On Establishing Multi-Sensory Multi-Channel Communications Among Networked Users
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On Establishing Multi-sensory Multi-channel Communications Among Networked Users

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Abstract

The PeopleFinder is a knowledge-based tool to assist users in determining the whereabouts of other staff located in an office or network environment. The tool makes use of several modes of input and output, as well as employing a number of interface and communications media with which to present information and interconnect remote system users. An accompanying video contains example uses of the tool which help illustrate some of its functionality.

Introduction

The PeopleFinder is a knowledge-based tool to assist users in determining the whereabouts of other staff located in a departmental or office environment. The tool makes use of several modes of input and output, as well as employing a number of interface and communications media with which to present information and interconnect geographically distributed system users. The People Finder employs agent-based design techniques [Fer92] as a way of integrating a variety of heterogeneous applications running on a number of different computing platforms and operating systems. Specifically, the PeopleFinder's functionality is carried out by a collection of coordinated software agents which can:

(i)   assume user-delegated tasks (e.g. interpret spoken commands, invoke email and voice recording tools, dial out on a telephone);

(ii) perform a number of application level tasks (e.g. update the graphical user interface, apply knowledge-based heuristics to decide whether and/or how system users want to be contacted); and

(iii) carry out a number of lower level operating system level activities, the majority of which will be beyond the level of expertise of most casual system users (e.g. translate between different speech encoding formats, establish which users are logged on to the various multi-platform computer networks throughout the building).

The remainder of this paper will provide a brief description of the main design features and functional capabilities of the PeopleFinder. In addition to relating the PeopleFinder to some existing multimodal and/or multiagent communications applications, some comments on preliminary evaluations of the tool as well as plans for future work on the tool will be given.

The PeopleFinder

The PeopleFinder is a system that aims to provide support for general awareness in a distributed work group. By collecting data from a number of on-line sources (e.g. login and active process statistics, electronic calendar data, telephony status information) and applying a series of heuristic rules that are designed to encapsulate typical work patterns of fellow users, the PeopleFinder attempts to inform users, as quickly and as accurately as possible, of the activities and whereabouts of other system users.

Some of the key design features of the PeopleFinder include:

- **Agent-based design**. The system is based on a number of coordinated autonomous agents, each specialized in one or more system tasks, a number of which have been mentioned above.

- **Multimodal interaction**. The system makes use of various input and output modalities for human-computer interaction: in particular, the keyboard, mouse, and speech for input; and audio and (visual) screen-based feedback for output. Figures 1 and 2, for example, illustrate some of the feedback users receive when attempting to contact other network users.

- **Multimedia presentation**. The system also makes use of a number of different media for human-computer interaction; in particular text, graphics, animation, and prerecorded video (the latter acting as a "cheap", but nevertheless very effective, substitute for in-office video cameras and/or ubiquitous computing devices such as active badges[1]).

- **Communications-oriented capabilities**. The system

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[1]Such as those used in various in-house applications at Xerox's Palo Alto Research Center [WHFG92, Wei93].
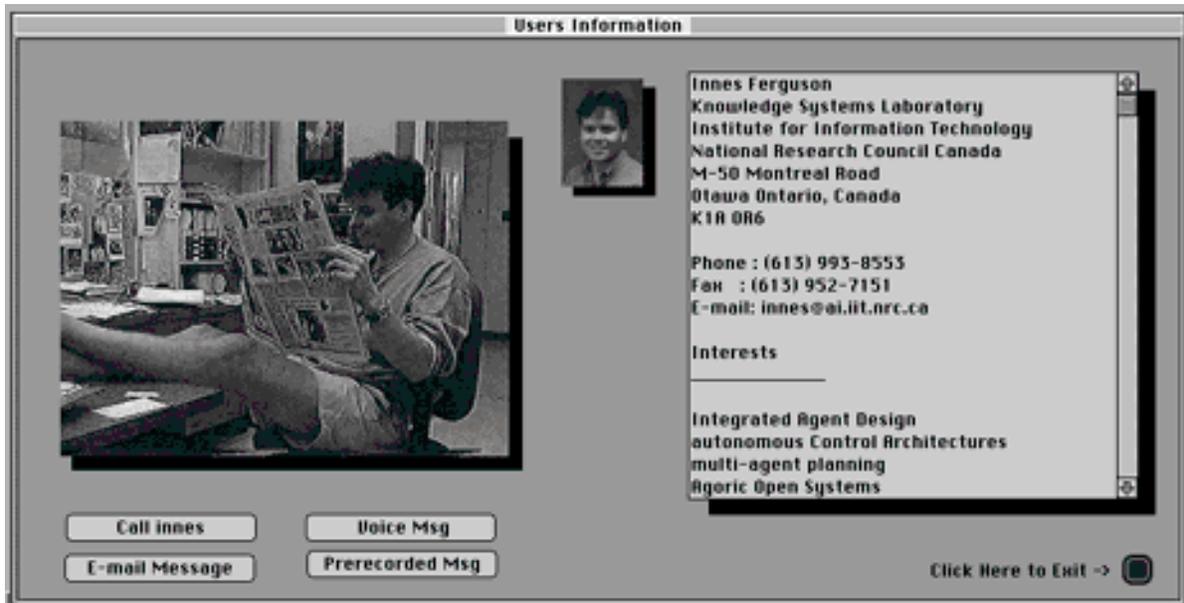
(a)

