IBM Cognitive Mail

Cognitive Mail is the integration of cognitive abilities into the IBM Verse Mail Inbox.

The focus is on:

- Prioritizing Mail so the most important email is brought to the user's attention.

- Recommending actions the user can take based on the content of the email message and allowing the user to complete those actions with minimal steps.

- The integration is intended to be subtle and work within the context of the inbox. We do not want Clippy!

This concept design has been presented at IBM Connect 2016 and other public customer venues. It is currently in development.

Our user, Sam, is on the morning train heading into the office.

He takes this opportunity to check his work email. He takes out his smart phone and opens Verse.

By default, the Inbox sorts the emails based on when they arrived.

But there is no indication as to which email Sam should really focus on.
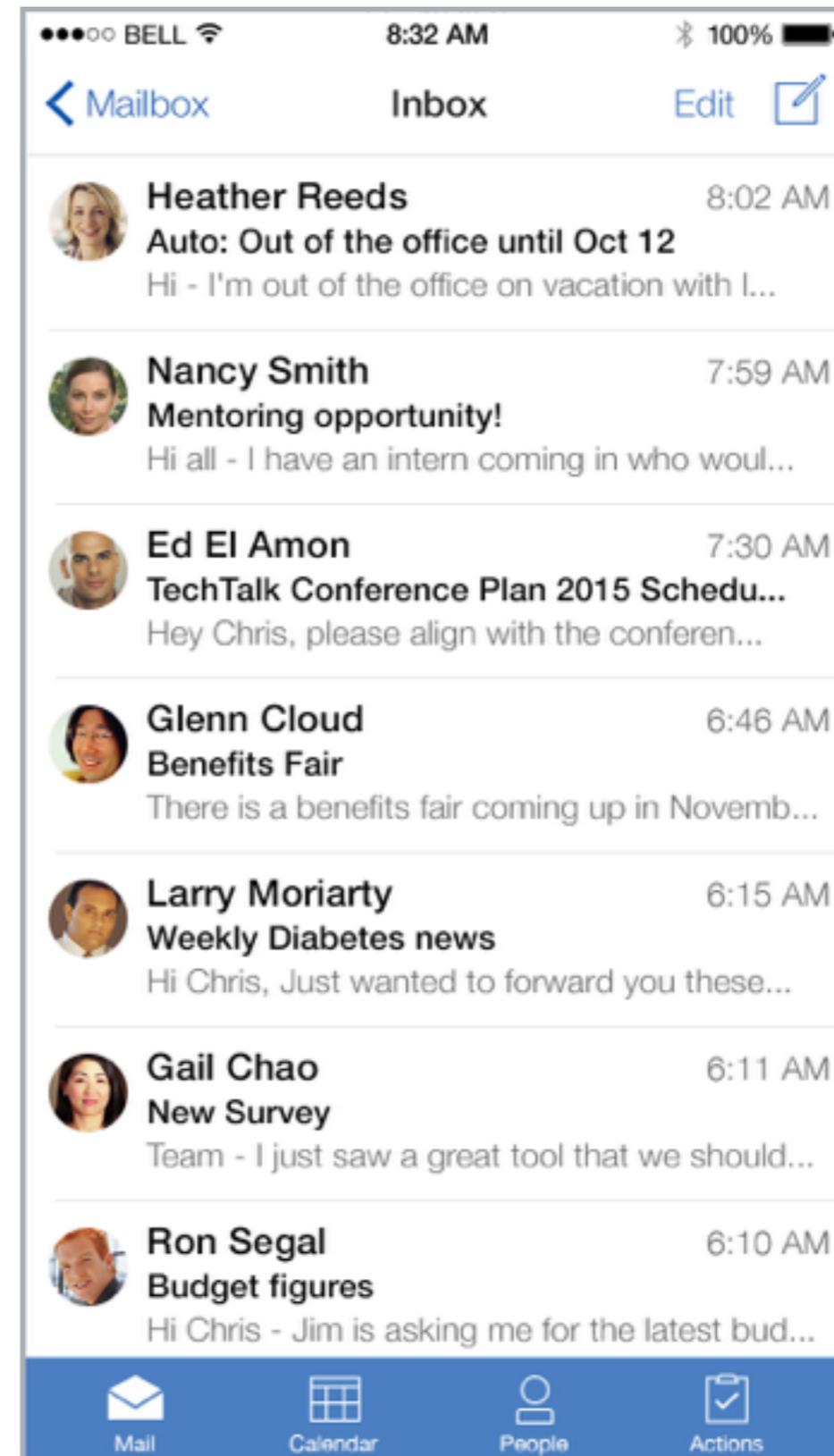
Sam swipes down at the top to reveal the search bar and some filtering options.

