

Strategic Business Relevance:

SocialStream allows users to view the history of their social interactions with contacts - phone calls, messages, physical proximity. Users can see the where, when and how of interactions, and who else was present. Running continuously in the background with no user involvement, SocialStream provides a powerful aide-mémoire, and can be used as a stand-alone application or as part of the Instant Knowledge service.

A socialstream is a chronological list of all interactions made by the user with their smart phone or other device. It is easily accessed by the user and allows devices to provide a social aide-mémoire to each user, either to remind of past encounters or prompt future ones.

The SocialStream application demo currently runs on Android phones and can be provided as a stand alone system recording only the user, or in combination with the Instant Knowledge service. The latter adds value to the enterprise by mining the data gathered by the phones, tablets and PCs used by its employees. SocialStream provides added value to individual users, empowering them and thus encouraging early adoption and usage of the service by employees.

Core Research: Instant Knowledge

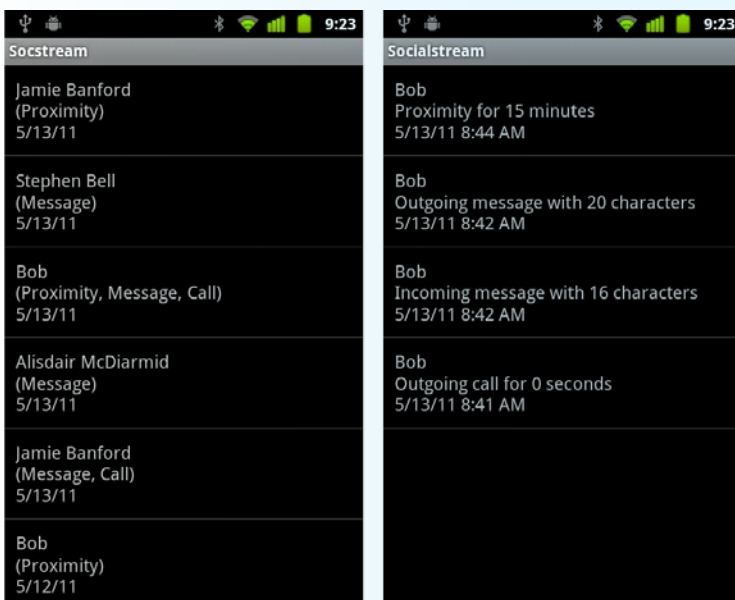
This research programme has demonstrated new enterprise service paradigms, proactively offering recommendations of relevant contacts in an organization, based on application and communication context.

By offering new ways of accessing existing information, and novel applications of smart devices, whilst enabling flexible enterprise-defined security profiles, Instant Knowledge enables a richer service offering from operators to their enterprise customers.

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For more information see:
www.mobilevce.com



SocialStream running on Android: stream view (left), and conversation view (right). The conversation view shows the third from top conversation.

When did we meet last?

Concept

SocialStream adds functionality to a user's phone or other device by providing surrogate social memory. The context data gathered by the device provides a time-ordered stream of personal interactions made by the user via the device. SocialStream allows users to explore the history of their social interactions, both mediated (eg calls, SMS, messages and emails) and co-present (physical closeness), within one application and through an intuitive user interface.

The interface has two layers - the top layer is the SocialStream proper, where each sequence of personal interactions is displayed in summary form, and a lower layer, where the detailed substream of each summary in the upper layer can be explored. SocialStream will display details of mediated and co-present interactions.

Application Scenarios

The SocialStream can be filtered as well as browsed. When specific information is required the user may filter by contact or by time.

Filtering by contact will produce a substream containing all interactions with that contact in the entire SocialStream. It could be used to refresh the user's memory of the previous meetings and correspondence between them and the contact, perhaps before a meeting or networking event.

Filtering by time allows the user to select all of the interactions with all contacts for a specific period of time. This approach allows users to enhance their memory of previous meetings and correspondence based on temporal events. For example, a user might recall meeting someone at a conference but not remember their name or contact details.

Demonstration Results

A proof of concept implementation of the SocialStream application has been built and tested on a Google Nexus One handset running Android 2.3. Calls and SMSs were detected and displayed in the stream, as were other co-present devices which were detected using Bluetooth device discovery. Screen shots of both layers of the user interface are shown.

Conclusions

Phones, tablets, PCs etc can be enabled to gather a user's context information, required to deliver an Instant Knowledge type service. By mining the data on employees' mobile devices such a system is able to profile the knowledge and skills of each employee and create a map of the various social networks which exist between employees. SocialStream extends this to provide direct value to the individual employee. SocialStream allows users to explore the history of their social ties within one application and through an intuitive user interface which is not available on any other mobile device.

Key Points

- Allows users to explore the history of their social ties within one application and through an intuitive user interface.
- Provides users of an Instant Knowledge service with added value from the start of service deployment, complementing the value of the system to the host enterprise.
- Adds functionality with little overhead - it re-uses context information that is gathered for the Instant Knowledge service.
- Streams can be filtered to create substreams, based on contact, time period, or even interaction type making SocialStream a powerful aide- mémoire.

An in depth treatment of this topic is available to MVCE members in **D-K2.12 User Demonstrator Prototype**
www.mobilevce.com/downloads10/SEC01117.zip