(b)

Figure 1. Example Users Information windows showing one user to be "idle" or willing to be contacted **(a)** and one user who is presumed to be out of the building **(b)**. Appropriate means of communicating with the sought user are suggested in the bottom left-hand corner of each window. General contact information (e.g. information typically found in users' ".plan" files) is listed in the scrollable text field on the right-hand side of the window.
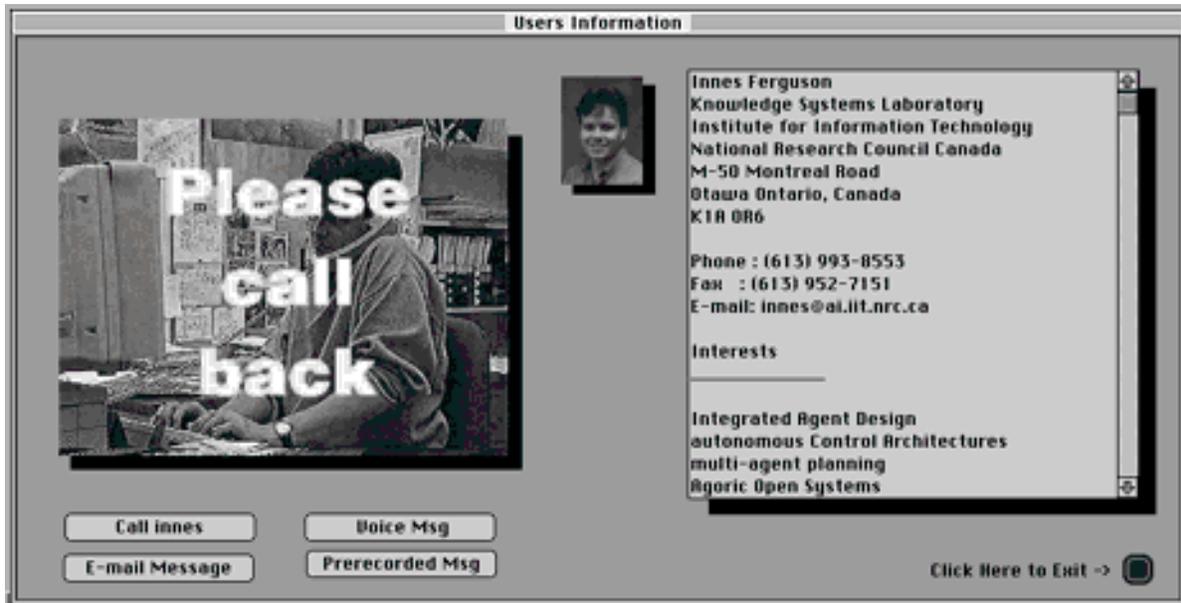
(a)
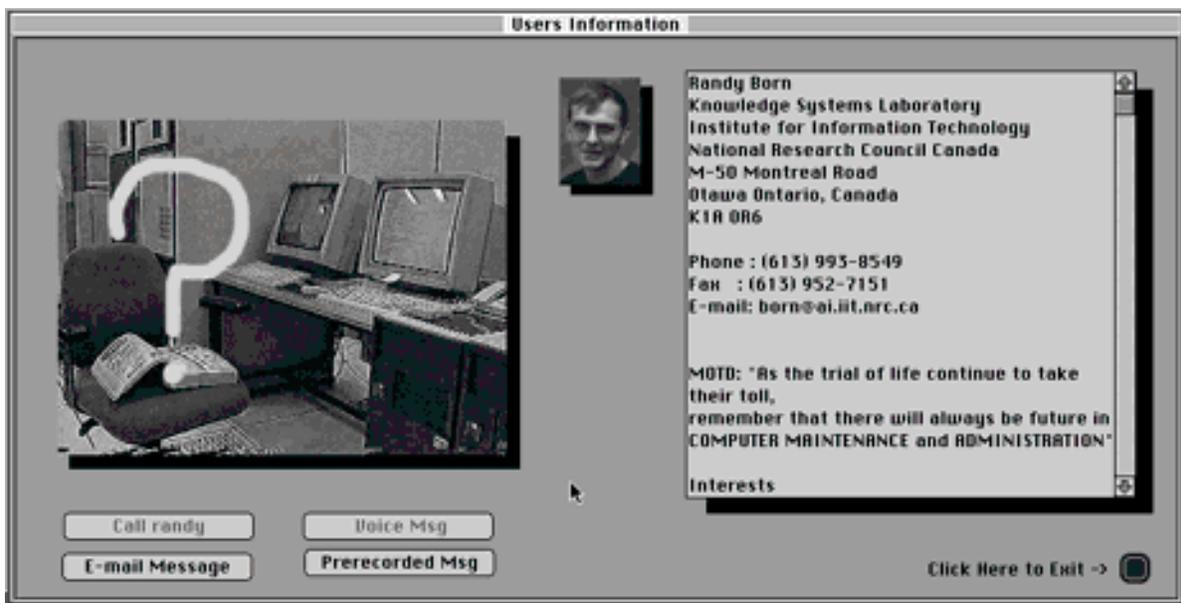
(b)

