Information Agent Technology for the Internet:

A Survey

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Abstract

The vast amount of heterogeneous information sources available in the Internet demands advanced solutions for acquiring, mediating, and maintaining relevant information for the common user. Intelligent information agents are autonomous computational software entities that are especially meant for (1) to provide a pro-active resource discovery, (2) to resolve information impedance of information consumers and providers, and (3) to offer value-added information services and products. These agents are supposed to cope with the difficulties associated with the information overload of the user preferably just in time.
Based on a systematic classification of intelligent information agents this paper presents an overview of basic key enabling technologies needed to build such agents, and respective examples of information agent systems currently deployed on the Internet.

Keywords: Intelligent agents, semantic information brokering, personal assistants, cooperative information systems, agent-mediated electronic business

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1 Introduction

In the setting of the hypertext-oriented information service of the Internet, the worldwide Web, a typical user faces mundane, repetitive tasks such as browsing, filtering, and searching for relevant information. Currently, the global information search space on the Internet consists of estimated 320 million HTML pages in the Web [76]. In the year 2001 probably more than 225 million users will be connected to the Internet facing around 1000 million indexed Web pages. Large volumes of volatile, redundant, semi or unstructured heterogeneous data are additionally available in connected legacy databases, file systems, multimedia database systems and software applications. This includes, for example, bibliographic entries, images, speech text, and video data.
The impacts of data, system, and semantic heterogeneity on the information overload of the user are many-folded and especially due to potentially significant differences in data modeling, data structures, content representations using ontologies and vocabularies, query languages and operations to retrieve, extract, and analyze information in the appropriate context. The impacts of the increasing globalization on the information overload encompass the tasks for the user to determine and keep track of relevant information sources, to efficiently deal with different levels of abstractions of information modeling at sources, and to combine partially relevant information from potentially billions of sources.

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Other challenges include, for example, how to cope with the problems of the cross-social, cultural and multi-lingual cyberspace. Regarding efficiency in time, the impact of ongoing efforts to increase the transfer rates in the Internet-2 (Next Generation Internet) to 9.6 Gbit/s on the situation for the common user of the public Internet in the next couple of years remains to be unclear.
Information agent technology [68] (IAT) emerged as a major part of the more general intelligent software agent technology [144,154] around seven years ago as a response to the challenges mentioned above, from both, the technological and human user perspective. As such IAT is an inherently interdisciplinary technology encompassing approaches, methods and tools from different research disciplines and sub-fields such as artificial intelligence, advanced databases and knowledge base systems, distributed information systems, information retrieval, and human computer interaction.
The driving idea of IAT is the development and effective, efficient utilization of autonomous computational software entities, called intelligent information agents, which have access to multiple, heterogeneous and geographically distributed information sources as in the Internet or corporate Intranets. The main task of such agents is to perform pro-active searches for, maintain, and mediate relevant information on behalf of their users or other agents. This includes skills such as retrieving, analyzing, manipulating, fusing heterogeneous information as well as visualizing of and guiding the user through the available, individual information space.

1.1 Web Indices and Search Bots

Most prominent solutions for finding relevant information in the Internet include monolithic Web indices such as Gopher and Harvest [181] as well as search engines and (meta-) search bots [15].

Search bots like AltaVista, Lycos, InfoSeek, Excite or Hotbot use basic information retrieval techniques [141, 81,49] to automatically gather information from indexed Web pages, maintain and periodically update their own index database, and provide a rating-based one time query answering mechanism to the user. Each bot has a proprietary method for recursively traversing hyperlinks starting from a given initial list of URLs, and ranking retrieved documents. The information quality of the result does not only rely on the ontological organization, size, and methods of access to the internal index but also on the expressiveness of the query language the user is enforced to use to formulate inquiries to the bot.
Among others, the main limitations of search bots are that they do not behave pro-actively due to their one-shot answering mechanism providing a rather simple query language in terms of regular expressions of phrases and keywords. Each search bot has its own idiosyncratic way the user has to deal with, and finally, most of the prominent search bots offer a maximum of coverage of just about 30% of the Web, or less, including up to 5% invalid or broken links [76, 190].

Meta-search bots such as MetaCrawler, SavvySearch, Ahoy!, Remora or WebMate execute a given query concurrently over a variety of given search bots, merge and present the results in a homogeneous, ranking-based view to the user. That allows the user to enlarge the individual search space and may increase the hit rate for some queries.
According to [178] search bots like Excite, HotBot, and Lycos use certain page importance metrics for ranking retrieved Web pages. These include the

- backlink count measuring the number of links (in-links) to a page p that appear over the entire Web. This implies that the more pages link to p, the greater p's importance, thereby treating all links equally, and pushing out equally important, small fields by sheer volume of links.
- page-rank backlink metric measuring recursively the weighted sum of the in-links to a page p, thereby exaggerating the above problem in that the more pages link to p having themselves a high backlink count, the greater p's importance.

- location metric measuring a page's importance as a function of location, not its content such like preferring URLs with fewer slashes, ending with .com, or containing the string 'home'.

In any case, portals and sites of (meta-)search bots supported by knowledgeable professionals determine the threshold of relevance at the expense of equally relevant but small, less supported sites. Other reasons for potential page exclusion include (1) the robot exclusion standard limiting each searchbots' access to individual pages at a given site, (2) the common breadth-first search which tends to push search bots to visit more sites but to index only a fraction of each, and (3) the ongoing web page ranking warfare by, e.g., relevancy spamming, purchasing of higher page ranks, tiny keyword text on Web pages, and automatic displaying of banners whenever a certain input is made by the user to the search bot.
The disclosure of algorithms that govern search bots in searching, indexing, and ranking might be one idea to avoid a ranking warfare. Another option would be to provide common users with easy-to-use software libraries and graphical agent editors to build customized information agents for accomplishing his/her everyday business tasks thereby treating the Web rather as a public good.
However, neither Web indices, nor search bots overcome the hard problems caused by the heterogeneity of systems, data syntax, structure, and semantics in a sufficient way. Methods to solve these types of heterogeneities concern intense data, metadata, and semantic information brokering [182] which goes beyond the capability of any search bot deployed so far on the Web. In the next section we introduce the notion of an information agent, propose a classification of different types of such agents, and summarize the corresponding basic skills an information agent is supposed to posses.

1.2 Information Agents: Definition, Classification, and Basic Skills

Information agents are special kind of so-called intelligent software agents. Software agent technology originating from distributed artificial intelligence is inherently interdisciplinary. Thus, the notion of agency is quite broadly used in literature; it might rather be seen as a tool for analyzing systems, not an absolute characterization that divides the world into agents and non-agents. However, *intelligent agents* are commonly assumed to exhibit autonomous behavior determined by ist

- pro-activeness, means taking the initiative to satisfy given design objectives and exhibit goal-directed behavior,
- reactive or deliberative actions, means perceiving the environment and timely change management to meet given design objectives, and
- social in groups with other agents and/or human users when needed.

It depends on the concrete application domain and view on potential solution for a particular problem what an intelligent agent in practice is supposed to do. For a more comprehensive and introductory literature on intelligent agents we refer to [144, 153]. Today, agents are deployed in different settings, such as industrial control, Internet searching, personal assistance, network management, games, software distribution, and many others. Agent technology is quite on its way to produce mature standards concerning software agent architectures and applications such as OMG MAF [83] and FIPA specification [39]. Further, the European network of excellence for agent-based computing (AgentLink) [1] set up in 1998, international workshops, and conferences on the subject, like ATAL [93], CIA [72], Autonomous Agents, PAAM [99], and ICMAS [56], strongly pushes software agent technology since its public breakthrough around five years ago.

Intelligent agents for the Internet are commonly called information agents. But what exactly is an information agent? We define an *information agent* as an autonomous, computational software entity (an intelligent agent) that has access to one or multiple, heterogeneous and geographically distributed information sources, and which pro-actively acquires, mediates, and maintains relevant information on behalf of users or other agents preferably just-in-time. Thus, an information agent is supposed to satisfy one or multiple of the following requirements.

- *Information acquisition and management*. It is capable of providing transparent access to one or many different information sources. Furthermore, it retrieves, extracts, analyzes, and filters data, monitors sources, and updates relevant information on behalf of its users or other agents. In general, the acquisition of information encompasses a broad range of scenarios including advanced information retrieval in databases and also the purchase of relevant information from providers on electronic marketplaces.
- *Information synthesis and presentation*. The agent is able to fuse heterogeneous data and to provide unified, multi-dimensional views on relevant information to the user.
- *Intelligent user assistance*. The agent can dynamically adapt to changes in user preferences, the information, and network environment as well. It provides intelligent, interactive assistance for common users supporting their information-based business on the Internet. In this context, the utilization of intelligent user interfaces like believable, life-like characters can significantly increase not only the awareness of the user on its personal information agent but the way information is interactively dealt with.

Many (systems of) information agent have been developed or are currently under development in academic and commercial research labs, but they still have to wait to make it out to the real world of Internet users broadly. However, the ambitious and pretentious goal to satisfy all of the requirements mentioned above appears to be not very far away from being accomplished in the next ten years.

Classification of Information Agents

Information agents may be categorized into several different classes according to one or more of the following features [68].

1. *Non-cooperative* or *cooperative* information agents, depending on the ability if the agents cooperate with each other for the execution of their tasks. Several protocols and methods are available for achieving cooperation among autonomous information agents in different scenarios, like hierarchical task delegation, contracting, and decentralized negotiation.
2. *Adaptive* information agents are able to adapt themselves to changes in networks and information environments. Examples of such kind of agents are learning personal assistants on the Web.
3. *Rational* information agents behave utilitarian in an economic sense. They are acting and may even collaborate together to increase their own benefits. One main application domain of such kind of agents is automated trading and electronic commerce in the Internet. Examples include the variety of shop bots, and systems for agent-mediated auctions on the Web.
4. *Mobile* information agents are able to travel autonomously through the Internet. Such agents may enable, e.g., dynamic load balancing in large-scale networks, reduction of data transfer among information servers, applications, and migration of small business logic within medium-range corporate intranets on demand.

