

# Preface

## Overview and Goals

With the rise of the digital workplace, e-mail has become a ubiquitous tool in the office and a primary means of communication. E-mail's growth has created new opportunities and challenges for a large variety of artificial intelligence research, focusing an increasing amount of academic and industrial research on e-mail issues. Research seeks to enhance the e-mail user experience by addressing e-mail overload or to learn from e-mail social patterns. Recent papers have dealt with e-mail triage, activity management, e-mail prioritization, summarization, topic tracking, sorting, leak detection, social network analysis, and enhanced intelligent interfaces. The wide spectrum of e-mail research has appeared in a variety of conferences, including computational linguistics (CoNLL, ACL, EMNLP, COLING, HTL/NAACL), machine learning (ICML), information retrieval (SIGIR), human computer interaction (CHI, CSCW), user interfaces (IUI) and general artificial intelligence conferences (AAAI).

The workshop on Enhanced Messaging at AAAI 2008 brought together researchers working on solutions for e-mail and other forms of web messaging from many subfields of AI and HCI. Participants discussed recent progress in the field and shared research experiences. We also outlined existing problems in e-mail and constructed major research objectives for the next few years.

## Themes

Submissions to the workshop covered a wide range of topics in e-mail, reflecting the diverse range of participants. A few broad research themes emerged from the submissions.

### *Intelligent E-mail*

These papers were focused on improving the e-mail experience by using AI to enhance the user interface. Ideas for such improvements included activity-centric search methods, interactive user e-mail clustering, and recommending recipients for messages.

### *New Desktop Systems*

Recent large scale projects have rethought the entire e-mail desktop experience, proposing new systems and opportunities for learning about users. Papers included learning about e-mail procedures in the CALO project and an overview of the RADAR project.

### *E-mail Analysis*

A growing area of interest is e-mail analysis, whereby characteristics and behaviors of a user and organization are discovered from e-mail corpora. Several participants presented new tools for this type of analysis, such as identifying or explaining user relationships, and others presented analysis of general behaviors in e-mail.

*New Messaging Technologies*

A few participants have begun to explore applying AI to new types of messaging technologies. These papers included systems for SMS messaging and recommending messages from weblogs.

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- *Vitor R. Carvalho (Carnegie Mellon University)*
- *Tessa Lau (IBM Almaden Research Center)*