He taps the lightbulb icon.
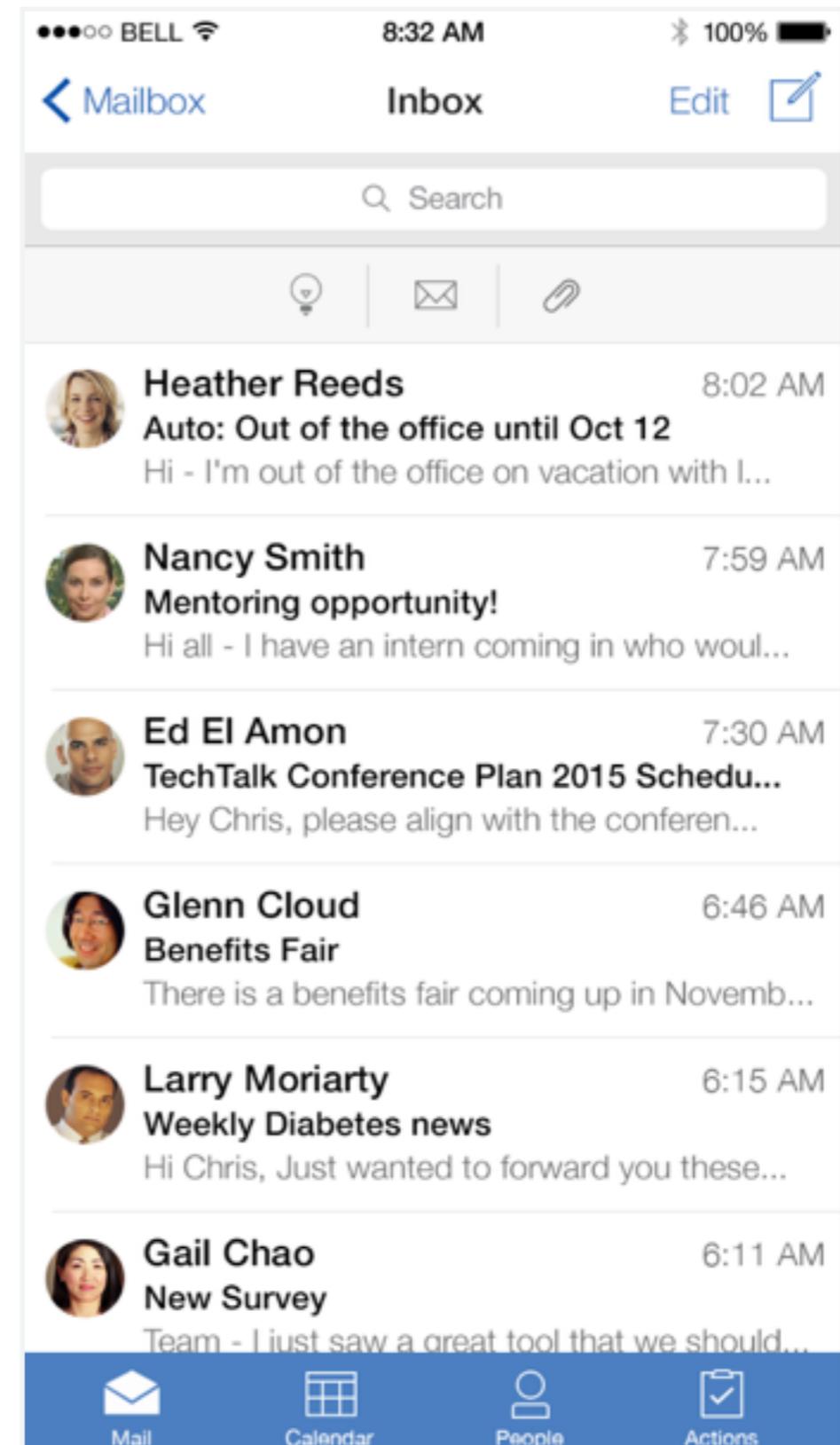
The Inbox is now sorted by priority.