According to the definition and classification of information agents we can differentiate between communication, knowledge, collaboration, and rather low-level task skills as depicted in figure 1. In this figure, the corresponding key enabling technologies are listed below each of the different types of skills. Communication skills of an information agent comprehend either communication with information systems and databases, human users, or other agents. In the latter case, the use of an agent communication language has to be considered on top of, for example, middleware platforms or specific APIs.

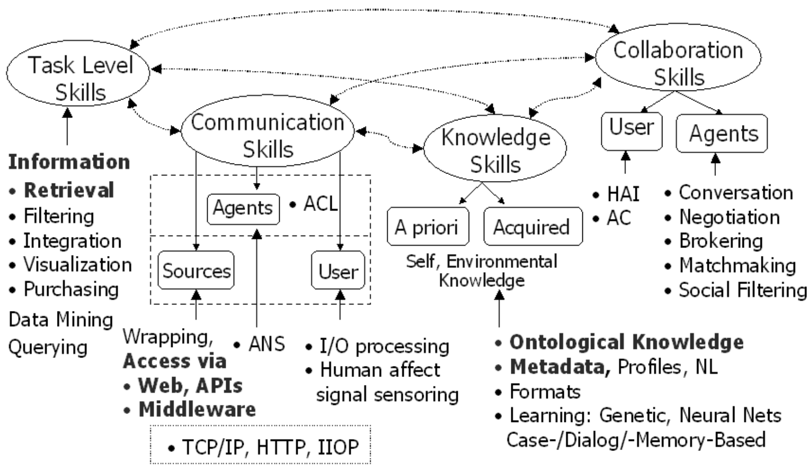

Fig. 1. Basic skills of an information agent

Representation and processing of ontological knowledge and metadata, profiles and natural language input, translation of data formats as well as the application of machine learning techniques enable an information agent to acquire and maintain knowledge on itself and its environment. High-level collaboration of an information agent with other agents can rely, for example, on service brokering, matchmaking, negotiation, and collaborative (social) filtering, whereas collaborating with its human users mainly corresponds to the application of techniques stemming from human-computer interaction and affective computing.

Some Approaches for Building Information Agents

Most prevalent approaches for building information agents are the following.

1. *User Programming*. An information agent is programmed explicitly by its user from scratch, for example by using a collection of user-programmed rules for processing information related to a particular task. Main problem with that approach is that it requires too much insight, understanding and effort from the user. For example, a user has to recognize opportunity for employing an agent, take initiative to create it, endow an agent with explicit knowledge and maintain the underlying rules over time.
2. *Knowledge-Engineering*. An agent is endowed a-priori with a great deal of domain-specific background knowledge about the application and the user. Related problems with that approach are that it requires substantial efforts from knowledge engineer, the agent is highly domain-specific and its knowledge is relatively fixed, thus the agent is hardly adaptable to different application domains.
3. *Machine Learning*. An agent automatically acquires the knowledge it needs to assist the user by applying appropriate methods from machine learning. Certainly, the condition to be satisfied for this approach to be applicable is that the use of the application involves highly repetitive and different behavior from different users. Adaptation of the agent to individual user preferences and habits is a clear advantage in that it, for example, offers customized results and requires even less work from user and application developer but it also raises the issue of trust between the user and its learning information agent.

In the remainder of this paper we provide the reader with an overview of basic key enabling technologies of IAT needed to build intelligent information agents for the

Internet, and point to respective examples of systems of such agents which have been currently developed in the community. The overview is structured in accordance with the classification and basic skills of information agents mentioned earlier. For a more in-depth and technical discussion of individual techniques, methods, and systems we refer to the corresponding, given references. Finally, we will provide an outlook to possible future perspectives of information agent technology for the next decade.

2. Non-Cooperative and Collaborating Information Agents

2.1 Basic Enabling Technologies

According to the basic skills of an information agent the main key supporting technologies concern the following issues independent from if they collaborate with other agents, or not.

- *Access to heterogeneous distributed information systems and resources on the Internet*. This includes standardized middle-ware platforms as well as efficient techniques for client or server-sided Web-based applications.
- *Retrieving and filtering relevant data from any kind of digital medium worldwide* such as content-based, multimedia and cross-language information retrieval [48].
- *Metadata management and ontological knowledge processing* facilitate the reconciliation of semantic heterogeneity of retrieved data and information stemming from multiple, heterogeneous sources.
- *Visualization of information,* for example, by utilizing the standardized virtual reality modeling language VRML97 (or its future successor X3D).

Access to Heterogeneous Distributed Information Sources

An information agent can be implemented as, invoked by or embedded in any client or server side Web-based application. Relevant techniques for implementing such applications are platform-independent signed Java applets, scripts, platform-dependent ActiveX and CGI, FastCGI, and Java servlets, respectively. Access to relational databases may be realized using generic application programming interfaces such as JDBC (Java Database Connectivity) with embedded query language SQLJ, and Microsoft's ODBC (Open Database Connectivity). The same goes with the generic OKBC (Open Knowledge Base Connectivity) API for an agent to access multiple heterogeneous knowledge bases.
For a transparent access in distributed computing environments frameworks such as Microsoft's DCOM (Distributed Component Object Model)[28], the Object Management Group's CORBA/IIOP (Common Object Request Broker Architecture and Internet Inter-ORB Protocol) [24], and to some lesser extent, Sun's Java RMI (Remote Method Invocation) [112], and JINI have been developed. Each of these frameworks provides an interface description language (IDL) and services that allow distributed objects to be defined, located and (statically or dynamically) invoked. All platforms enhance traditional RPC-based client/server architectures by allowing relatively transparent distribution of service functionality. For example, in Jini virtual destinations of connections for retrieving services around the network that are available to applications at that time are provided as proxies by a lookup service. These proxies are taken in using the nearest lookup facility and communicating with them as actual destinations. Whereas CORBA realizes communication between heterogeneous objects (sources, agents) as client or server side proxies by transformation of messages to the standard interface in IDL provided by an object request broker. Different ORBs implemented by different providers can communicate via the Internet Inter-ORB protocol.
In summary, the primary benefit of using middleware platforms when developing an information agent is to encapsulate the heterogeneity of legacy systems and applications within standard, interoperable wrappers the agent can communicate with. However, any common knowledge representation, behavioral specification of distributed software components, and meaningful interaction among agents goes

beyond these frameworks. Besides, asynchronous multicast group communication between a set of agents or resources is difficult to realize using these platforms.
At a lower level of communication between agents and systems the TCP/IP and HTTP protocols have become de-facto standards for transmission of data packets over networks. ADSL (Asymmetrical digital subscriber line) and HDSL (High rate digital subscriber line) technology such as standardized G.lite or HDSL-2, hold tremendous promise for future high-speed Internet access; they are currently supporting, for example, up to 6 Mbps downstream and 768 Kbps upstream on the line. Subscribers are connected to ADSL copper lines, assuring bandwidth and making service-level agreements possible. High-speed remote access to the Internet and corporate LANs including transmission of voice over (A/H)DSL may increase the performance of information agents' operations used by residential or small business subscribers who typically pull more data from the Internet than they push.

Retrieving and Filtering of Information

The process of retrieving relevant information is the main topic of the domain of information retrieval (IR) and is inherent part of task-level skill of any information agent. An information retrieval model consists of a (1) set D of documents, (2) set Q of user queries, (3) framework F for modeling document representations and queries, and (4) ranking function R(q,d) on QxD which defines an ordering between documents d in D with respect to a given query q in Q. The framework F is composed, for example, of (a) sets of documents and standard operations on sets (the Boolean model), or (b) a t-dimensional vectorial space and standard linear algebra operations (the vector model), or (c) sets of documents and standard probability operations based on Bayes' theorem (the probabilistic model). The typical process of retrieving information then comprises of (1) pre-processing of documents, (2) query processing, (3) retrieval of relevant documents, (4) presentation of retrieved documnets and evaluation of retrieval performance, and finally, (5) user feedback and query expansion. In the following we will briefly sketch each of these steps.
One commonly used IR model is the vector model where documents and queries are represented by vectors of index term weights. Index terms are extracted from the text to capture its semantics and stored in an inverted file (index). Index terms can be obtained by, for example, removing stop words, stemming of words, and identifying nouns groups in the text. The similarity between retrieved documents and given query bases on the correlation between respective term weight vectors. This method is known as TF-IDF (term-frequency-inverse-document-frequency).
Let be

N total number of documents (reference collection),

n_i number of documents in which index term k_i occurs

$tf_{i,j}$ term frequency of term k_i in document d_j

The higher the value of a term document frequency is the more likely it is that the term poorly discriminates between documents. Thus, we compute the inverse document frequency and the normalized term frequency as follows:

$$idf_i = \log_2\left(\frac{N}{n_i}\right) \qquad ntf_{i,j} = \frac{tf_{i,j}}{\max_{l \in ind(d_j)}\{tf_{l,j}\}} \in \Re^+$$

Latter means, the more times a term occurs in document the more likely it is that the term is relevant to the document, it favors common words. The document and query term weight are defined as follows:

$$w_{i,j} = ntf_{i,j} \times idf_{i,j} \qquad w_{i,q} = \left(0.5 \times \frac{0.5 \times tf_{i,q}}{\max_{l \in ind(q)}\{tf_{l,q}\}}\right) \times idf_i$$

A high value of a weight indicates that the term occurs more often in this document than average with a good dicrimination.

