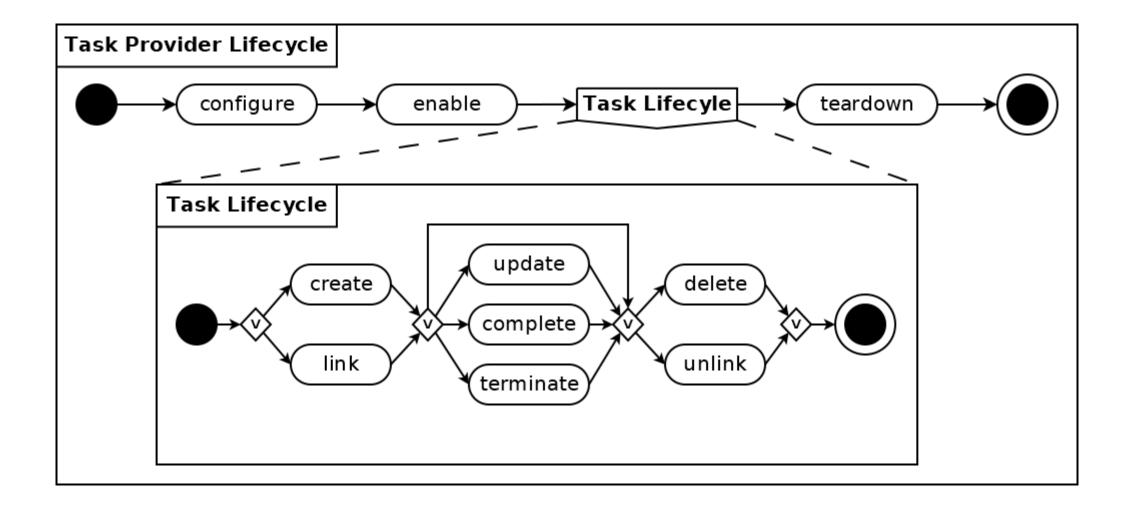
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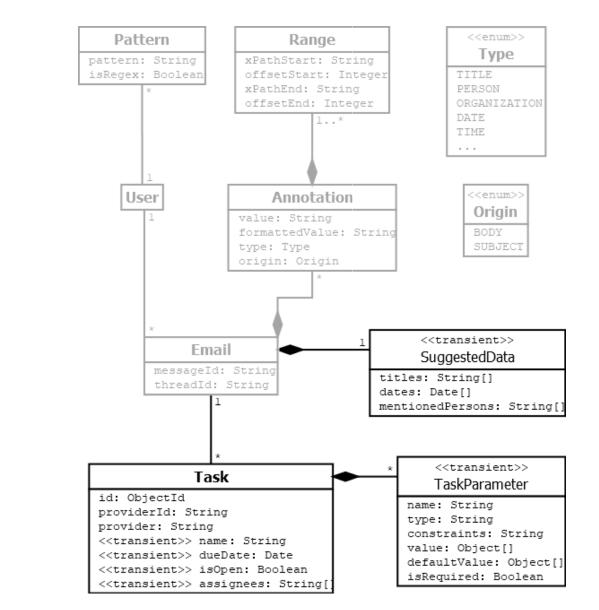
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Generic Task and Task Provider Lifecycle





