

People's presence and
status information
as the basis for
community knowledge

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"Gleams of People"



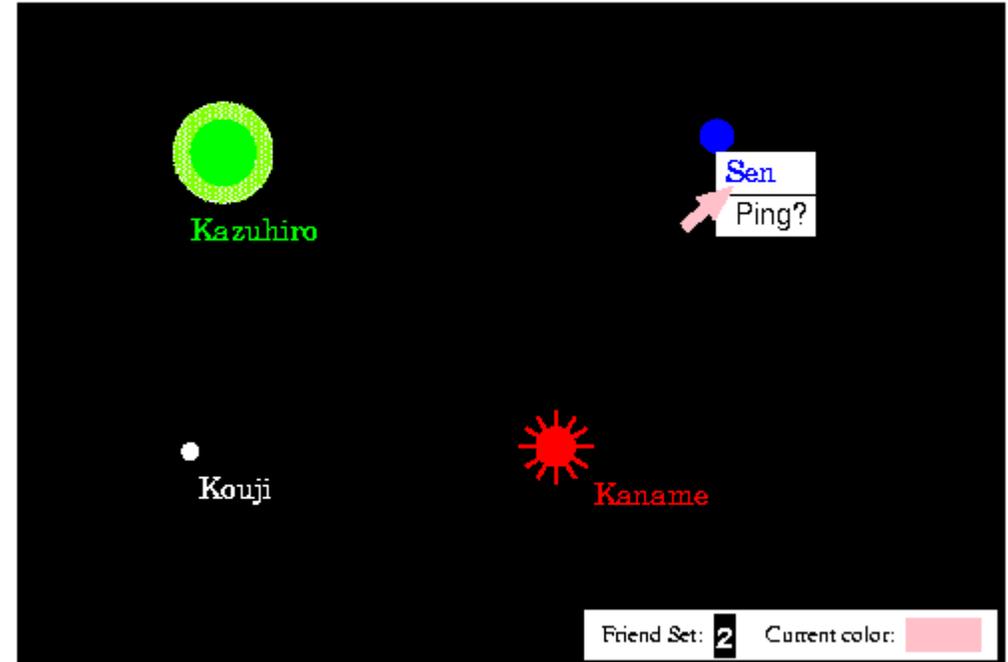
proposes a new tool for (tacit knowledge)

- Overview --- at a glance
- Motivation --- why is it
- Concept --- what is intended
- Architecture --- how it is implemented
- Issues --- to be resolved

Overview

-- **Gleams of People** at a glance

- Sort of a network communication tool
- “ping” between people
 - with “color” (“mood”) of the sender
 - half *asynchronously*
- *Who cares me?*
/ I care you.
 - not only
Here I am.
/ Are you there?



Motivation (1)

-- "tacit knowledge"



current network communication tools
(Email, Web, chat)

→ depend on written language: **Explicit knowledge**

- *problem*: e.g., flame wars

- *cause*: **lack of contexts, ethics, mood, ...**

 - ▶ shared implicitly: **Tacit knowledge**

⇒ **need to help** on convey, convert, share
tacit knowledge

Motivation (1; contd)

-- related(?) researches



communication supports
not limited to explicit form of knowledge

- *Socia, FreeWalk* (Kyoto-U)
- *Knowledge as Media: CoMeMo-Community* (NAIST, U-Tokyo)
- *Affective Computing, Tangible Media* (MIT Media Lab)

⇒ simple, basic form of tacit knowledge?
presence and status information

Why presence and status information?



In networked environments,

- People do not share the same time and place
→ *chances to pass by* tend to be **missing**
- People merely express the information itself
→ *Not so important* matter as to **talk to**
→ but we want **some information** about
"No news" (is good news).