The cosine similarity metric measures the correlation between a query and a document vector q and d, respectively:

$$sim(d_j, q) = \frac{\vec{d}_j \bullet \vec{q}}{|\vec{d}_j| \times |\vec{q}|} = \frac{\sum_{i=1}^{t}(w_{i,j} \times w_{i,q})}{\sqrt{\sum_{i=1}^{t} w_{i,j}^2} \times \sqrt{\sum_{i=1}^{t} w_{i,q}^2}}$$

This partial matching strategy allows retrieval of documents that approximate the query conditions, and produces answer sets which are difficult to improve upon without query q expansion. For this purpose, let be

R set of relevant documents,

A set of retrieved documents for given query,

Rd set of relevant docs as identified by use*r* among retrieved docs, and

NRd = A - *Rd* set of non-relevant documents as identified by user among retrieved docs, and other parameters are for tuning purposes only.

Then a new query can be obtained by expanding the old query q due to relevance feedback

$$\vec{q}_{new} = \alpha \times \vec{q} + \left(\frac{\beta}{|Rd|} \times \sum_{\vec{d}_j \in Rd} \vec{d}_j \right) - \left(\frac{\gamma}{|NRd|} \times \sum_{\vec{d}_j \in Rd} \vec{d}_j \right)$$

A search on an inverted file (the index) can be performed either by

1. *vocabulary search*: words and patterns present in query are isolated and (binary) searched in the lexicographically ordered vocabulary.
2. *retrieval of occurences* (postings): occurences of all the words found are retrieved and listed.
3. *manipulation of occurences*: process occurences to solve Boolean, proximity (words in close sequence), phrase (words in sequence) search operations.

Alternatively, or in addition to searching the index, the search bot can perform a sequential (online) search on not pre-processed text using known algorithms such as brute-force, Knuth-Morris-Pratt, or Boyer-Moore.

Common retrieval performance measures are *recall* and *precision*, which are defined as the ratio of the number of relevant documents retrieved to the number of relevant documents in the document collection, and the ratio of the number of relevant documents retrieved to that of the number of all documents in the collection, respectively. Problems of both measure are that

- Estimation of maximum recall requires knowledge of all documents available
- Recall and precision are related but capturing different aspects of retrieved documents
- Both measures are inadequate when a non-linear ordering of retrieved docs (interactive) is considered.
- Both measures assume the relevancy of docuemnts as to be independent from user's point of view.

Alternative, user-oriented measures are, for example, the novelty and coverage ration developed by Korfhage in 1997. For a more detailed, in-depth coverage of the field of information retrieval and text filtering we refer the reader to [179,180,117].

Metadata Management and Ontological Knowledge Processing

Any cross-platform exchange of information increases the demand for an uniform view of related sources, means in particular the necessity of an agent to capture the data semantics (the information content of each source) using descriptive, domain independent, and semantic metadata. Such descriptions can be achieved by utilizing, for example, the Dublin Core, WIDL (Web Interface Definition Language) [151], RDF (Resource Description Framework) [111] in XML, and (federated) database schemas [159] written in standard common data models like, for example, the EER, or ODMG93 ODM model.

The RDF data model and its basic type schema RDF(S) provides a standardized fixed set of modeling primitives for defining ontologies and content descriptions in XML, thereby ensuring consistent representation of data semantics. For to reason on content descriptions in RDF the information agent may use a respective parser, compiler, and interpreter, which have been and are currently being developed, such as SiRPAC and SiLRI from the Web consortium and the European On2Broker project. Any kind of metadata descriptions and mappings are used to resolve schematic and structural heterogeneity. For a comprehensive survey of respective techniques we refer the reader to [62, 65].

However, metadata is constructed from terms stemming from a given vocabulary, domain, or common-sense ontology, like Cyc or WordNet [155]. Such conceptualizations of real-world notions re-usable across shared domains are the basic key for reconciling semantic heterogeneity. Tools for building such ontologies include standard modeling and markup languages such as UML [43], XML [156], RDF, OML/CKML (ontology/conceptual knowledge markup language), SHOE (simple HTML extension for Web page annotation), XML-based ontology exchange languages OIL and XOL, and description logics [67,19,32]. Latter provide, in particular, the inherent feature of a (concept subsumption) reasoning mechanism an information agent can use to automatically validate and compare content descriptions which have been written (or translated into) a concept language. In contrast, XML allows for tagging data in Web pages using common XML-namespaces and to do all forms of publishing from one master XML document. This enables an agent to automatically scan, comprehend and validate the content of imported XML documents but not to reason on them.[2] Examples for using common or domain-specific ontologies to resolve semantic heterogeneity are in [158,163, 126].

In summary, for the purpose of semantic information brokering an information agent has to be capable of dealing with multiple, partially overlapping standardized domain specific ontologies. Inter-ontological relations can be determined via, for example, logic-based reasoning on (parts) of ontological descriptions. The corresponding mapping of concepts across ontologies should be done with minimizing the associated loss of information. A partially integrated ontology can be created by the agent virtually by means of determining inter-ontological mappings of terms within a query and content descriptions on the fly, or statically in form of a long-term memorized, machine-readable conceptualization of its local or global domain defined independent from actual data, like in a summary or federated schema.

Design and Software Reuse to Support Developing Information Agents

Design patterns in software engineering have shown to be a very helpful and effective means of capturing and communicating design experience. They are considered to be a natural way of thinking about software, especially in object-oriented design. Recently started efforts to use such software design patterns for the design of cooperative information agents based on an in-depth requirements analysis and corresponding compositional verification are presented in [183].

A closely related technique is that of CBD (component-based software development) enabling the development of software agents out of prepackaged generic elements which, in fact, bases on object technology. It facilitates developing components usable with current versions of mainstream software buses as the CORBA, RMI, and DCOM. This includes in particular the design of agent behavioral contracts embedded in programming languages such as Eiffel, iContract for Java, or the OCL (Object Constraint Language) as part of UML, to determine, reliably and in advance, how these components behave in agent-based applications. One may distinguish four different levels of component contracts [14]: (1) syntactic/interface, (2) behavioral, (3) synchronization, and (4) quality-of-service. Reuse of contract aware components can be an important factor in any agent-based application.

[2] Ongoing efforts in that direction include among other, e.g., the DAML (DARPA agent markup language) initiative.

2.2 Cooperative Information Systems and Agents

The rapidly accelerating rate of change in today's information-based business environments coupled with increased global competition makes corporation face new challenges in bringing their products and services to the market. This results in an increasing demand for streamlining of operations, and an efficient, unified access to information resources that are distributed throughout a local or worldwide network. Although the low-level infrastructure has been developed to support interoperability between heterogeneous databases and application programs, this is not sufficient when dealing with higher-level object organizations such as vertical business object frameworks and workflow. Existing multi-database or federated database systems do not support any kind of pro-active information discovery. This led to the paradigm of so-called *cooperative information systems* originated from Papazoglou, Laufmann and Selis in 1992 [102] (Fig. 2) describing an advanced middleware infrastructure based on the inclusion of intelligent information agents that support higher levels of cooperation and provide the required services.

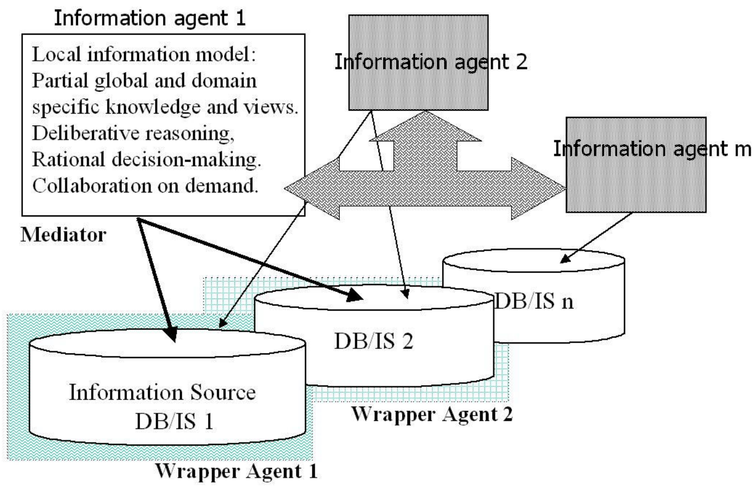

Fig. 2. Macrostructure of a cooperative information system, mediator, wrappers

One key challenge of a CIS is to balance the autonomy of databases and legacy systems with the potential payoff of leveraging them by the use of information agents to perform collaborative work [101]. On the other hand, information agents shall collaborate without losing an individually significant degree of autonomy in planning and task execution.

Mediators for Intelligent Integration of Information

Many past efforts towards an intelligent agent-based integration of information rely on the concept of a so-called *mediator agent* introduced by Wiederhold in 1992 [150]. The main purpose of this special kind of information agent is to enable intelligent interoperability across information systems. A mediator has been defined as "a software module that exploits encoded knowledge about some sets or subsets of data to create information about a higher layer of applications". While the federated or multi-database architecture distinctly focus on data representation through different types of schemas and appropriate translations, the mediator approach focus on computational entities that perform value-added activities but keeping the information model more or less hidden, typically in the definition of the mediator itself.

A mediator is supported by a set of wrapper agents each of them providing access to a local information source and extracting content from that source, and performing appropriate data conversion. To provide value-added information services the mediator may collaborate with other information agents such as broker or matchmaker agents covering different domains and sets of service providers. According to [52] a mediator agent has to

- translate between its own and other domain specific ontologies either by the help of a common ontology maintained by a central ontology agent, or by utilizing its partial global knowledge on ontological inter-relationships between concepts which may occur within requests from other agents and the results of query processing over heterogeneous sources,
- decompose and execute complex queries on available relevant sources with the help of a matchmaker agent, and to
- fuse the partial responses obtained from multiple information sources sent by wrapper agents into an uniform, added-value response as displayed to the user.