Sam can see two emails that fall into the Immediate bucket.

He also has five that fall in the Important bucket.

In addition, rather than showing a snippet of the first line of the email, actionable text is called out in a yellow highlight.

Since Gail is Sam's boss, he decides to read her email.
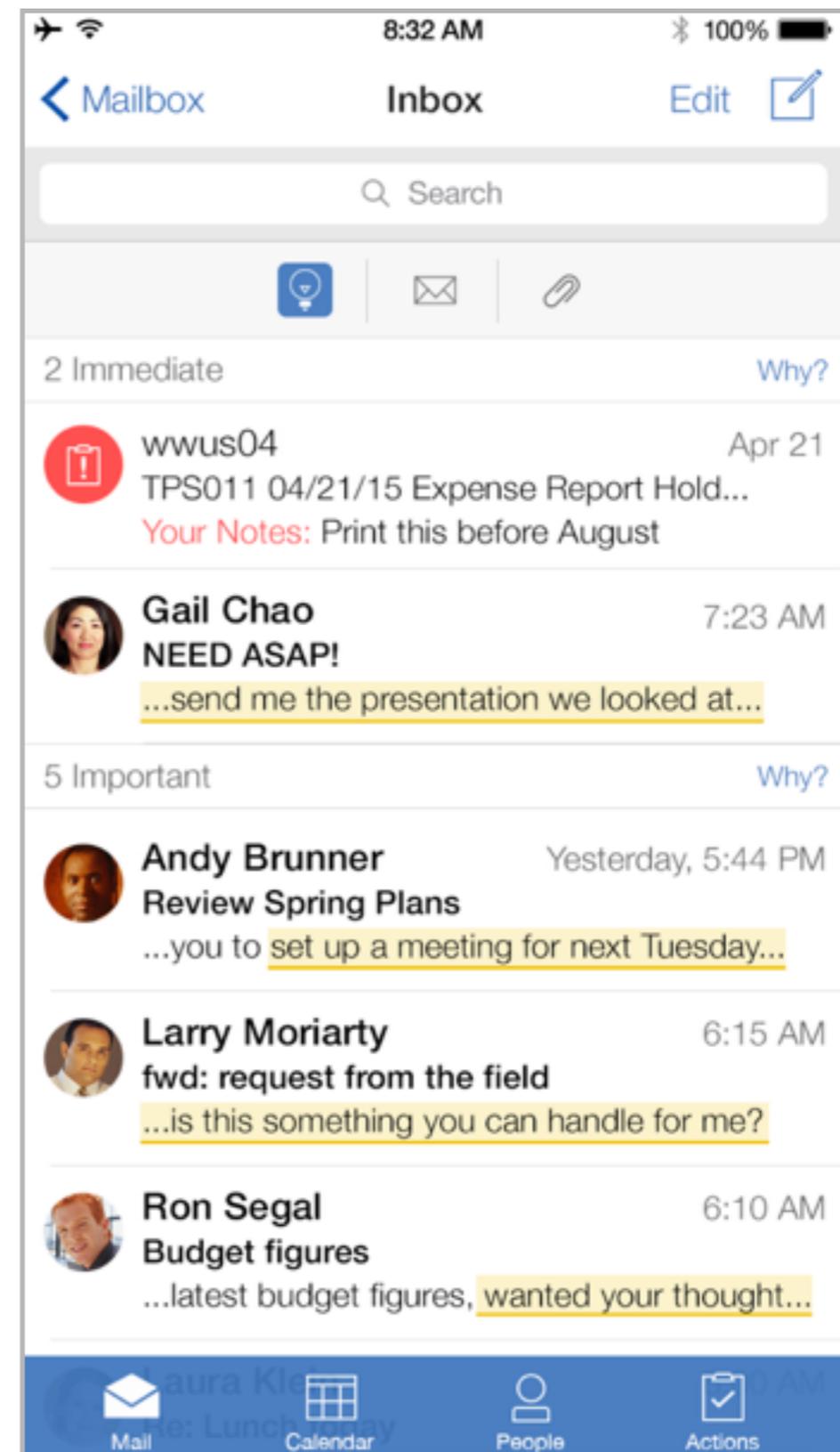
Gail's email slides open.