Figure 2. More Users Information windows showing one user to be busy on the phone **(a)** and yet another user to be out of his office, but presumably still somewhere in the building **(b)**. In the former case, the remote user's status is determined by placing a telephone call and monitoring the local modem for a received busy signal; in the latter case, the remote user's status is determined heuristically on the basis of elapsed idle computing time.

enables transparent communication across different computer platforms (Macintosh, Unix) and facilitates the interconnection of system users via telephone, email, and voice messaging (see Figure 3).

The agents used in the PeopleFinder application are based on the *CALVIN* open agent framework (see Figure 4) which in turn is an extension of the TouringMachine architecture [Fer92]. This framework provides application developers with a powerful set of agent programming tools including libraries of intra- and inter-agent protocols (e.g. KQML[2]), sensory and effectory apparatus, internal behavior APIs, persistent storage management, and (currently under consideration) CORBA[3] compliance.

The tool is implemented using a variety of different scripting languages (AppleScript, Quickeys, and C-shell) and runs on a Macintosh Quadra 840 AV. The tool also makes use of Quicktime movies for displaying prerecorded video as well as the Macintosh's Apple Phone tool and Geoport Telecom Adapter for performing its various computer-telephony integration tasks.

Evaluation

A number of features of the *CALVIN*[4] architecture have proven useful for developing multimodal applications that integrate a number of distributed media resources. In particular, rapid responses to users' commands are facilitated through integration of appropriate reactive behaviors in the system's Interface and User agents (see Figure 3); in addition, blending of complementary input modalities is facilitated through the execution of multiple concurrent agents (which in turn are able to execute multiple concurrent, task-specific behaviors).

Early evaluations of the PeopleFinder application are generally quite positive. Feedback from users of the tool within our own laboratory (which comprises between 25 to 30 staff) has enabled us to identify a list of the most popular capabilities of the tool. These include the ability to integrate a number of commonly used tools and devices (e.g. electronic mail, telephone, and "finger"-like OS-level commands); the aesthetic use of multiple media (in particular, the prerecoded video); and the ability to offer multi-sensory and multi-channel means of interaction between human and computer. In terms of negative user feedback, this was mostly directed at the less than satisfactory quality of the Macintosh Quadra 840 AV speech processing (automatic recognition and text-to-

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[2]The Knowledge Query and Manipulation Language (KQML) is a protocol intended to support interoperability among intelligent agents in distributed applications [FMF92, Wer94].

[3]The Object Management Group's Common Object Request Broker Architecture (CORBA).

[4]The *Communicating Agents Living Vicariously In Networks* (*CALVIN*) architecture is an agent framework developed at the National Research Council's Knowledge Systems Laboratory (see WWW page http://ai.iit.nrc.ca/software.html for more details).

speech generation) capabilities.