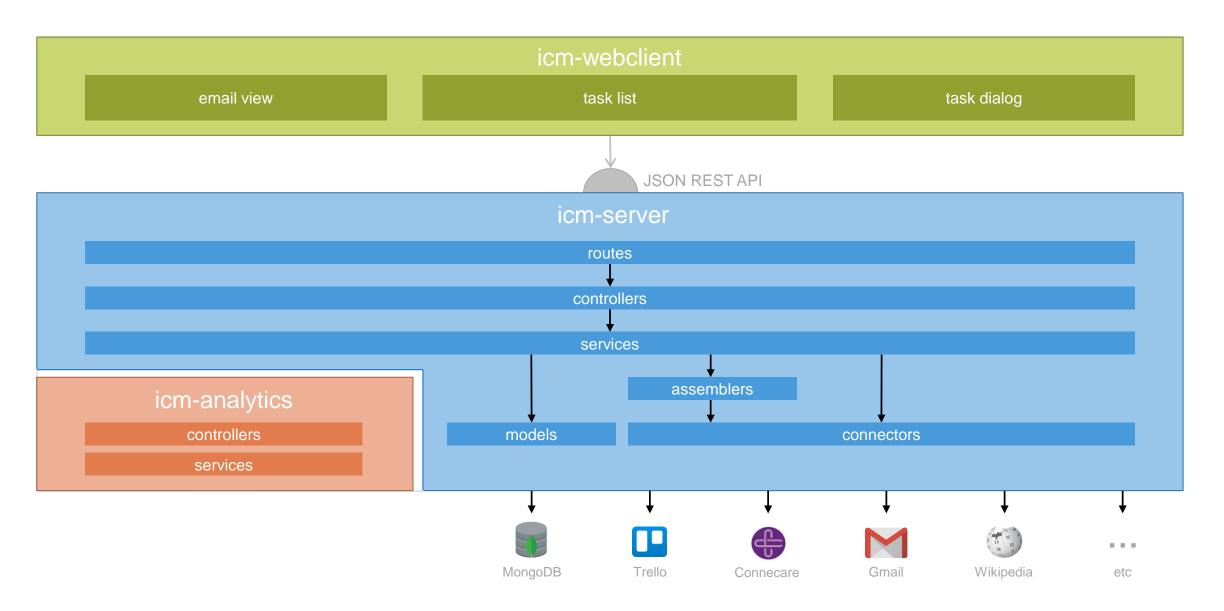
UML Class Diagram



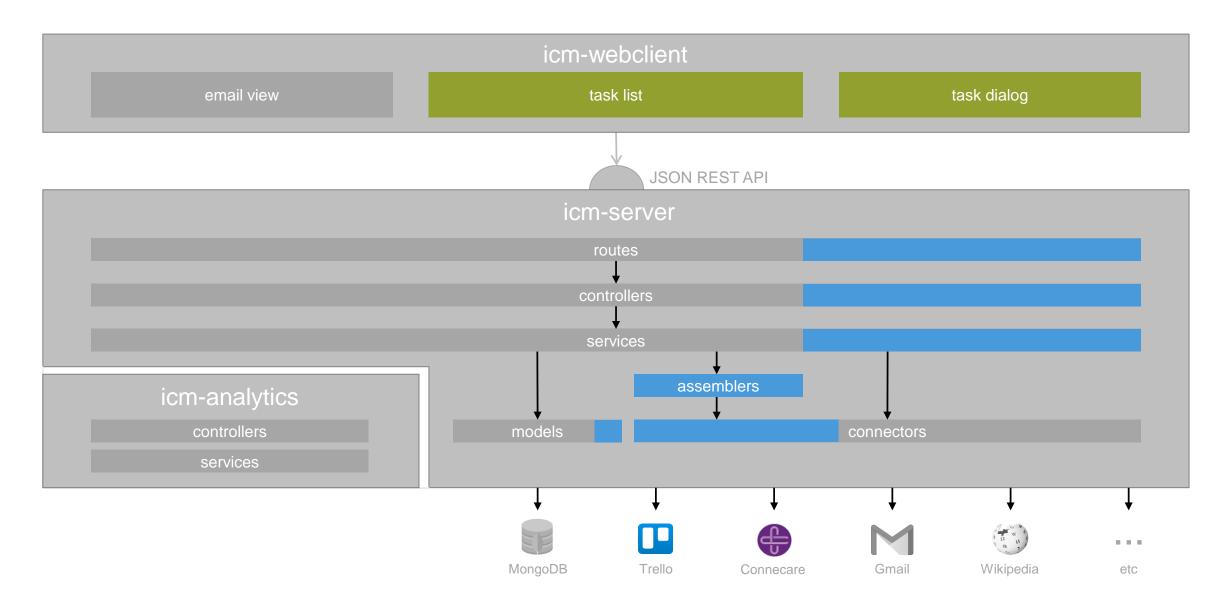
Existing Classes

(Re-)Implemented Classes

Architecture Overview



Architecture Overview – Main Contribution



Initial Research Goals

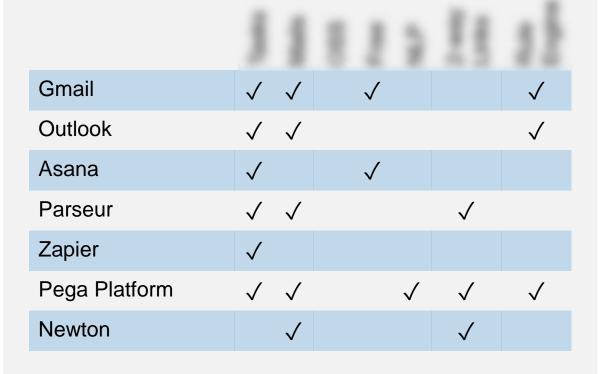


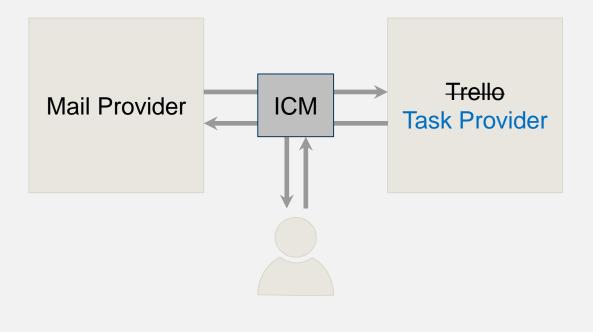
Goal 1

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

Goal 2

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





Conclusion

- Identification of main requirements for a mail client with contextual task support
- Existing tools fulfill only some of the requirements
- ICM manages to do this ...
 - ... by providing seamless integration between mail client and task management tool