Sam sees that the text that requires action is identified and highlighted,

In addition, at the bottom of the email is the action the system recommends Sam take.

In this case, the system recommends Sam share a presentation from his collection of files in IBM Connections.

Sam taps the Share button.
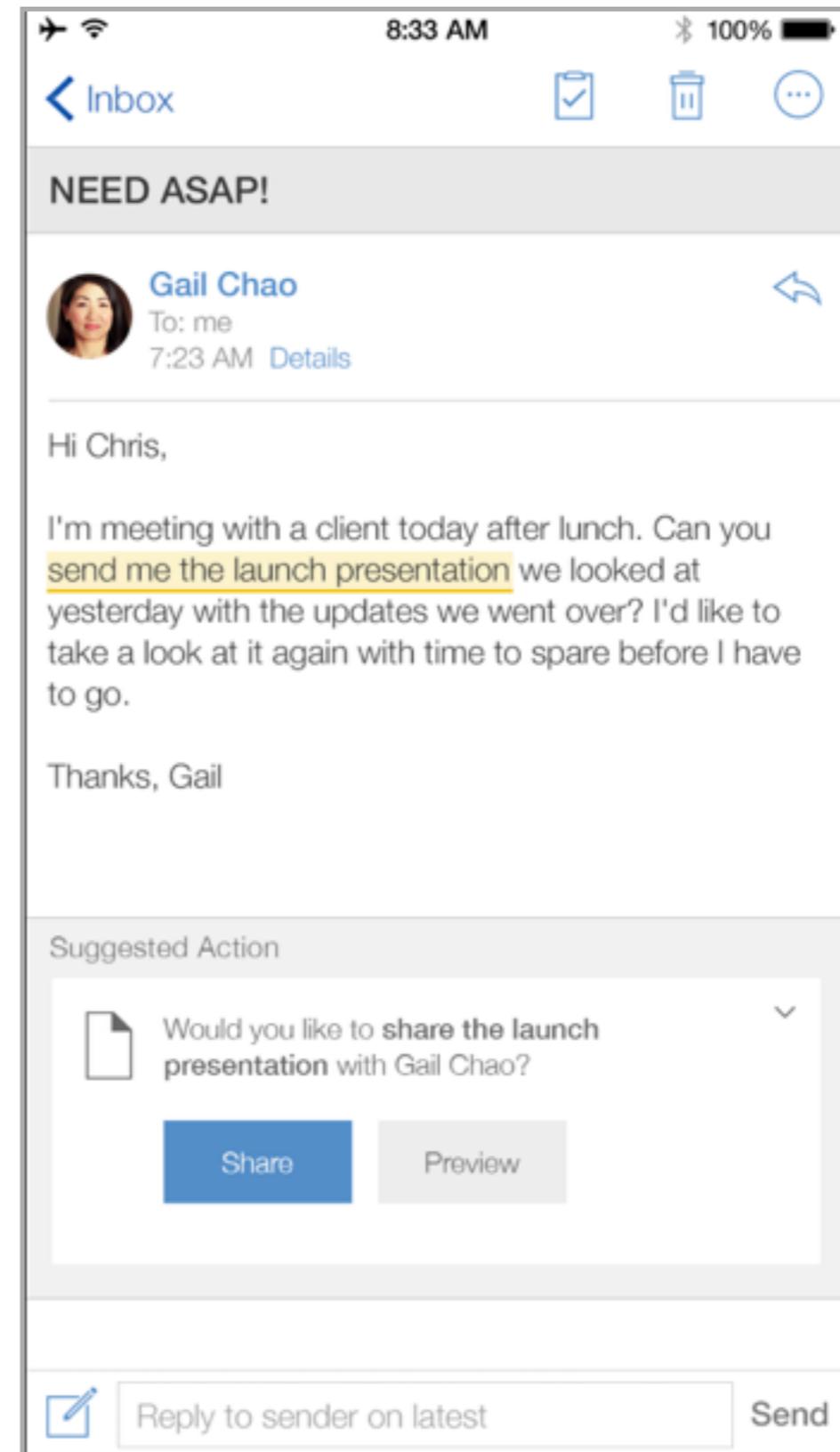
A list of suggested files slides open.