Related Work

Besides permitting the relatively seamless integration of both non-deliberative (e.g. reactive) and deliberative (e.g. planned) behaviors, as well as providing an added level of flexibility and robustness to the overall system performance [Fer95], the existence of multiple autonomous — and, therefore, concurrently operating — agents also facilitates the application of multiple channels of interaction between user and system [FJ94]. A number of similar benefits and issues have been identified in the application of the Open Agent Architecture to the management of email; in particular, the roles of such agent skills as *delegation* ("the ability to receive a task to be performed without the user's having to state all the details"), *data-directed execution* ("the ability to monitor local or remote events, such as database updates, OS, or network activities"), and *communication* ("the ability to enlist other agents... in order to accomplish a task") [CCWB94, page 1]. In addition, the PeopleFinder can be seen to offer a number of desirable features which are characteristic of technology for *telepresence*; that is, technology which provides, despite geographical or temporal distance, a sense of social proximity — a kind of *social prosthesis* for overcoming gaps and weaknesses with an organizational structure [Luc93, Bux94].

Summary

The PeopleFinder is an application of technology which aims to support a sense of social proximity among geographically distributed users. Besides supporting presentation of diverse sources of multimedia information, the PeopleFinder emphasizes (and exploits) the use of different human sensory modalities and channels of communication in order to maximize its potential usefulness. A primary goal in designing and deploying the tool is to provide a computational system which closely matches the skills and work practices of its intended users. Early evaluations of the tool suggest the present work is heading in the right direction.

Future work already underway includes porting the graphical user interface portion of the PeopleFinder to run on both PC and Unix platforms (in the interest of extending the tool's audience and ensuring a more thorough testing and empirical evaluation phase of the project[5]); integrating a number of other software applications such as teleconferencing, voice dictation, and video camera-based face recognition; extending agents' capabilities for autonomously resolving run-time conflicts

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[5]In fact, we plan to make the PeopleFinder available on the WWW. In such an environment, users will be able to regard other remote users as inhabiting a (very large!) virtual hallway or office spanning several physical offices and organizations.
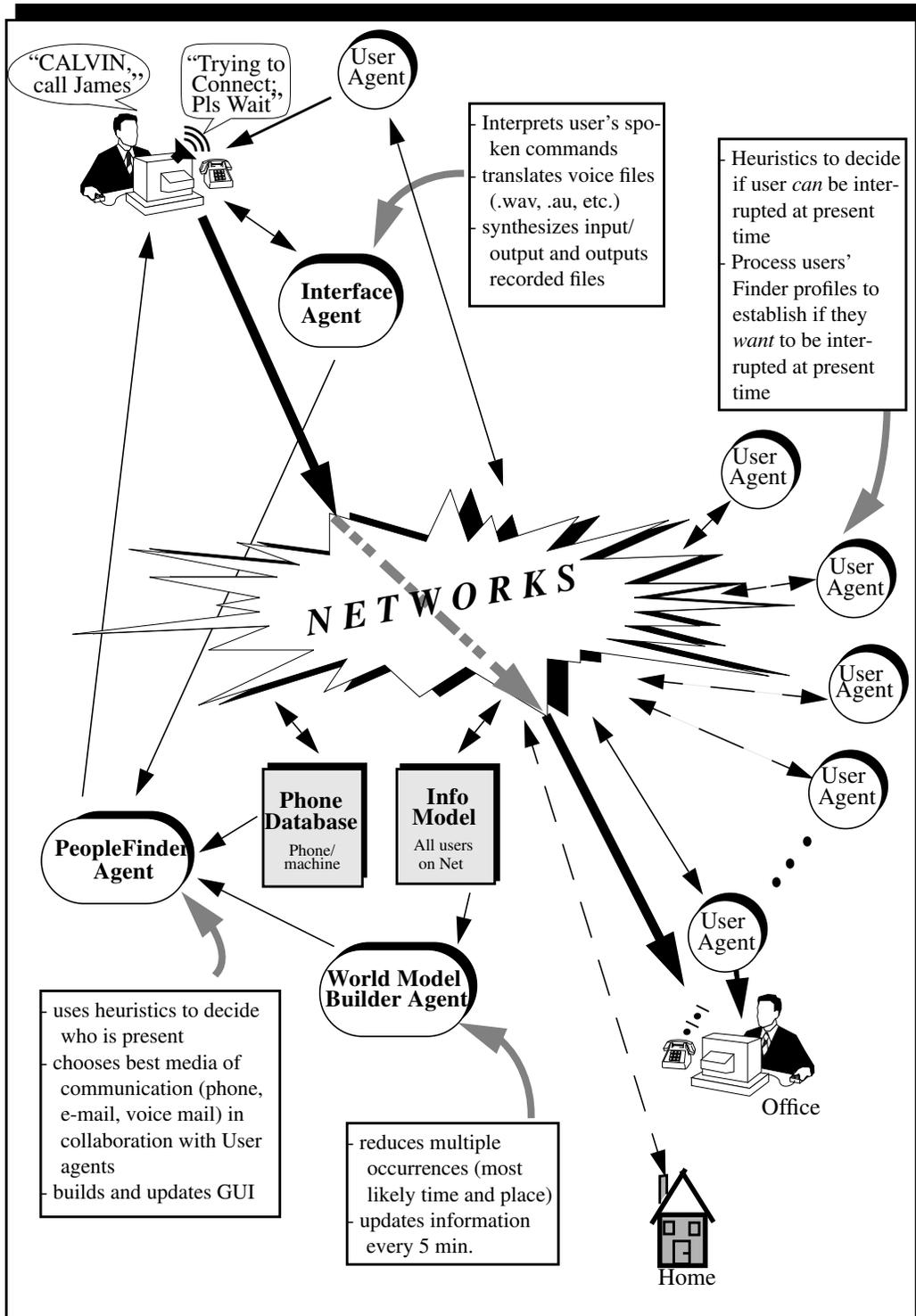
"CALVIN, call James"