The perspective of the DARPA I3 (Intelligent Integration of Information) research program allows federations among mediators via facilitators on demand. A three-layer reference architecture consisting of various types of services such as facilitation, brokering, mediation and integration, wrapping and data access. The architecture is amenable to agents that can support these services offered at each layer. However, most mediator-based information systems implemented to date, such as SIMS/ARIADNE [5], MIX [184], ABS [9], and to some extent TSIMMIS [44], consider scenarios with just one central mediator agent collaborating with multiple wrapper agents. The issue of ontology-based collaboration among multiple mediators or facilitators, like in OBSERVER [125] and InfoSleuth II [95], is absent. The same goes with multi-brokering and distributed matchmaking among different agent communities [60]. A centralized system consisting of just a single mediator and multiple wrappers is not a full-fledged cooperative information system (CIS).

2.2.1 Basic Key Supporting Techniques

The basic key supporting techniques for developing collaborative information agents and systems concern communication and coordination among the agents [53].

Inter-Agent Communication

In section 2.1 we mentioned middleware platforms for distributed computing to enable transparent access to heterogeneous information and data sources. However, for the purpose of realizing distributed systems with true openness, beyond simple communication, "conversations" are necessary. That is the motivation behind ongoing efforts to design conversations in an agent communication language (ACL) by FIPA [40], or KQML [38] by the KSE initiative at Stanford university.
An ACL defines the syntax and semantics of messages (performative or primitive communicative act) agents can exchange by describing the desired agent state and complex (propositional) attitudes to reach by each of the language performative which represents the intention of the conversations prepared. Utilization of such performatives bases on the speech act theory [119]. The receiver sides can understand how to process and proceed with its action by the course of the task-oriented conversation which are driven by the agents’ strategies and behavior but are independent from any content language or ontology (agent’s local view). One of the nice things about using an ACL for negotiation is that it permits a model allowing richer communication between the negotiating parties. For example, the FIPA ACL reject-proposal communicative act allows you to give a reason for the rejection.
Many KQML derivatives are on the market designed for different application domains and purposes but no standard ACL with fixed semantics yet exists.
The requirements for using ACLs in information agent systems include (a) an API for composing, sending, and receiving of ACL messages, (b) a supporting infrastructure, such as agent naming service and registration, (c) the code implementing action(s) to perform as given by the semantics of message type, particular domain and application. One can distinguish between (1) multiagent systems using an ACL for inter-agent communication, and (2) APIs facilitating the embedding of ACL-speaking capabilities into an application or multiagent system.

Another issue of meaningful communication enabling for distributed semantic information brokering at the same time is that of understanding the meaning of words, concepts, and notions across multiple application domains which are used to within the content of (parts of) the exchanged messages. Related efforts include automated, ontology-based interoperation by using methods, tools, and languages for knowledge representation and sharing such as non-proprietary languages for knowledge and content interchange, like full-fledged first-order predicate logic-based KIF (knowledge interchange format) [64], SL (semantic language) by FIPA, or common ontologies [130,82].

Coordinating Societies of Information Agents

Coordination is the process of managing dependencies between activities of one or multiple actors performed to achieve a goal and to avoid conflicts while having maximum concurrency. It involves task decomposition, resource allocation, synchronization, group decision making, communication, and the preparation and adoption of common objectives.
A variety of approaches for coordination strategies including multi-agent planning and decentralized negotiation protocols for different multi-agent environments exist. Recent works also investigate the benefits of learning to choose an appropriate coordination strategy by a single agent in a multi-agent system [108]. Coordinating collaboration among information agents may follow some sort of social obligations from given or emerging joint intentions, delegation of tasks and responsibilities, or team plans [21,66,131,137].
A comprehensive overview of coordination mechanisms is given, for example, in [195,34,45,97]. Possible types of cooperation in multi-agent systems are discussed, for example, in [33]. Research into modeling cooperative behavior and entailed strategies continues; related works are inspired, in particular, from research in CSCW, cognitive, and social sciences [27].
As an example for coordinating societies of heterogeneous agents we briefly introduce the techniques of *service brokering* and *matchmaking*. For this purpose we differentiate among three general types of agents (see fig. 3):

1. *Provider agents* provide their capabilities, e.g., information search services, retail electronic commerce for special products, etc., to their users and other agents.
2. *Requester agents* consume information and services offered by provider agents in the system. Requests for any provider agent capabilities have to be sent to a middle agent.
3. *Middle agents*, i.e., matchmaker or broker agents [30], mediate among both, requesters and providers, for some mutually beneficial collaboration. Each provider must first register himself with one (or multiple) middle agent. Provider agents advertise their capabilities (advertisements) by sending some appropriate messages describing the kind of service they offer.

Both, brokering and matchmaking, require in particular a common language enabling the description and automated processing of advertised and requested capabilities of information agents. First steps are taken in this direction, such as the agent capability description language LARKS [132] (see section 2.3.2), or recently started efforts on a general agent markup language DAML. Other capability description languages, like CDL, do not provide any mechanism for to enable agents to efficiently reason on respective descriptions.

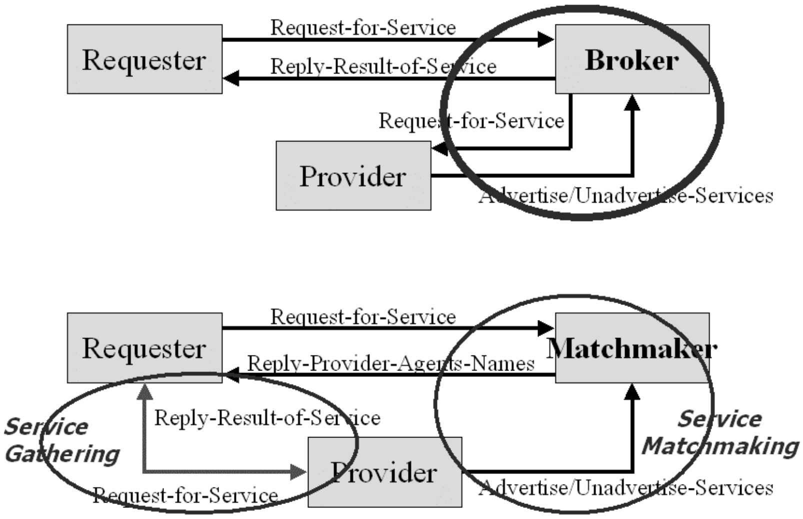

Fig. 3. Service brokering and matchmaking

Every request a matchmaker or broker agent receives will be matched with its actual set of advertisements. If the match is successful a matchmaker agent returns a ranked set of appropriate service provider agents together with the relevant advertisements to the requester. In contrast to a broker agent it does not deal with the task of contacting the relevant providers itself by means of transmitting the service request to the service provider and communicating the respective results to the requester. This avoids data transmission bottlenecks, but increases the amount of interaction among participating agents. Currently, only a few approaches deal with multiple broker, or matchmaker agent [60]. Other works related to matchmaking such as SHADE and COINS [75] are discussed in [136].

2.2.2 Examples

Examples for systems of collaborating information agents include InfoSleuth [59], BIG agent [192], PLEIADES, IMPACT[191], ABS [9], SCOPES [98] and RETSINA. For the sake of conciseness we will just focus on the latter multiagent system infrastructure.

RETSINA. The RETSINA (Reusable Task Structure-based Intelligent Network Agents) [133,134] multiagent infrastructure has been developed by the software agents group at the Carnegie Mellon university in Pittsburgh, USA. It consists of a system of three different reusable agent types that can be adapted to address a variety of different domain-specific problems. Interface agents interact with the user, receive user input and display results, task agents help users perform tasks by formulating problem solving plans and carrying out these plans through querying and exchanging information with other software agents, and resource agents provide intelligent access to a heterogeneous collection of information sources.
A collection of RETSINA agents forms an open society of reusable agents that self-organize and cooperate in response to task requirements. Each agent draws upon a sophisticated reasoning architecture that consists of four different reusable modules. Firstly, the communication and coordination module accepts and interprets messages and requests from other agents. Secondly, the planning module takes as input a set of goals and produces a plan that satisfies the goals. Thirdly, the scheduling module uses the task structure created by the planning module to order the tasks. And fourthly, the execution module monitors this process and ensures that actions are carried out in accordance with computational and other constraints. The RETSINA framework has been implemented in Java and is being used to develop distributed

collections of intelligent software agents that cooperate asynchronously to perform goal-directed information retrieval and information integration in support of a variety of decision making tasks

*LARKS: Matchmaking Among Heterogeneous Agent Systems***.** In contrast to the rather broker-based InfoSleuth system RETSINA relies on matchmaking in dynamic agent societies. For this purpose an agent capability description language called LARKS (Language for Advertisement and Request for Knowledge Sharing) has been developed [136]. When a service-providing agent registers itself with the middle agent together with a LARKS description of its capabilities, it is stored as an advertisement and added to the middle agent's database. Thus, when an agent inputs a request for services, the middle agent searches its database of advertisements for a service-providing agent that can fill such a request. Requests are filled when the provider's advertisement is sufficiently similar to the description of the requested service. Application domain knowledge in agent advertisements and requests can be currently specified as local ontologies written in a specific concept language ITL or by using WordNet.
An advertisement or request in LARKS is a frame comprised of the following slots: (1) *Context*: Keywords denoting the domain of the description, (2) *Types*: User-defined data types found in the signature definition, (3) *Input* and *Output*: Input and output parameter declarations defining the signature of the operation, (4) *InConstraints* and *OutConstraints*: Logical constraints on input/output variables (pre-/post conditions), (5) *ConcDescriptions*: Descriptions of the disambiguating words used in the first three slots in concept language, or keyword phrase, and (6) *TextDescription*: A free text description of the agent's capabilities.