The files are identified using cognitive logic.

This screen is consistent with the existing "Share Files" ability in Verse. By following existing patterns, the user doesn't have to learn new conventions for similar concepts.

Sam selects the file and clicks Share.
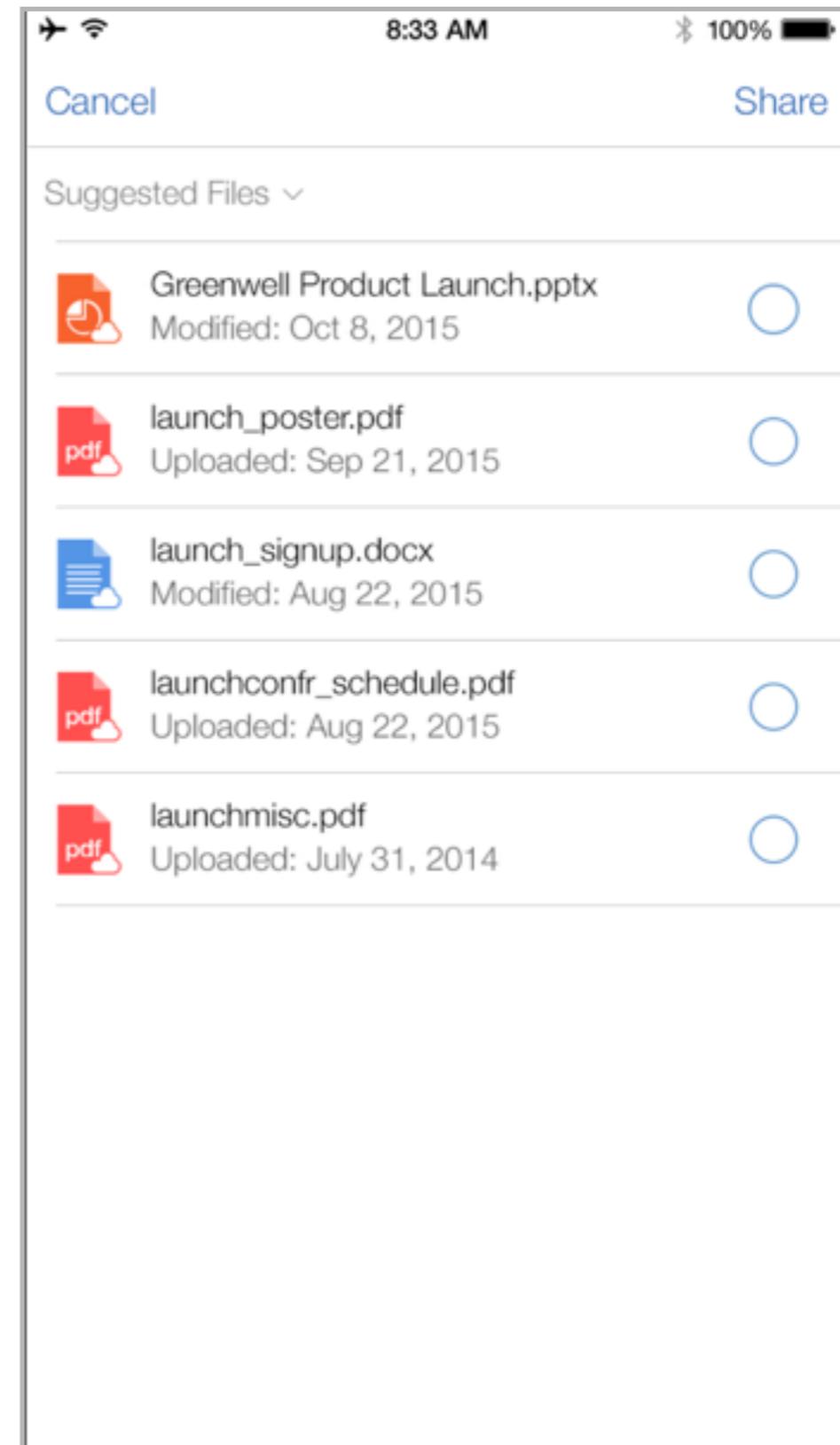
A compose screen slides open with the attachment included and some recommended text.