⇒ **presence and status information** for:

- *Who's caring me? / I care you,*
- *Here I am. / How's life?*

Motivation (2)

-- for community



presence and status information **on the community**

- *Who's there, in what status?*

- retains the “*we-feeling*”
- *precondition* for knowledge sharing

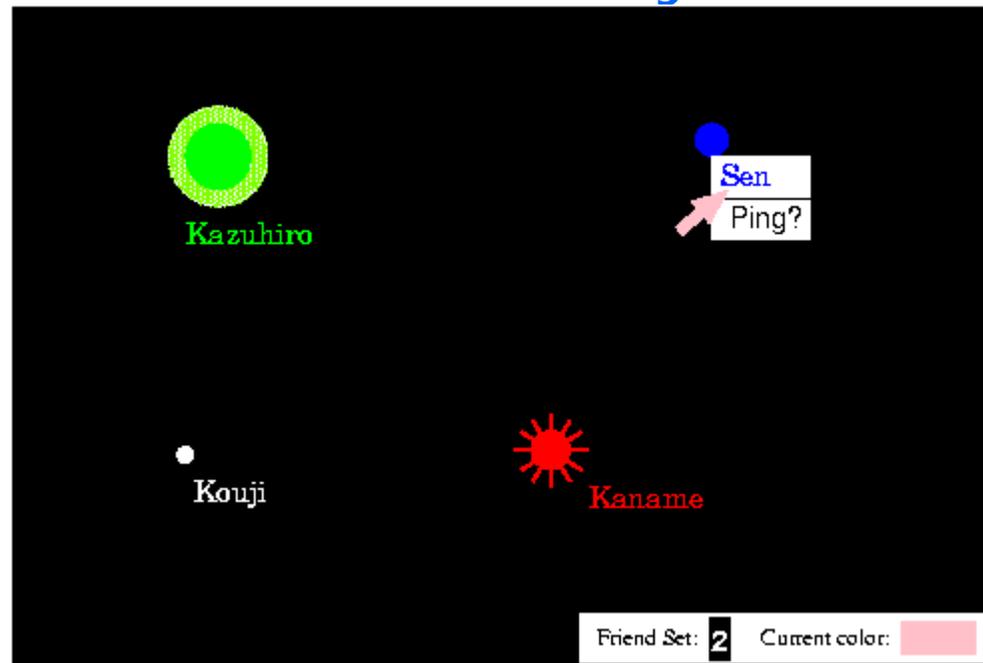
⇒ can help community knowledge as well

Concept

-- "ping" among people

- "ping" between people (personal agents), with "color" ("mood") of the sender
- ⇒ *simple and easy* transmission for presence and status information **only**

- sending (with my "color"):
 - simple action on the **circle (person)** to be send
- receiving:
 - the circle **gleams** with the "color" of the sender



Planned UI

Concept

-- half asynchronously



- *“repeater” agent:*
 - “ping” is stored and forwarded with it, if the receiver is offline
- ⇒ presence and status information is *valuable during the absence* of the user
- ⇒ may give users some *relief* that “ping” is *not so disturbing*.

Concept

-- why not ICQ (who's online)?



- We don't always want to talk to:
 - provide *presence and status information* **itself**.
 - **not** *as a precondition* for another communication.
- The objective is very (inter-) personal:
 - centered "server" is not desirable.
 - each **personal agent** should do the job.

Architecture



- Multi-agent system:
 - personal agents and a repeater agent
- Java application:
 - on top of "Shine"
 - a multi-agent platform for "socialware"
- Current status:
 - Initial graphical components are done.

Issues



- Complete the implementation.
- Verify the assumptions:
 - Do we *really* not always want to talk to?
 - How the “ping” interpreted *actually*?
- “Community level” support:
 - introducing “community agent”
 - definition of the community and privacy control
- What else for shared tacit knowledge?
- How the interface should be?

Summary



- “Gleams of People”
 - new kind of network communication tool
 - provides presence and status information among people
 - can be a basis for shared tacit knowledge
- “ping” between people
 - with current “color” (“mood”) of the sender
 - half asynchronously
 - simple, easy but limited messaging (signaling)
- Multi-agent architecture, using Java