Ad: AWAC-AirCombatMissions

Context	Combat, Mission*AWAC-AirMission
Types	Date = (mm: **Int**, dd: **Int**, yy: **Int**); DeployedMission = **ListOf**(mType: **String**, mID: **String | Int**, mStart: Date, mEnd: Date);
Input	Start: Date, End: Date
Output	missions: DeployedMission;
InConstraints	Start <= End
OutConstraints	deployed(mID), mType = AWAC, launched_after(mID,mStart), mStart >= Start, launched_before(mID,mEnd), mEnd <= End.
ConcDescriptions	AWAC-AirMission = (and AirMission ....)
TextDescription	information on deployed AWAC air combat missions launched in a given time interval

LARKS Advertisement: "Agent is capable of providing information on *deployed air combat missions launched in a given time interval*."

Fig. 4. Example of an agent capability description in LARKS.

LARKS is fairly expressive and capable of supporting inferences. The LARKS matchmaking process employs techniques from information retrieval, AI, and software engineering to compute the syntactical and semantic similarity among agent capability descriptions [136]. The matching engine of the matchmaker agent contains five different filters for (1) keyword-based context matching, (2) TF-IDF based profile comparison, (3) concept-based similarity matching, (4) type-inference rule-based signature matching, and (5) theta-subsumption based constraint matching of finite Horn clauses. Any user may individually configure these filters to achieve the desired tradeoff between performance and matching quality.

3. *Adaptive Information Agents*

Adaptive information agents have to deal with uncertain, incomplete and vague information in an efficient, reliable way such that they are able to make intelligent decisions on the fly [29]. Adaptation of an agent to its environment can be done in an isolated manner or in collaboration with other agents by using methods for single or multi-agent learning, respectively [110,121,162]. Learning among multiple agents may be collective, that means, the agents adapt themselves in order to improve the benefits of the system. But system adaptation can even emerge without any collaboration when individual learning of one agent affects that of other agents in a beneficial way. An agent may exhibit adaptive behavior relative to a variety of internal reasoning processes concerning communication, coordination, planning, scheduling, and task execution monitoring [132]. All approaches and systems for single or multi-agent adaptation may be evaluated by different criteria; these criteria concern the

- applied strategy such as learning by example, analogy, or discovery,
- kind of feedback and guidance for the agents by means of reinforcement, supervised or unsupervised learning,
- type of interaction among agents, human users and the multi-agent system in the environment,
- purpose of learning as to improve the skills of a single agent or the whole system, and
- distribution of data and concurrent computation for adaptation in the multi-agent system.

Most popular application domain of adaptive single and multi-agent systems is currently electronic commerce and information gathering in the Web. Equally important domains are manufacturing [13,42], digital libraries [35], logistics, and telecommunication networks. Some open questions and challenging research issues are the following.

- Mechanisms for learning successful negotiation and coordination strategies in a multi-agent system [84,108].
- When is adaptation of single agents harmful or beneficial for the system they are involved in [135]?
- How can collaborative behavior among multiple adaptive information agents effectively evolve [6,164,166]?
- Which methods for knowledge discovery, representation and maintenance are most appropriate for an information agent in an open environment?

A variety of machine learning techniques are useful within information agent systems; comprehensive readings in such techniques are, for example, [8, 91]. Most popular types of learning methods, ranging from neural network learning through Q-learning and case-based reasoning (CBR)[77] to genetic learning, for adaptive agents are the following.

- *Supervised Learning.* User feedback received by the agent specifies some desired activity; the objective of learning is to match this desired activity as closely as possible.
- *Unsupervised learning.* This refers to adaptation without any feedback from the user or other agents. The objective of learning is to find useful and desired activities or patterns of activities through a self-organizing process.
- *Reinforcement learning.* User feedback specifies the utility of some activity performed by the agent which objective is to learn how to maximize this utility.

A comprehensive overview of the research area of adaptation of single agents and multi-agent systems is provided, for example, in [122,145,146].

3.2 The Non-Cooperative Case

A non-cooperative adaptive information agent gradually adapts to changes in the user, information, and network environment by its own without any collaboration with other agents.

3.2.1 Key Supporting Technologies

Basic key supporting technologies for the development of any single, adaptive information agent include, in particular, human-agent interaction, visualization of information spaces to the user, content-based user profiling, and adaptive knowledge discovery in databases [73]. Other relevant techniques concern, for example, learning of a single agent to select information sources based on the principle of maximum expected utility having limited information on the environment [120].

Human Agent Interaction and Visualization of Information Spaces

Any flexible, convenient human-agent interaction (HAI) helps to increase the awareness and thereby the acceptance of the information agent and its work by the user. For this purpose, an adaptive information agent should interact with its users in a most convenient way through an intelligent interface. HAI is largely motivated by the metaphor of indirect management, that is the user is engaged in a cooperative interaction process in which human and agent both initiate communication, monitor events, and perform tasks [78, 85]. Such an interaction encompasses (1) the processing and analysis of the user's input, such as speech, and affective signals, (2) managing the interaction process based on the agent's knowledge of the domain, user, discourse, media, and task model, and (4) the design of the presentation of rendered output using believability-enhancing gestures, natural language, or graphics.

Individually sensitive guidance of the user through the available includes not only to anticipate its needs on the fly, but also to visualize the space in real-time. Latter can be realized, for example, by utilizing virtual reality (VR) techniques [25] and life-like synthetic characters [3, 36]. This also requires automated speech recognition, body tracking and tracing for affective computing [105], and projecting of potentially terascale data grids resulting from the agent's online data mining activities. Such tele-immersive environments, like CAVE, ImmersaDesk 3, CAVE6D, or TIDE [185], allow to guide the user by its personal information agent while s/he is walking through the information landscape. First implementations have been done in that direction through modeling of 3D shopping malls in VRML, like culthouse.de or vira.de, though, they still have to be equipped with assisting 3D information agents[3]. The same goes with digital cities [186] as platforms to support community networking while being loosely or tightly coupled with the physical city in terms of shops, offices, and administration.

Besides, any future progress in advanced HAI is due to the rise of multimedia pushed to a new level by, for example, more powerful 3-D graphics accelerating and displaying hardware, significant increase of mass storage capacity, ultra-high performance connections among sites in the Internet(-2) and standards for multimedia integration on the Web, like SMIL [129].

In summary, HAI and its application to (systems of) information agents still appears to be an uncharted territory [78], despite the recent research efforts in intelligent interfaces and human agent factors carried out, for example, by projects in the European I3Net initiative started in 1997 [54] as well as in the Special Interest Group on Intelligent Information Agents as part of AgentLink [1].

Content-Based Filtering and User Profiling

Content-based filtering and user-interest profiling is a common approach to tackle the information filtering problem. Items are recommended to a user according to correlations found between the items' content, for example, presence of certain keywords, features, and the given user preferences in a profile. Latter is usually generated and updated by the agent automatically by observing the user's online activities such as visiting Web pages, dealing with downloaded documents, adding or deleting bookmarks, and printing, as well as affective signals such as eye movement or gestures, and credit assignments to the agent.

[3] Notably, the impact of HAI in such virtual environments to social interaction and psychological well-being in real life still remains to be investigated.

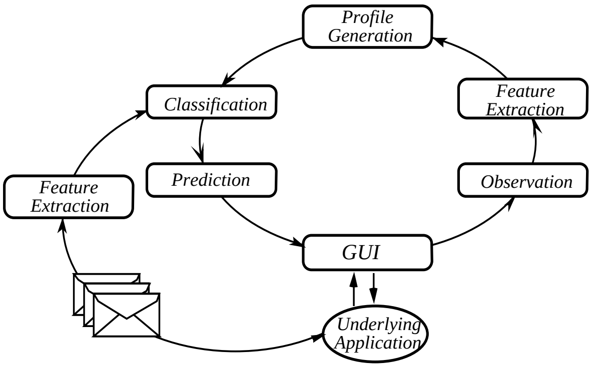

Fig. 5. Content-based filtering and user profiling.

The agent extracts features from the documents, uses them to form training examples, and induces a corresponding user interest profile via application of suitable machine learning techniques such as reinforcement learning. Other related methods include learning models of text categorization, assignment of documents to one or more categories, and the creation of possibly overlapping categories due to levels of user interest. The profile can be used by the agent to predict further actions of the user thereby learning to recommend and pro-actively select relevant documents.

Content-based filtering has a few drawbacks. Firstly, information must be in some machine parsable form like text or attributes that have to be assigned by hand, but it appears to be difficult to assign attributes to media such as sound, images and video. There is also no inherent mechanism for generating serendipitous finds, means the agent may not recommend more of what the user has seen before and liked. Finally, content-based methods cannot filter based on assessments of style, quality, etc., that is, the agent cannot distinguish between a well-written and a badly written paper, if both use same terms.

3.2.2 Examples: Personal Assistants and Synthetic Characters

Developing personal assistants not only for the Web has become trendy, attracting increasing interest from the common user over the past five years. Though, one has to be aware of the fact that an intelligent information agent acting as a personal assistant can present itself to the user in the form of a believable, synthetic character as kind of alter ego but is never meant to be identical with it.

A lot of synthetic characters and personal assistants have been developed at, for example, NetSage [94], Extempo Imp [37], Microsoft, DFKI, and MIT Media Lab [79]. Fig. 6 shows some examples of synthetic characters which are programmable to behave in accordance to different personality traits specified by the developer in the context of a given application. It is possible, for example, to set up personalized sales dialogues at the portal site of a car dealer between different synthetic characters representing vendors and consumers. Each of these characters adopts a different role trying to convince the potential customer to purchase an advertised item through role-based argumentations in a simulated conversation.