Sam can click Send without having to type anything.

The system has simplified a multi-step process and allowed him to successfully share a file while doing little more than click a few buttons.
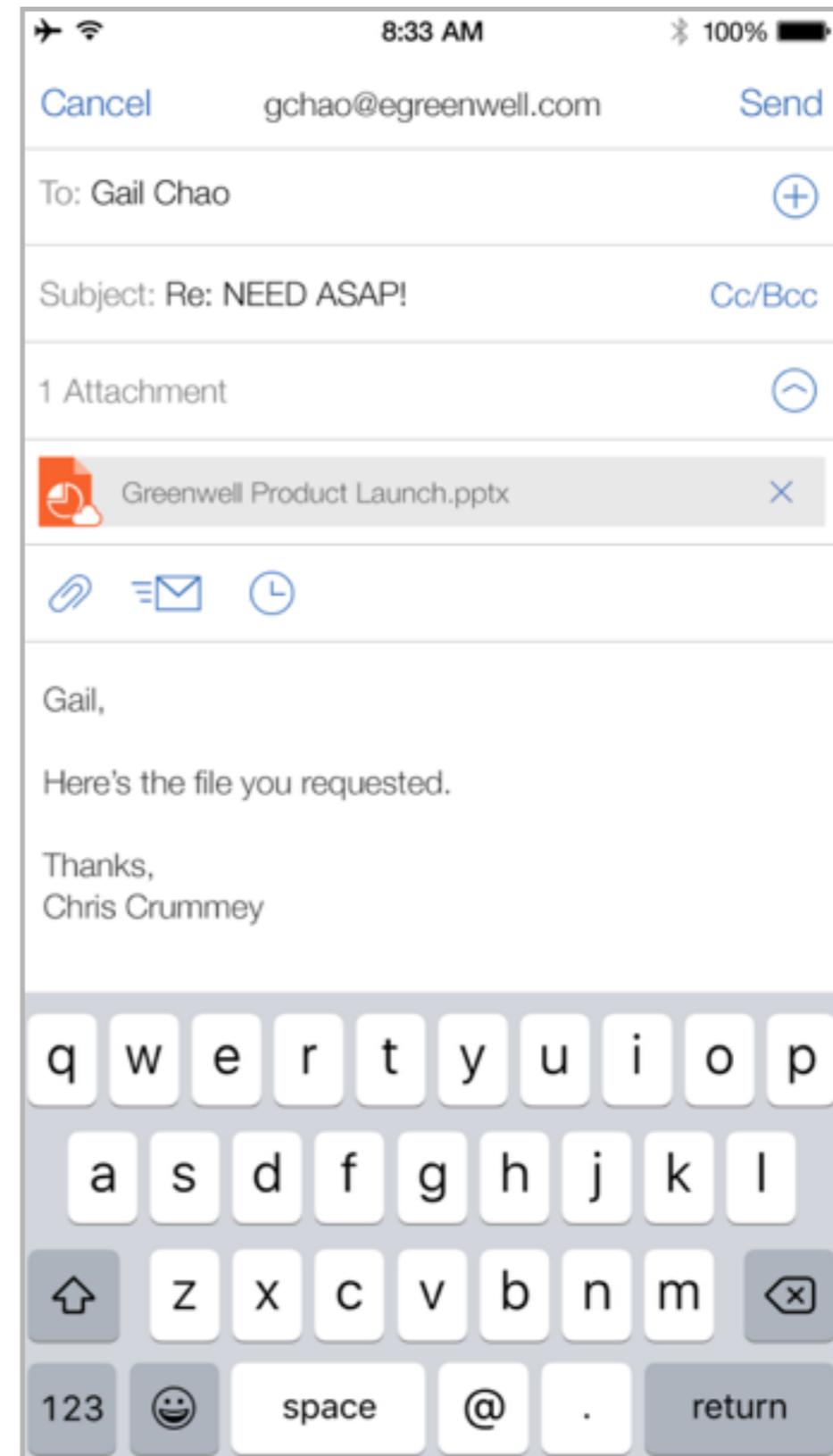
After Sam sends the reply, he is returned to the original email where he can see that he successfully completed the recommended action.

