

## Email Taxonomy (v8 – Jan 2004)

### emailVerbs:

1. request(Req): ask someone else to an action/task/delivery, ask for info or favor, to question, to interrogate, to query, an order/command here is interpreted as a request for action/task, a question or query is a request for information.
2. deliver(Dlv): act of sending something/information, express an opinion is delivering of opinion (see the emailNoun dOpinion), to inform, “fyi”.
  - announceProgress(Dlv.AProg): announce status of action/task
  - announceFailure(Dlv.AFail): announce failure to do action/task/delivery
  - announceCompletion(Dlv.Cmp): announce completion of action/task/delivery
3. commit(Cmt): commit self to an action/task/delivery or meeting. “I’ll have it ready by noon”. “I’ll be there at midnight”. **“I can attend this meeting at 3pm”**. Also a confirmation or agreement (“I agree”) on final decision.
4. propose(Prop): commit self, request others. Offers are considered proposals. To volunteer is considered an offer. This act is usually associated with a starting action/task. Note that counter-proposals are under the amend act.
5. remind(Rem): reminder of deadline, threats to keep commitment, ...
6. amend(Amd): modify parameters and/or counter-propose or suggest changes on already ongoing action/task/meeting/etc. It’s never an act that initializes a task/action/meeting. **Negotiate (counter-propose) the schedule of a meeting.**
7. refuse(Ref): refuse to perform an action/task/delivery, decline, reject a meeting/action/task
  - refuseAndReassign(Ref.Rsgn): refuse and forward an action/task/delivery to someone else. Very subtle difference to the request act.
8. greet (Grt): thank someone, congratulate, apologize, greet, welcome, farewell, “you’re welcome”.
9. other(Otr) : flames, jokes, anything not well described by previous verbs

### emailNouns:

1. deliveredInformation(dInfo): send response, information, etc
  - deliveredData(dInfo.dData): send file, ptr to file, document with file, attachments, etc
  - deliveredOpinion(dinfo.dOpinion): opinions, “I vote for that”, “I believe/think/suspect/bet/...”, speculation, complaint.
  - **meetingInfo(dInfo.meet): when it’s not a Req, a Prop or a Cmt to a meeting. Just adding info about it like in “the meeting will be in room A” or, “I’ll be late”, etc**
2. action(actn): something that can be done quickly; atomic task; short timespan
3. meeting(meet): action that happens at a certain time (& place, possibly)
4. task(task): something that takes a while, sequence of actions; long timespan
5. no-tag(no-tag): cannot be determined. not sufficient info

**Obs 1 : sentences like “please let me know you have questions” or “please let me know if I can help” in the end of an email message are, most of the times, polite sentences. Rarely Reqs or Props.**

**Obs 2: Grt and Otr Emailverbs are minor ones; important only when they are the only Emailverb in the message.**