 - ... by identifying and suggesting relevant information when creating or editing a task
 - ... by enabling users to improve the suggestions using personalized patterns
 - ... while maintaining and extensible architecture
 - ... but is only a prototype that needs additional effort for productive use (general stabilization, improved error handling)

Paper submitted to ACM IUI 2019 with minor modifications (Conference on Intelligent User Interfaces)

TLM sebis

B.Sc. Simon Bönisch

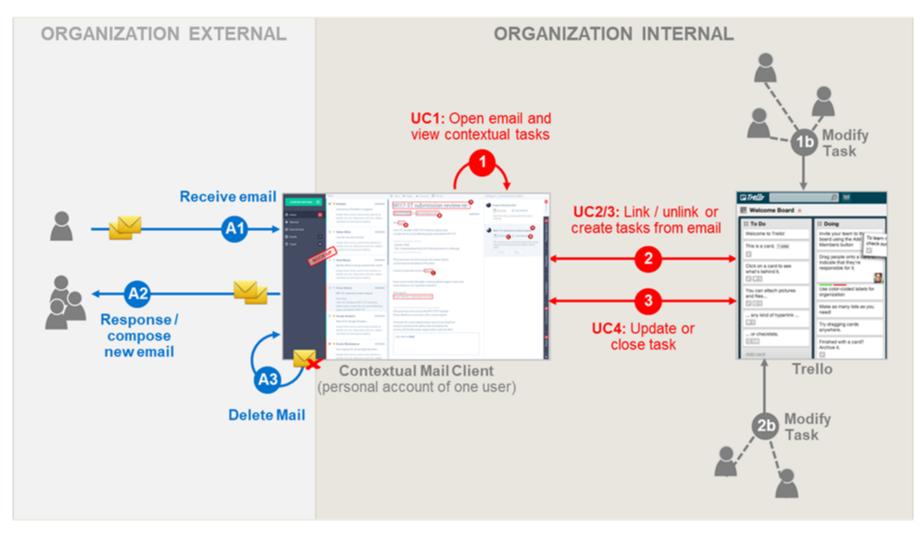
Technische Universität München Faculty of Informatics Chair of Software Engineering for Business Information Systems

