Email Response Time

Motivation

Email response time is important to individuals and organizations. A fast response shows the recipient you care about them and their time. I've encountered this problem on both sides in my life. A few years ago I had to make a decision about an internship and needed an answer from a recruiter. After 4 days the recruiter hadn't replied and I had to contact someone else within the company.

On the other hand sometimes I've let too much time pass by to responding to some emails that involve signing up for events. By the time I responded the event would already be full. My project will make users more aware of their response time, evaluate if it is acceptable, and make any necessary changes.

Default View

My project allows people to see their response time to emails. The default view below shows emails on a timeline representing the average response time before I respond to the person. The size of the bubble represents the number of emails I've had with that person. Each bubble is labeled with the domain, or if it is a common domain such as gmail or Illinois.edu the senders name.

The user can change the month displayed by clicking on the buttons. They can drill down by clicking on a bubble.
In the above example we see that my response time is pretty good, on average <24 hours for most people. It’s longer than 24 hours for Wal-Mart, but that is ok since they are not very important to me. Let’s examine more by clicking on the Microsoft bubble.

**Drill Down View**

This shows the actual response times for each email between the user and the specified person. In this way they can determine if their response time is acceptable:

- 4 day response time for “Send me the data by next week”

Or not acceptable:

- 28 hour response to “Urgent: Need to know participants by later this afternoon!!”

By clicking on a bubble, the user can read the email in question and their response.

In the above example, we see that I respond quickly to important emails (Urgent: change of itinerary…), and take my time for other emails (Let me know when you decide…).

**Organizational View**

This view will be similar to other views except people will be the data points. Each person will be located on the X-axis by their average email response time with the size of the bubble determined by how many emails they have sent. Clicking on a person’s bubble will take you to that person’s default view.
In all views you can also switch between seeing your response time and seeing the response time for other people when sending emails to you. In the other view you can see if other people have been responding to you in a reasonable amount of time.