Some prominent personal assistants are Letizia, Remembrance, ExpertFinder, Butterfly, Let's Browse, and TrIAs [11], AiA (Adaptive Communication Assistant for Effective Infobahn Access), PAN (Planning Assistant for the Net) Travel Agent [100], WebPersona (Presentation Agents for the World Wide Web) [4], from MIT Media Lab and DFKI, respectively.

Letizia and Remembrance observe user preferences while s/he is browsing through the Web, use a variety of heuristics for identifying possibly interesting pages for the user and, in contrast to common users, browse the Web breadth-first. Let's Browse allows for collaborative browsing of the Web which appears to be highly suitable for WebTV application. ExpertFinder and Butterfly determine user's experience and expertise by observation of dialogues in mailing lists and chat rooms, and gradually learns to find most appropriate experts for a given query of its user; Butterfly recommends a chat channel on the Internet to the user. WebWatcher from Carnegie

Mellon university interactively accompanies a user while s/he browses the Web in a tour and adapts to user preferences and information server contents by reinforcement learning from experience, that is previous tours.

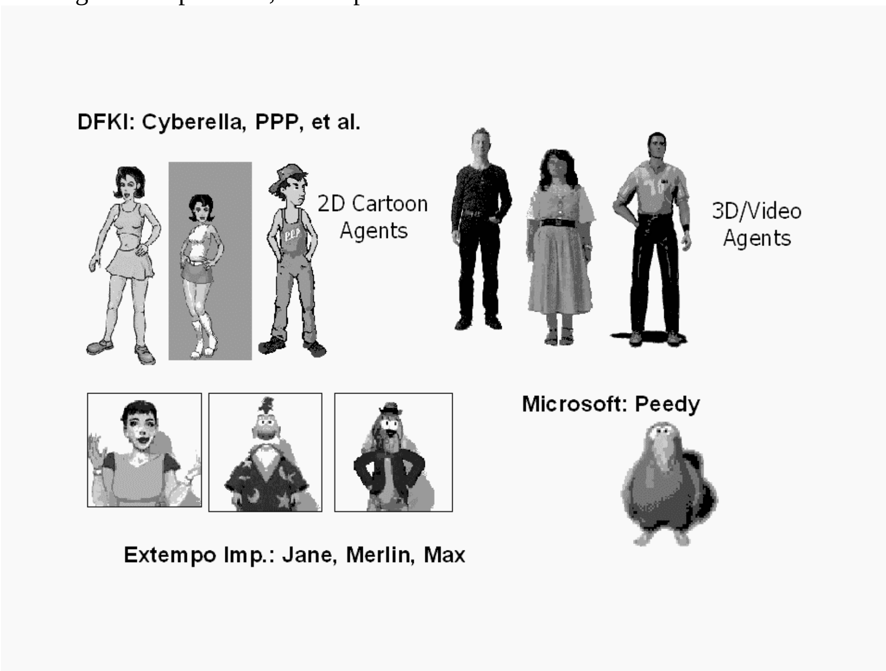

Fig. 6. Examples of life-like synthetic characters

Another but rather simple type of personal assistants are so-called chatter bots which basically use low-complexity case-based reasoning techniques to guide users through product orders, Web-pages or entertain, for example, by ELIZA-like chatting with users on Internet chat channels. In the domain of electronic business they are typically designed to answer the 20% of questions that generate 80% of call volume to customer-service centers.

3.3 Collaborating Adaptive Information Agents

Currently, only a few systems of collaborating information agents show adaptive behavior. In part, that is due to the fact that there is still not much known about the exact relation between single and multi-agent adaptation, and vice versa. First steps have been taken to investigate how collaborative information agents may learn to coordinate their actions and task execution in different domains. However, the development of adaptive collaborating information agents remains to be one of the main challenge in the area of IAT. Regarding this, the future question will be how does an information agent ingeniously behave, rather than what does it look like.

3.3.1 Key Supporting Techniques and Technologies

Some of the most widely used and effective techniques for collaborating adaptive agents are collaborative (social) filtering [31,165] and genetic algorithms [8].

Collaborative Filtering

This collaborative recommendation technique is a powerful method for leveraging the information contained in user profiles. In contrast to content-based filtering the agent rates the items chosen by its user and compares the corresponding user preference vector to that of other user's projected to the same set of items. It then recommends other items which have been recommended by users who share similar likes and dislikes. For this purpose it has to collaborate with other agents to gain the respective knowledge. Thus, this technique essentially automates the process of "word of mouth" in a given user community. In addition, trust among users and agents is even easier to gain, since it is very difficult to manipulate the recommendations an agent makes to its user via social filtering.

Common technique to find similar users and predict weighted average of user ratings is to determine the correlation between the users' preference vectors using minimum square error, or the Pearson algorithm:

$$\sum_{i \in \{1,..x-1,x+1,..n\}} [\vec{r}_+(u_x) - \vec{r}_-(u_x)] \cdot [\vec{r}_+(u_i) - \vec{r}_-(u_i)]$$

$$\vec{r}_{+/-}(u_k) \text{ positive/negative ratings of user k}$$

However, traditional collaborative recommendation still has a few shortcomings. Initial users can bias ratings of future users, no different (context-based) points of view of users are taken into account, and there is no learning from negative cases involved.

Evolutionary Computing: Genetic Algorithms

Learning across generations of individual, autonomous entities may follow the biologically inspired genetic algorithm model introduced by Holland in the 1960s. Such genetic algorithms model the alteration of genes (phenotypes) during reproduction in order to create new architectural forms [8]. They use a coding of the problem to be solved in a DNA-like string, search for a solution in a population of state points rather than a single point, control the population by a fitness function that rates each individual and reproduces non-deterministic via cross-over or mutation. Population of strings represent a species, and the most fit species represents the best solution evolved so far. Genetic algorithms are inherently slow but proved to be useful in many application domains of information agents as in the following examples.

3.3.2 Examples: Evolving Information Agents Ecosystems

Some prominent examples of systems of collaborating adaptive information agents are Amalthaea, InfoSpider, LikeMinds and Firefly [41].

Amalthaea [92] is an evolving, market-like multi-agent ecosystem for personalized filtering, discovery and monitoring of sites in the Web. Like in distributed, adaptive knowledge bases [89], the approach uses a genetic algorithm. Two different categories of agents are introduced in the system: filtering agents that model and monitor the interests of the user and discovery agents that model the information sources. Latter type of agents use standard IR technique of weighted keyword vector extraction and determine similarity of documents. The user may give relevance feedback on documents presented by filtering agents in a digest. Phenotypes of filtering agents are represented by most rated document vector. Filtering Agents that are useful to the user may reproduce using methods originated from genetic cross-over and mutation of phenotypes while low-performing agents will simply die out and be destroyed by the system. In [92] results from various experiments with different system configurations and varying ratios of user interests are shown and how to achieve an equilibrium in the information agents ecosystem.
Transitive recommendation systems generate recommendations of products and documents in the Web from the connected paths of ratings of human users themselves. This is in contrast to collaborative filtering where the recommendations are produced from the direct ratings of preferences. An example for such a recommendation system is Histos [92] for highly connected online communities.

InfoSpider agents [88] search online for relevant information by traversing links in the Web considered as a directed acyclic graph. As with Amalthaea, the idea of InfoSpiders is to complement existing search bots in the Web with respect to two of their main difficulties: Scaling and personalization.
The static character of an index database as a basis for any search engine cannot keep up with the rapid dynamics of the growing and changing Web. In addition, the general character of the index building process cannot exploit the different profiles and needs of different users. Search bots in the Web provide global starting points, and based on statistical features of the search space InfoSpiders use topological

features to guide their subsequent search. Each alive spider follows a random link from a given document with best-first heuristics. If a new document is not in its cache it pays energy costs for incurred server access bandwidth and receives an energy payoff equivalent to the relevance of the retrieved document. The spider will be destroyed as soon as ist energy decreases below a given threshold, otherwise it is allowed to reproduce by splitting and sharing its energy with a cloned offspring.

4. *Rational Information Agents for Electronic Business*

Electronic commerce may be defined as the set of activities of trading goods and services on line. It is part of electronic business covering a broader range of issues including business processes and transactions on the Internet devoted to customer relationship and supply chain management.

4.1 E-Commerce: Some Facts & Figures

E-commerce is steadily growing since around past five years. According to recent market research reports of Meta Group and Forrester Research 200 and 350 billion US$ e-commerce sales are expected by the year 2000 in Europe and the States, respectively. Remarkably, the business-to-business (B2B) market segment of e-commerce is predicted to outweigh that of business-to-consumer (B2C) worldwide by values of 1.3 and 0.1 trillion US$, respectively. On the other hand, the consumer online spending raised from 7 billion USD in the whole holiday season of 1999 up to 2.8 billion USD in the month of january 2000.

Basic Enabling Technologies for Developing E-Commerce and Business Solutions

The development of any e-business solution relies on basic enabling technologies such as for

- *standard data representation, retrieval and exchange*, like XML, UML, EDIFACT/WebEDI/EDIINT, domain ontologies, RDF, data retrieval, and data mining methods,
- *secure user profiling and data*, like OPS (open profiling standard), W3C's P3P (platform for privacy preferences), (a)symmetric coding schemes, digital signatures, and digital watermarks,
- *secure electronic payment*, like VISA/MC's SET for payment with credit card, digital cash, like DigiCash's eCash, DEC's MilliCent, and smart cards [128], or deduction from a given customer account like at central virtual markets, and
- *standard protocols covering most issues of electronic trading*, like IETF's IOTP (internet open trading protocol), OTP (open trading protocol), and OBI (open buying on the Internet).