"Trying to Connect; Pls Wait"

User Agent

- Interprets user's spoken commands
- translates voice files (.wav, .au, etc.)
- synthesizes input/output and outputs recorded files

- Heuristics to decide if user *can* be interrupted at present time
- Process users' Finder profiles to establish if they *want* to be interrupted at present time

Interface Agent

User Agent

User Agent

NETWORKS

User Agent

User Agent

User Agent

User Agent

Phone Database
Phone/machine

Info Model
All users on Net

PeopleFinder Agent

World Model Builder Agent

- uses heuristics to decide who is present
- chooses best media of communication (phone, e-mail, voice mail) in collaboration with User agents
- builds and updates GUI

- reduces multiple occurrences (most likely time and place)
- updates information every 5 min.

Office
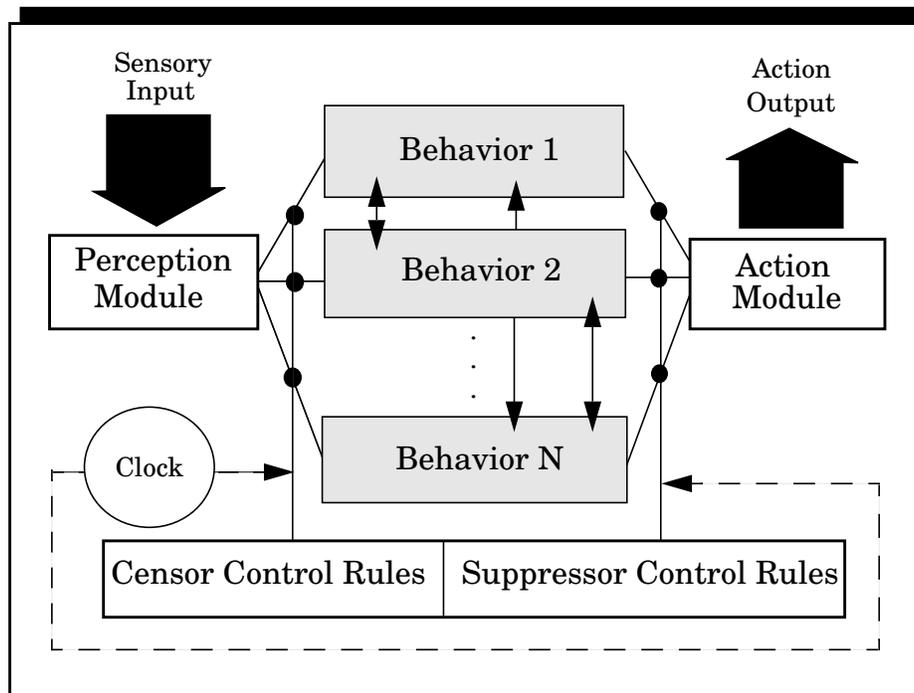
Home

Figure 3. PeopleFinder: System Level View.

Figure 4. CALVIN: Control Framework.

resulting from shared access to the different presentation and communications resources used by the system (see Werkman's BN negotiation-based conflict resolution work for related issues [Wer94]); adding privacy features so that individual users may control how much information regarding their activities and whereabouts may be accessed through the PeopleFinder; and formalizing the various rules used by the PeopleFinder to combine multiple media with multiple modalities for both human-computer interaction and user-user communication (much along the lines of the work of Arens *et al.* [AHV93] on allocating multiple media).

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