

APPLICATION OF MULTIMODAL COMMUNICATION IN PROJECT MANAGEMENT

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Customizable, intelligent, flexible and adaptive information delivery not limited to only one kind of information access gets a growing attention in today's communication based information society. This effort is also noticeable in the field of project supervision that is reflected by the multimodality of project management systems.

The project management system developed in context of PROMOCIO project (Proactive Multimodal Collaboration and Monitoring Platform for Independent Organizations) implements multimodal communication. There is no dedicated information channel to use between system and users. The decision on which communication platform to apply is made right before data transmission. Available platforms are email, SMS or voice message using phone call and a Text-To-Speech engine.

Messages are created as abstract messages. Delivery method and final message content is determined by the logic implemented in the project management system. For example, if the user does not respond to an email within ten minutes the system tries to reach him via his mobile phone. SMS will be used at night but for greater responsibility during the day a voice call is made.

The system also uses the multimodal solution for filling questionnaires. The questionnaires are assigned to users, projects and tasks. Besides having the possibility to answer the questions on the web user interface, one can respond them using a telephone. This is particularly useful in case of offline workplaces (for example field workers). After converting the questionnaires to XML format a call is made. The Text-To-Speech engine reads out the questions to the user who can answer them by tapping the buttons of his phone. The answers are stored in the system.