Different trading models and schemes may be compared along (1) the design on economic principles such as dominant, competitive and adaptive strategies and equilibria, (2) privacy of interests of the participants and anonymity of identities, (3) complexity of trading mechanism in terms of computation and communication.
Besides, any emerging concensus on an *accounting and pricing* structure, such as flat-rate, capacity-based or usage-sensitive pricing, is as important as effective trust and security mechanisms to facilitate e-commerce transactions in a digital economy. A remaining challenge is how to model, measure, and reason on *trust*. The situation becomes even more complex since customers as well as vendors, their products, services and quality may change rapidly over time. There is still no satisfactory method known which appears to be suitable for agents to react on such changes in an appropriate way.

4.2 Agent-Based E-Trading

Despite the enormous potential of electronic commerce a more sophisticated, agent-based trading [194] still remains to be a key challenge for economists, computer scientists and business managers as well. It might reshape the way we think about economic systems and business processes in an increasingly networked world. In the open and increasingly commercialized cyberspace, personalized information agents not only may pro-actively discover and manage information relevant to its customers but are paid and have to pay for any services they provide. One vision is that agents facilitate e-commerce and business functions such as advertising, negotiating, matchmaking and brokering. Reasonably, trading information agents have to be equiped with effective and efficient methods for making economically rational decisions. This includes scenarios where agents, for example, make purchases up to a preauthorized limit, filter information and solication from vendors, dynamically trade commodities such as even bandwidth and components within B2B or B2C digital market, or decide on bids from service providers to take for its customer in some reverse auction on line in a consumer-to-business (C2B) e-commerce setting, and increases the level of trust in its actions gradually over time involving only manageable risks for both, customers and vendors [115,118].

Though electronic business and commerce is not the original, classical application domain of information agents it certainly is the most steadily growing ones. Albeit, e-commerce on the Web might happen without any intelligent agents if agent technology in general fails to be injected into currently emerging Internet-mediated transaction standards and systems.

In any case, due to a Harvard study published by Moon in 1998 e-commerce applications with personalized, digital assistents for information gathering and guidance in on line shopping are expected to be 80% more convincing, 30% more attractive and 40% more qualitative. This is where rational information agents for agent-mediated trading come into play.

4.2.1 Basic Key Supporting Techniques for Agent-Mediated Trading

Many negotiation and trading mechanisms for intelligent trading agents rely on multi-attribute utility theory [193], price comparison, content-based recommendation and user profiling, blueprint learning of unknown Web pages as well as collaborative recommendation, coalition formation among autonomous agents, auction-based protocols [148,149], dynamic supply chain management [157], agent-based marketplaces [57,147], variations of the well-known contract net protocol and arbitration schemes [113].

The first four techniques are typically used in the non-cooperative case such as shop bots, whereas the latter are devoted to the class of collaborating trading agents. Scenarios for single agent or multiagent systems for e-commerce and business can be set up including virtual marketplaces, auctions (B/C2C), and reverse auctions (C2B), as well as shop bots, on line shops, and web portals (B2C/B).

Coalition Formation Between Rational Information Agents

Self-interested autonomous agents may negotiate rationally to gain and share benefits in stable (temporary) coalitions [116, 124]. This is to save costs by coordinating activities with other agents. For this purpose, each agent determines the utility of its actions and productions in a given environment by an individual utility function. The value of a coalition among agents is computed by a commonly known characteristic function which determines the guaranteed utility the coalition is able to obtain in any case. In a characteristic function game the agents may use imposed individual strategies implied by desired type of economically rational behavior such as altruistic, bounded rational, or group rational. In any case, the distribution of the coalition’s profit to its members is decoupled from its obtainment but is supposed to ensure individual rational payoffs to provide a minimum of incentive to the agents to collaborate.

Methods for formation and maintenance of stable coalitions mainly derive from the cooperative game theory, economics, and operations research. They cover the formation of coalition structures, and the distribution of gained benefit among coalition participants. Individual strategies of agents are implied by different types of economically rational behavior such as being altruistic, bounded rational, or group rational.

Most interesting, non-trivial cases of coalition formation concern non-superadditive environments where at least one pair of potential coalitions is not better off by merging into one which could be caused by, for example, communication and coordination overhead costs, decrease of coalition value as a result of restricting utility constraints posed by agents joining a coalition, or anti-trust penalties for specific coalitions [124]. The meaning of stability of formed coalitions relies on the chosen game-theoretic concept for payoff division within coalitions according to, for example, the Shapley value, the Core, the Bargaining Set, or the Kernel [197].

In environments where published interests and utilities used for negotiation to form coalitions cannot be verified, most current protocols allow for fraud by different types of lies [177]. In addition, in scenarios where agents may leave or enter the negotiation process at any time and perform a continous stream of incoming tasks an efficient dynamic formation of multiple, overlapping coalitions remains to be solved. Dynamic coalition formation can be applied to multiple online auctions to form temporary customer coalitions on the fly, though, the underlying methods and techniques have to be invented yet.

Although well-grounded techniques for automated decision making and coalition formation among self-interested agents are known [63,69,70] none of them has been used so far in the public Web. Other applications for methods of utilitarian coalition formation include, for example, the decentralized power transmission planning [23]. A publicly available simulation environment for coalition formation based on selected coalition theories is provided in [22].

4.3 The Non-Cooperative Case: Shop Bots

Quite popular but basically very simple examples of non-cooperative rational information agents are shop bots on the Web such as mySimon.com, Junglee/Yahoo!, Jango/Excite, shopfido.com, compare.net, or evenbetter.com. The first and probably most known shop bot, BargainFinder [10] from Andersen Consulting, is not available anymore in the Web. This is mainly due to insufficient profit making for associated retailers and vendors.

Shop bots do not sell any product but guide the customer to recommended online stores offering these items. The recommendation is either based on comparison of prices, or multi-attribute utility theory such as used by the shop bot frictionless.com. Latter takes additional attributes like quality of product, timeliness in delivery, warranty, customer support, and reputation of the vendor into account. The final recommendation bases on the result of a distributed attribute constraint satisfaction approach. Underlying assumptions for both types of shop bots are that (1) vendors reveal the relevant information on items to the agent, and (2) the content of vendor Web pages can be automatically scanned and understood by an agent.

However, it remains to be seen if currently deployed shopbots can successfully compete with large portal sites such as amazon.com or barnesandnoble.com, and online retail auctions [7] such as eBay.com in the long run.

4.4 The Collaborative Case: Markets and Auctions

Virtual, agent-based marketplaces provide locations where multiple agents from different consumers and vendors may meet each other to negotiate and exchange relevant data and information. Negotiation may concern, e.g., the amount of charges for provided services as well as the kind of services or goods itself. Free markets and auctions [7] are most common virtual institutions for e-commerce which can be mediated by collaborating rational information agents. They are means for customer-to-customer and B2C e-commerce, respectively. Marketplaces provide locations where multiple information agents from different users and providers may meet each other to negotiate and exchange relevant data and information. Negotiation concerns, for example, the amount of charge to pay for services as well as the kind of services or goods itself.

Auctions theory [86,152] analyzes protocols and agents' strategies in auctions. An auction is a price-fixing mechanism or institution in which negotiation is subject to a very strict coordination process. It consists of an auctioneer who wants to mediates the exchange of given items between buyers and vendors for sale at highest possible price, and potential bidders who want to buy them at lowest possible price. Asynchronous bidding mechanisms mostly base on open-outcry with price changes or sealed-bid with periodic partial revelation. Any auction may be classified along three dimensions of (1) bidding rules including, for example, bid format and many:1 or many:many participation, (2) clearing policy such as pricing, clear schedule and closing, and (3) information revelation policy including, for example, price quotes, quote schedule, etc. Prominent auction protocols include the

- first-price, open-cry, so-called English auction. The dominant strategy for consumers here is to bid up to their true, maximum value.
- Decreasing price, open-cry, so-called Dutch auction that guarantees the auctioneer the purchase of items at highest possible price.
- first-price sealed-bid auction having the potential to force buyers and seller into price wars since the sealed bid of any bidder depend on what s/he believes of all other opponents bids.
- second-price, sealed-bid so-called Vickrey auction where the winning bidder pays the price of only the second highest bid [114].

Almost all current Internet auction types are single-resource, one-sided, and not executed in real-time in a strong sense. Future trends may include combinatorial auctions with lower and upper prices for product bundles and reverse auctions where service providers bid to satisfy some customer’s request for a kind of service.

4.4.1 Examples

Prominent examples for agent-based marketplaces and auctions are Kasbah/MarketMaker, AuctionBot [148], UMDL, and FishMarket.

UMDL (University of Michigan Digital Library) [35] is an agent-based digital library offering electronically available information content and services in a distributed environment. It relies on a multi-agent infrastructure (the service market society SMS) with agents that buy and sell services from each other using given set of commerce and communication protocols. Within the SMS self-interested agents are able to find, work with, and even try to outsmart each other, as each agent attempts to accomplish the tasks for which it was created. Learning in the context of SMS provides a way for agents in the SMS to develop expectations and strategically reason about others, and exploit these expectations to their mutual benefit.

Kasbah/MarketMaker [161,7] is a simple agent-based marketplace which has been developed at MIT Media Lab. Trading of goods is performed among buyer and seller agents on the central marketplace; each agent has knowledge about the (type of) good it has to buy or sell by pro-actively seeking out potential best deals and negotiate them on their user’s behalf. These deals are subject to user-specified constraints in terms of desired price, lowest (or highest) acceptable price, a date to complete the deal, and one of three simple types of price decay functions. These functions correspond to greedy, moderate, and anxious behavior of buyers or sellers. Upon completion of a deal (and respective transaction) both parties are able to rate the other parties’ part of the deal in terms of, for example, product quality, and timely completion of transaction. Agents may use these ratings to determine their willingness to follow up a negotiation with agents whose users do not match a given reputation threshold.

