**Introduction:**

We are annotating the urgency of responding to emails using three levels of labeling: low, medium, high. Low means the email doesn’t require an immediate response, medium means the email required a response but is not urgent and in a more casual way, and high means the email required an immediate response in more professional work-related situations.

**There are two types of situations that we wanted to address before annotation:**

1. If one email satisfies multiple urgency categories, choose the highest urgency category.
2. There are two types of forwarded emails
   1. If the forward email doesn’t have any add-on content (no sentence before the dashed line), then refer to the previous emails for justification.
      1. Ex: “---------------------- Forwarded by Sandra F Brawner/HOU/ECT on 03/20/2001 03:54 PM ---------------------------This came from our friends out near Houston........P.W.”
   2. If the forward email does have additional content, mainly use the forwarded content to judge, with some minor reference to the previous email
      1. Ex: “Here's the slide presentation from yesterday's meeting with the NE Power Team. Kay ---------------------- Forwarded by Kay Mann/Corp/Enron on 01/17/2001 10:56 AM --------------------------- per your request.... claude”

**High (qualifications ranked from most important to least important):**

1. Urgent action request (respond to the email) and an interrogative sentence, have a deadline, the receiver is the person who sends the email
   1. Ex: “Can you finish this by ….?”
   2. Ex: “Can you send it to me by…?”
   3. Ex: “Can you update me…?”
2. Emphasize the importance and time-sensitive
   1. Ex: “As soon as possible/ASAP, let me know”,
   2. Ex: Could you get me that cert of sec ASAP?
3. Related to work and also ask questions
   1. Ex: “Is that a general offer to help, or just an offer to help me find the Blue Dog contract?”
4. Repetitive questions and requests
   1. Ex: “Can you help…”, “Can you give me…”, “Can you do me a favor…”
   2. Ex: “Do you have any ideas on how we can reshape our image with Calgary?”
5. Ask for people’s opinions/ suggestions
   1. Ex: “what do you think?”
   2. Ex: “What is your opinion on it”,
   3. Ex: “if you have any suggestions, let me know”
6. Ask login password, user ID, a technical issue
   1. Ex: “What is my password?”

**Medium (qualifications ranked from most important to least important):**

1. Information based email + phrases like “let me know if there’s any question”
   1. Ex: information + “Please let me know if there is any question”
   2. Ex: “reach out to …., if you have any other question, reply to this email”
   3. Ex: Information + unless anyone has other opinions, we will move forward with this version.”
   4. Note: phrases like “let me know your opinion on this deal”/ “let me know if you are interested” shouldn’t be categorized here because they contain actual inquiries.
2. Information-based email + phrases similar to “looking forward to the response”
   1. Ex: info + “Looking forward to hearing back from you.”
   2. Ex: info + “Looking forward to your response”
   3. Note: “looking forward to seeing you” is not included in this category
3. Urgent/time-sensitive action required but no interrogative sentence (not in a question format)
   1. Ex: “Send me your phone number”
   2. Ex: “I would like to receive…”
4. Not related to work/professional event, but asking questions
   1. Ex: “What’s your opinion on the hotel?”
5. Work-related content that describes some problem/frustration/someone’s thoughts/needs but no questions were posted in the email
   1. Ex: “this deal is contingent on credit - he'll let me know later today whether or not it's a good trade.”
   2. Ex: “A copy was sent to him, but he has not gotten back to me yet. I don’t know what to do.”
6. Action required but not urgent
   1. Ex: “Please get this done by…”(certain time in the future, not immediately).
7. The tone of the email is not very formal:
   1. Personal questions: Ex: “How was your vacation?”
   2. Personal events: reunion, hang out, get together

**Low (qualifications ranked from most important to least important):**

1. Information-based
   1. Only inform people about certain topics
      1. Ex: “Chuck - I am now working on the West desk. In the future you can send these requests to Scott.”
   2. Information like invoice, balance sheet, data & no need to respond
      1. Ex: “june 2000 bennett 4.689 reheis 4.689 white 4.689 homasote: feb 2.9375 mar 3.104”
      2. Ex: “GDP-CAL BORDER 4.91 GDP-CGT/APPALAC 4.52 GDP-CHI. GATE 4.43 GDP-CNG/APPALACH 4.56 GDP-HEHUB 4.36 GDP-ELPO/PERM2 4.35 GDP-ELPO/SANJUA 4.12 GDP-HPL/SHPCH 4.38 GDP-KERN/OPAL 3.92 GDP-MALIN-CTYGA 4.47”
   3. Someone’s comments on something
      1. Ex: “Nice presentation, I'll give other comments later.”
   4. Email that just answers the previous email’s question or adds more information to the previous email, especially with the words like “note”, “FYI”
      1. Ex: “More on the Rice CFOs conference. They want to get Andy Fastow as a speaker/participant.”
      2. Ex: “A note: in both cases makes a reservation explicitly at a DOWNTOWN hotel. There are hotels with the same names elsewhere in Houston.”
      3. Ex: “Latest update - FYI ”
   5. Advertisement email
2. “Call me” – if specifically asked to give a call back then it is “low”. If just giving a call option, urgency depends on the email content.
   1. Ex: “Call me if you have any questions.” → low
   2. Ex: “If you have this or know who does, please let me know and I'll be happy to make any necessary changes to this deal. My number in Portland is 503.464.7486.” → giving a call option and the urgency depends on the email content
3. The language that is not English → low
   1. Ex: dobry Panie Doktorze, ? W nawi=06?zaniu do wczorajszej rozmowy dotycz=06?cej min. pracy dyplomowej= z=20 finans?w przesy=06am swoj=06? prac=06c do oceny przez Pana Doktora. Bardzo= bym ?prosi=06 o potwierdzenie dotarcia tej=06\_e pracy do Pana. Praca jest= zapisana w=20 rozsze=06\_eniu rtf. ?Pod koniec tygodnia postaram dostarczy=06+ Panu Doktorowi informacji na t= emat=20 inwestycji w sektor eneergetyczny na Ukrainie. ? Tomasz B=06ach - V Edycja MBA WSHiFM Warszawa? - praca dyplomowa T. B=06ac= h.rtf
4. Simple task/assignment, not urgent action request, not time-sensitive
   1. Ex: “please print this out and file it somewhere”
   2. Ex: “Please, resend the message.”
5. If the content is very casual and short
   1. Ex: “no”
   2. Ex: “haha”
6. Questions that don’t require to be answered
   1. Ex: jokingly question, ridicule: “couldn't they have come up with a better description of our category?”
7. Negative words and no question, affirmative tone
   1. Ex: “I don’t want this topic on the proposal”
8. Just send a link and does not contain any other information
   1. Ex: “<http://www.victoria-house.com/lovers.html> then browse!”