Boltzmannstraße 3 85748 Garching bei München

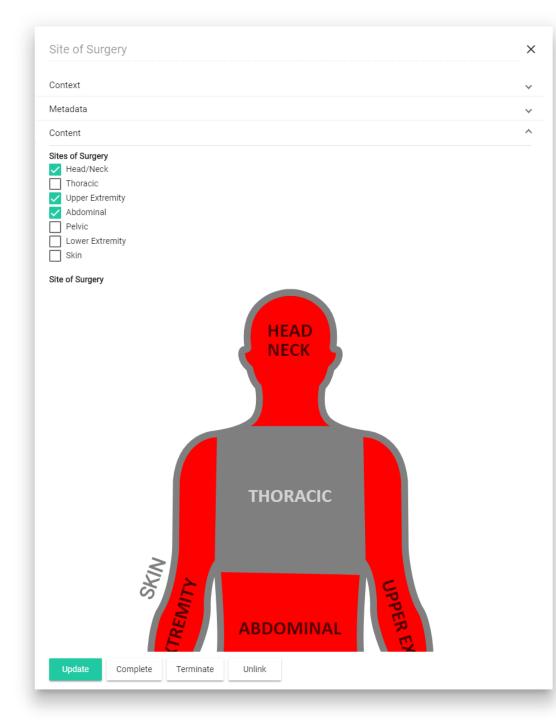
ga34toz@mytum.de wwwmatthes.in.tum.de



Backup



Basic email actions are colored in blue. Use cases are colored in red, optional steps are colored in gray.



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STHI Project

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| | Jack Johnson Demo Thread | 02/10/2018 |
| | Hi, The demo thread looks ok. I think you will o | et throug |

Highlight Ann

John Doe <john_doe@example.com> Oct 08, 2018, 4:47:45 PM To: sthi@exampledomain.com

[STHI] Upcoming Dallas Meeting

В

Hi all.



in about 20 days (on 29.10,2018) we'll have the review meeting in Dallas, 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. You can seek help from Georges Prettjohn if needed. Please consider submitting journey subsidies if you qualify for those.

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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!

John

---John Doe

> oject Coordinator JM, Munich 0 80 123 456 780

Search for contacts... Georges Prettjohn

L Dr. med. Georges Prettjohn

Associate Professor | Balistreri and Sons | Sales

Dr. Dr. Francklin Havenhand Purdy LLC

Gui Le Hucquet Koss-Turner

Jamesy George No company details

No company details

Dr. Adrea Cadalleder Schamberger-Goodwin

Prof. Dr. Whitney Golborne Breitenberg, Osinski and Hermann

Prof. Dr. Dr. h. c. Wesley Anan No company information available

George Fearnyhough

Operator

Lilli Smallthwaite Hand-Emmerich

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Dr. Rasla Keilloh No company information available

Prof. Elmer Derle No company information available

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Dr. Dr. Georges Bundey Recruiting Manager

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Deanna Lynas No company information available

Emiline Sture No company information available

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B John Doe <john_doe@example.com> Oct 08, 2018, 4:47:45 PM To: sthi@exampledomain.com

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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!



Hi all.

---John Doe

0 80 123 456 780

Search Wikipedia... Systolic blood pressure

Blood pressure (BP) is the pressure of circulating blood on the walls of blood vessels. Used without further specification, "blood pressure" usually refers to the pressure in large arteries of the systemic circulation. Blood pressure is usually expressed in terms of the systolic pressure (maximum during one heart beat) over diastolic pressure (minimum in between two heart beats) and is measured in millimeters of mercury (mmHg), above the surrounding atmospheric pressure.

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Blood pressure is one of the vital signs, along with respiratory rate, heart rate, oxygen saturation, and body temperature. Normal resting blood pressure in an adult is approximately 120 millimetres of mercury (16 kPa) systolic, and 80 millimetres of mercury (11 kPa) diastolic, abbreviated "120/80 mmHg".

Traditionally, blood pressure was measured noninvasively using a mercury-tube sphygmomanometer, or an aneroid gauge, which is still generally considered to be the gold standard of accuracy for auscultatory readings. More recently other semi-automated methods have become common, largely due to concerns about potential mercury toxicity, although cost and ease of use have also influenced this trend. Early automated alternatives to mercury-tube sphygmomanometers were often seriously inaccurate, but validated devices allow for an average difference between two standardized reading methods of 5 mm Hg or less and a standard deviation of less than 8 mm Hg.

Blood pressure is influenced by cardiac output, total peripheral resistance and arterial stiffness and varies depending on situation, emotional state, activity, and relative health/disease states. In the short term, blood pressure is regulated by baroreceptors which act via the brain to influence nervous and endocrine systems.

Blood pressure that is low is called hypotension, and pressure that is consistently high is hypertension. Both have many causes and may be of sudden onset or of long duration. Long-term hypertension is a risk factor for many diseases, including heart disease, stroke and kidney failure. Long-term hypertension is more common than long-term hypotension, which often goes undetected because of infrequent monitoring and the absence of symptoms.

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