5. Mobile Information Agents

A mobile agent is programmed to be able to travel autonomously in the Internet from one site to another for the execution of his tasks or queries on different servers. It can be seen as a steadily executing program only interrupted during the transport between several servers. The new paradigm of mobile agents or so-called remote programming is in contrast to the traditional client/server computing via remote procedure calls (RPC) conceived in the 1970's. Any two computers or software agents who communicate via RPC agree in advance upon the effect of remotely accessible procedures, the kind of arguments, and the type of results. This appears to be insufficient in dynamically changing information environments. Besides, any request for procedure performance, acknowledgement as well as the data as a result of remote processing must be sent via the network that interconnects the respective computers. This may generate a high level of network traffic and, depending on the network design, can be susceptible to congestion delay. In addition, mobile devices, intelligent broadband [160] and wireless data networks are becoming more powerful and affordable, leading to the growing importance of mobile personal data access and processing [169]. Until today, a large number of mobile agent systems has been developed, and several approaches deal with the integration of these systems and RPC-based middleware such as CORBA.

The most prominent efforts for standardization of an intelligent mobile agent systems are the addition of a mobile agent facility (MAF) into CORBA by OMG, and the proposal by the Foundation of Intelligent and Physical Agents (FIPA). These efforts even try to deal with the problem of misuse involving mobile agents.

What are the main benefits of mobile information agents? Firstly, such agents may execute their services, for example, intensive data processing and information extraction, locally at remote database servers. They can react dynamically on latencies and congestions which may reduce network load significantly. Especially in wireless networks it is advantageous to do work remotely, in particular when the connection is temporarily lost. Mobile agents can exhibit intelligent strategies for actively searching and integrating information at multiple servers. Resource and service discovery is the fundamental premise of mobile information agents.

Finally, mobile information agents can enhance distributed applications by enabling users to access information ubiquitously, that is anywhere and at any time [104].

5.1 Non-Cooperative Mobile Information Agents

Mobile information agents may enable migration of small application-based business logic in corporate intranets on demand and dynamic maintenance of connected data warehouses in the Internet. Any activity of a single mobile information agent basically relies on the existence of appropriate run-time environments allowing it to work on different servers. Some main related issues concern the assignment of server resources to visiting agents, code persistence, recovery from failures, and a platform-independent development of mobile agents.

5.1.1 Key Supporting Technologies and Examples

Mobile agents are almost written in an interpreted machine-independent language such as Java, so he can run in heterogeneous environments. It is assumed that an appropriate computation environment is accessible on any server the agent might visit. Actually there are several systems available [104]. They consist of either

- Java class libraries such as IBM's Aglets [170], ObjectSpace's Voyager [173], Mitsubishi's Concordia [175], and MOLE [173], or
- scripting language systems with interpreter and runtime support, like D'Agents/AgentTcl [176], and ARA [171], or
- operating system services accessible via a scripting language like TACOMA [172].

A comprehensive overview of mobile agent systems and their application for distributed information retrieval is given, for example, in [18]. Future research work may provide in-depth investigation of the benefits of using mobile information agents for efficient distributed database query processing including (semi-)join operations in large-scale heterogeneous, distributed (or mobile) databases; first steps have been made in this direction [106]. However, the main application area of mobile agent technology is currently the area of telecommunications [107,143] where it is being used as a part of the decentralized service architecture of next-generation networks such as TINA-C [74]. In only a few years some systems of mobile information agents might be able to operate on different kinds of wireless connected hand-held devices and wearable intelligent computers [103]. The development of mobile agents may benefit in particular from progress on wireless, satellite-based communication, and a mass production of wearable computers.

Transport of Code and State, Server Resource Management

Mobility mechanisms include remote method invocation such as Java RMI, agent cloning, and code on demand. Most systems use application protocols on top of TCP for transporting agent code and state. Interoperability among heterogeneous mobile agent systems is crucial for any unlimited crawling of mobile information agents through the Internet and Web; this implies the need of facilities to port and persistently store data and code of mobile agents. Portability among different mobile agent systems may be achieved either by adding appropriate features to a platform-neutral programming language such as Java to support migration via RMI, or middleware platforms. The issue of data persistence still has to be covered in most current mobile agent systems, except for, e.g., Voyager and Concordia. Mobile agents also require access to site resources such as CPU cycles, disk capacities, graphics, memory, persistence service, and threads. Resource management is hardly supported by current mobile agent systems, like in IBM Aglets, and Voyager, or not specified at all.

Issues of Security

The question of security goes in both directions [47,140,142]: How can database servers be protected from malicious actions of mobile agents, and, in turn, how can an information agent, packed with private data and information, be protected from hostile servers and other agents while traveling through cyberspace? Remarkably, in many approaches and implementations of mobile agent systems the server and the computational environment are still assumed to be trustworthy. The same goes with the agents. Traditional security mechanisms rely on cryptographic methods for implementation of authentication and authorization. More satisfactory solutions to prevent an attack by server include listening to inter-agent communication, refusing to execute selected agents, or access to private data of an agent. Such misuse is hard to prevent since the server has to have access to the agent code to execute it. Other solutions include trusted execution environments and mechanisms for detection or prevention of tampering, such as trusted hardware and secure cryptographic execution of agents using encrypted functions or code obfuscation in a time-limited blackbox, proof-carrying code, and various schemes for access and execution control such as execution tracing. The most mundane form of protection is to disallow agents to move to untrusted hosts; this provides a high level of security, but in many cases will not be appropriate for the application.

5.2 Collaborating Mobile Information Agents

Coordinating a system of mobile information agents is quite a challenge regarding their location and communication independence.

5.2.1 Some Basic Techniques and Examples

Agent spawning is a means for resolving agent overload problems. Agents in a multi-agent system may face situations where tasks overload their computational capacities or do not fit their capabilities. Usually, this problem is solved by passing tasks to other agents or agent migration to remote hosts. Agent spawning is a more comprehensive approach to balancing local agent overloads. Agents may spawn themselves, pass tasks to others, die or merge. In this sense agent spawning is also an appropriate means for creating and maintaining systems of collaborative mobile agents. [123] reports on mechanisms required for deciding upon when, how and where to spawn agents in detail are discussed. Simulation results show the advantage of using the implemented agent spawning mechanism under some constraints.

The basic idea of *coordination patterns* is to re-use software patterns of coordination among mobile agents sutiable to a given application [139]; mobility may be seen as a way to manage accessibility dependencies between activities of mobile agents accessing information sources. Such coordination patterns can be written, for example, in (a variant of) the coordination language LINDA.

Other approaches of coordination rely on *ant-based swarm intelligence* could help mobile information agents to perform, for example, rerouting of their traffic in busy networks automatically in a manner that is similar to how ants raid different food sources and mark respectives paths via evaporating pheromone [187]. Examples of collaborative mobile agents are Concordia [167], and Nomad [188]. Other related work is reported in [189].

6. Conclusions and Outlook

The open Internet and worldwide Web allow us to access multimedia data and knowledge located throughout the world. Clearly, these new technologies present enormous opportunities for posting, finding, organizing and sharing vast amounts of information. This is the premises of intelligent information agents who can play a dominant role in our evolving information infrastructure, if they are proven to be useful to people, organizations and enterprises for intelligent information search and management. Thus, information agent technology attracts the attention of both the community in industry and academia, and the professional and private Internet users.
To support a widespread use of intelligent information agents for the Internet, the challenges are among others, to build libraries of reusable software patterns for different types of such agents, and provide corresponding easy-to-use plug-in information agent components to the common user.
A large number of shop bots has been deployed on the Web so far, but still no fielded system of rational information agents capable of sophisticated, trusted decision-making and providing an advanced, comfortable human-agent interaction exists.
Personal assistants may help to reduce user's reluctance to start doing everyday business on the Internet and Web. Need-driven but not necessarily technology-lead products for agents in Web-based user interfaces should allow for shared context and convenient inspection of agent by user to make its activity and impact of feedback more transparent. This might smooth the raised expectations about anthropomorphous agents and avoid that any single agent deployed on the Web as a life-like character will be just an individual curiosity to the user. Adaptive resource discovery, selection [120] and change management are some of the key topics for future research in this domain.
The use of mobile information agents may be beneficial in terms of performance, network load balancing and customization of distributed applications. However, costs and efforts to ensure data security [26] in open networks might outweigh these benefits. Besides, the discussion if mobility is an essential feature for intelligent information agents has not been decided yet. Main application domain of mobile agents is that of future communication systems including high-performance networks and management of complex telecommunications services [2,51].
And, of course, the future of the Internet and Web itself as it is actually governed by the IETF (Internet Engineering Task Force) group and the Web Consortium as a kind of moral authority, respectively, strongly affects the development of information agents for a broad range of applications on the Internet.
Possible future application scenarios of intelligent information agents for the next decade include the following.

- year 2002: Use of information agents on mobile appliances, for example, to assist in UMTS cell phone videoconferencing, and dynamic content provision for eBooks, WAP devices, and embedded databases.
- year 2003: Information agents enable distributed data mining in wide-area networks and automated customer coalition formation at online auctions.
- year 2010: Agent-based car and traffic management, navigation of flying cars.
- year 2012: Real-time affective information agents are co-inhabitants of 3D digital cities.
- year 2015: Information agents control micro-machines based on nano-technology in the health care management domain.
- year 2016: Intelligent information agents contribute to the coordination of ground/space activities on next Mars mission [196].

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