

MOODWATCH ENHANCEMENTS

INTRODUCTION

For 5.1, we plan to make some small enhancements to MoodWatch. These enhancements will improve the usability of the feature, or in some cases make it simply more fun. The changes, in order from most to least important, are:

- Marking offensive phrases in composition windows.
- Automatic timed queue of messages with a given flame level.
- Obscuring of offensive phrases in incoming messages. (This is not really contemplated for 5.1 unless there is extra time, which there will not be.)
- Speaking offensive phrases. (This would be in the Easter Egg category)

MARKING OFFENSIVE PHRASES

The basic plan is to style the phrases found by MoodWatch, as we do with URLs or misspelled words.

Precisely what style to use is open to some question, however. Because the chili peppers are red, the initial thought is to make non-H words red, and H words red and bold. On the Mac, this interferes with misspelled words (which are red and underlined), but on Windows it should not present a problem, since a red underline is used, not actual coloring of the text. However, there are other possibilities, including other colors or even a background color.

- ☒ Non-H phrases should be made red, but the color and style should be (hidden) setting-adjustable.
- ☒ H phrases should be made red and bold, but the color and style should be (hidden) setting-adjustable.
- ☒ Offensive phrases should not be marked if they appear in URLs, as this would be a confusing mess to the user.
- ☒ Offensive phrases that are themselves misspellings should be marked as offensive. If they can also be marked as misspelled without difficulty, they should be. If it is "hard" to mark them as both misspelled and offensive, offensive wins.
- ☒ There should be a setting (hidden, default on) for whether or not to mark offensive phrases.

AUTOMATIC TIMED QUEUE

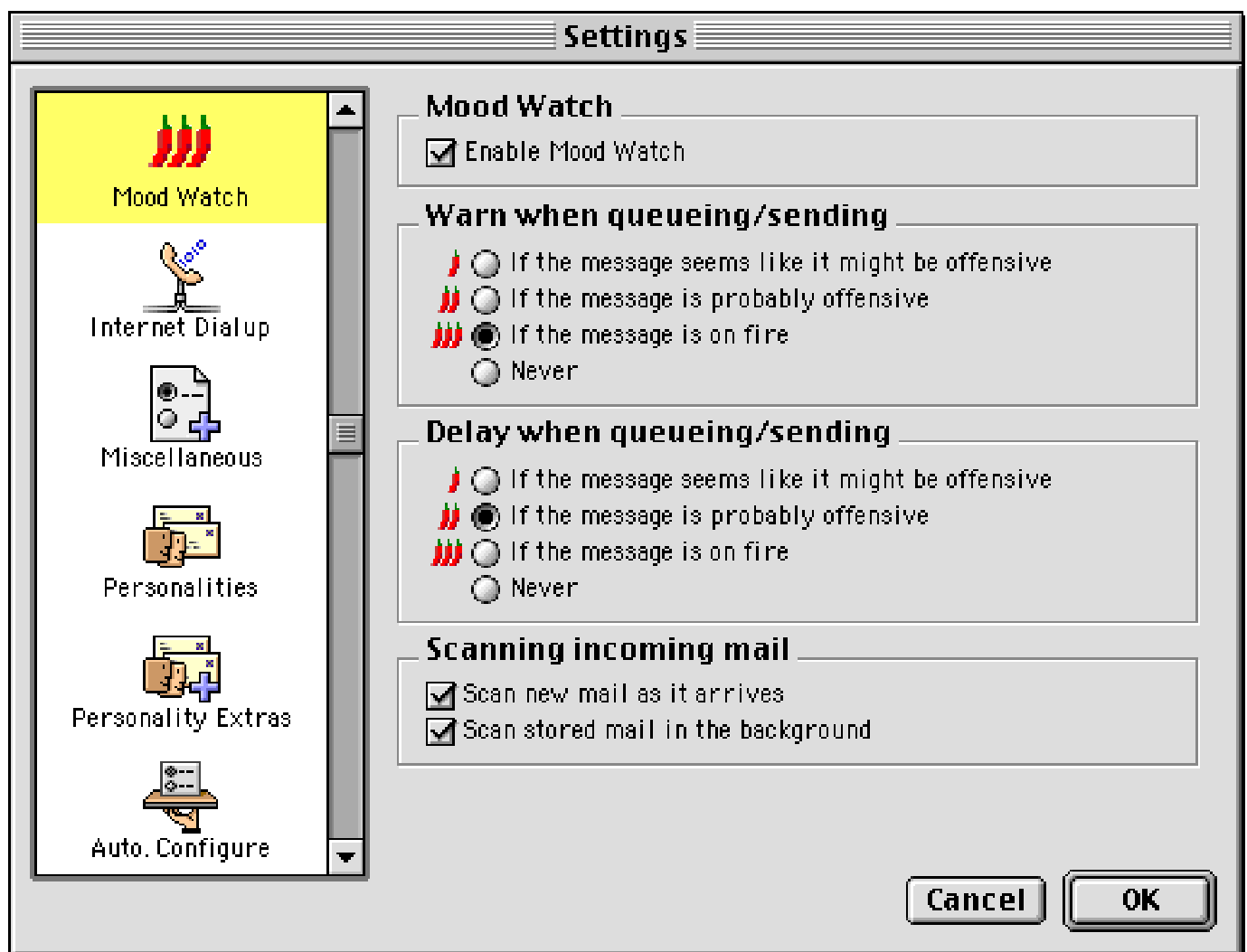
Often, at time of composition a flame is felt to be A Good Thing, and only after some consideration (often very little) does the reality of the situation dawn on one. It's therefore possibly of interest to delay inflammatory mail and give the user time to cool down and change their mind. (It's also valid to consider whether most of our users even have any idea that they have an Out box and could stop a message from being sent, but we'll pretend that's not an issue for the moment.) Thus, I think it interesting to experiment with a feature that provides this.

We also have a warning for mail that exceeds a certain flame level. The warning and the delay operate independently; the user is warned at queue time if the warning is on, and then the mail is delayed if the delay is on. It might actually be best from a psychological basis if the delay happened and then the warning, but this would probably be too disruptive to the

user's work flow, and we will not do it.

- ☒ A setting (exposed, default three peppers) should be available for what flame level will cause a delayed queue.
- ☒ A setting (hidden, default 10 minutes) should be available for how long to delay such mail.
- ☒ No indication is given during the queue process that the mail will be delayed. This is a two-edged sword; it is right in that it doesn't provoke the angry user to override it, but it also means that the user may not realize the mail will be delayed. Users who object to the delay can simply turn it off.

MOODWATCH SETTINGS



OBSCURING OFFENSIVE PHRASES (FUTURE)

This will surely be deferred for later, but a quick sketch is given here. For incoming mail, highlighting offensive phrases is surely incorrect, as it adds insult to injury. However,

imagine if we could automatically cover them; parents might turn this on for their children, or the very conflict-averse might use it. It would also be “fun” for a certain segment of folk.

If we did this, we’d want to have a couple of settings, I think. One for covering them with the cartoon convention of punctuation symbols (\$(%&\$), but the other using our chili pepper icons. We’d probably make a font that consisted of just a pepper (or perhaps many sorts of peppers), and render the words in that font.

We would also require some sort of control (possibly part of multi-level blah blah blah) to turn off the obscuring and show the underlying text.

SPEAKING OFFENSIVE PHRASES (EASTER EGG)

An amusing Easter egg would be a (hidden) setting that would have Eudora use text-to-speech to read offensive phrases. Perhaps we would do this at queue time, perhaps we would do it when a message is opened or previewed.