If there were other recommended actions, Sam could perform those as well.

Since he is finished with Gail's email, he returns to the inbox.
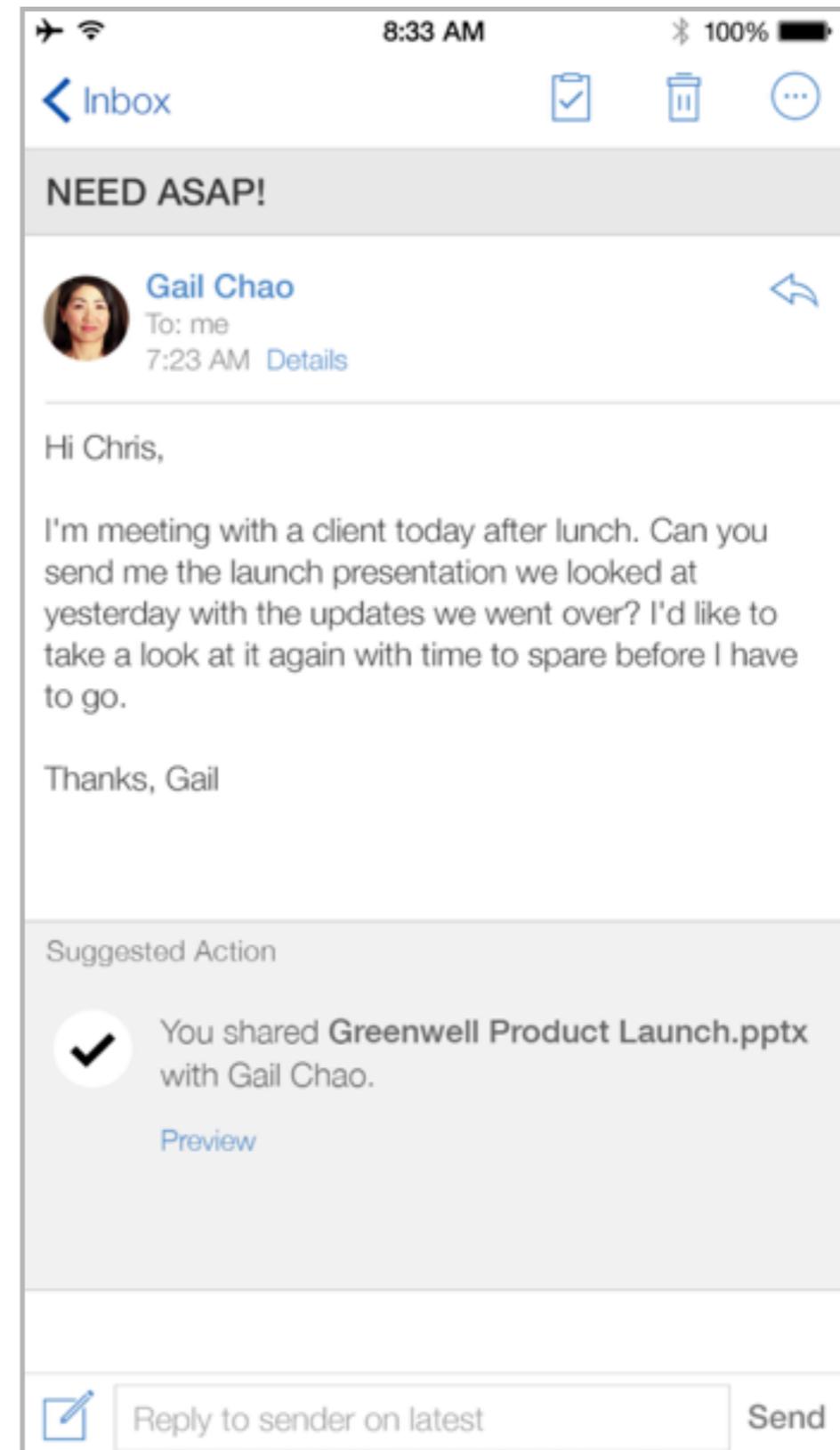
Back in his Inbox, Sam sees that he is down to one email requiring immediate action. Gail's email, which he has dealt with, has been removed from that bucket.

End