

# Compulsory Task 2

Technology: Outlooks' calendar.help.

## **What is calendar.help?**

Calendar.help is a technology developed by Outlook with the aim of providing an innovative feature that helps to streamline the process of scheduling meetings and appointments. This technology simplifies the coordination and organisation of events through the use of artificial intelligence and natural language processing capabilities.

## **What does calendar.help do?**

The calendar.help technology uses an AI-powered assistant to delegate the task of scheduling meetings. This AI-powered assistant communicates with participants to find suitable time slots, and adds any scheduled events directly to the calendar.

This helps users to save time and effort in scheduling and coordinating their meetings by enabling users to move away from back-and-forth email exchanges to find a mutually convenient time. Instead, users can rely on the AI assistant to handle the logistics of event arrangements.

## **How does calendar.help work?**

The calendar.help technology simplifies the process of scheduling meetings by automating key steps. Users initiate the process by emailing the AI assistant with the meeting details.

The AI-assistant then takes over the process and the availability of participants' by analysing their calendars. It then suggests suitable time slots, communicates with participants to gather preferences, and updates the user.

Once the participants have confirmed a time slot, the assistant adds the event details to everyone's calendar and proceeds to send invitations and reminders.

To understand the content of the emails, analyse them, and retrieve relevant information, the calendar.help uses NLP algorithms. It then generates relevant responses and keeps continuously learning from user interactions.

In conclusion, calendar.help is a technology feature that streamlines meeting scheduling by automating coordination and organisation using AI, NLP, and calendar integration. This therefore allows users to focus on their work and enhance collaboration and productivity.

### **What are some NLP applications that calendar.help process uses?**

- Email Parsing to extract relevant information.
- Intent Recognition to recognise the intent behind the email conversations
- Named Entity Recognition to identify and extract named entities from the email content.
- Sentiment Analysis to analyse the tone and sentiment expressed in the email conversations.
- Time Slot Detection to identify and extract time-related information from the email conversations.
- Response Interpretation to interpret the responses received from participants regarding their availability and meeting preferences.
- Language Generation to generate natural language responses that effectively communicate with the participants.

Reference:

<https://www.microsoft.com/en-us/research/publication/calendar-help-designing-workflow-based-scheduling-agent-humans-loop/>