

KOM2002-Groupware

Groupware for multi-language distributed content-production

Your Task:

You are a group of people in different countries, who have the task of jointly developing a set of documents with translations to multiple languages.

You need a software tool, accessible over the Internet, to coordinate the work and to store all the documents in all translations in a structured way.

The KOM2002 Solution:

You have full freedom to define the set of attributes describing your documents, such as author, main text, source, date, etc.

You can define any number of templates for output, for example a template for viewing as a static web page, a template for printing, a template for input to a data base, a template for XML, etc. A template defines the layout of the output, and where attributes of the document are to be placed in the template.

For each template, you can define where to export one or more documents, for example to static files or to be sent by HTTP to some receiving process.

To each document is associated a discussion area, which works like an asynchronous forum for discussion of this document between the experts.

Ordinary forums and chat areas are also available as needed.

Documents can be in HTML or XML format.

Every single document, attribute, template, forum, contribution can be specified in as many different languages as you need.

When an expert is working on modifying a certain document in a certain language, and another expert looks at this document, the other expert is warned that someone is working on this document, to avoid the problems which can occur if two experts try to modify the same document at the same time.

All old versions of each document are saved, so that you can easily go back to a previous version if needed.

News control, through which experts are notified in a special news page, and via e-mail, of new documents, new forum contributions and modifications and translations to documents. Different icons distinguish different kinds of news.

Example of a user view of a document:

The screenshot shows a web-based application interface. At the top, there's a navigation bar with links for 'News', 'Private', 'All forums', 'Help', and 'Logout'. On the right side of the header, there are 'info' and 'Write Message' buttons. The main content area has a blue sidebar on the left containing links like 'Go to:', 'All forums', 'Web+Health', 'FAQs', 'FAQ production', 'Encourage Your Child', 'Show History', 'Subtract link', 'Who are present', and 'Translate to'. The main content area displays a document titled 'Encourage Your Child'. The document's title is bolded. Below the title, it says 'Short name: child-encourage', 'Language: Swedish (1) , English (1 2 3 4 5 6 7 8 9 10 11)', 'Author: Martin Winkler', 'To: FAQ production', 'Modified by: Jacob Palme , 25 Feb 20:30', and 'Question(s):'. There are several questions listed, each with a detailed answer. The 'Body:' section contains a bulleted list of tips for encouraging children. At the bottom of the document view, it says 'Author: Martin Winkler'. To the right of the main content area, there's a small image of a man and a child sitting by a lake.

Exporting a document using different templates, and at the bottom a discussion area:

This screenshot shows a 'Export this page to:' section with various checkboxes for different export formats. The options include 'Web area for answers (*)', 'Export to FAQ server (*)', 'Printable answers (*)', 'Web directory for sources (*)', 'Export in DW full source format (*)', 'FAQ text export in DW format (*)', 'All of the destinations above', and a 'Custom' field with a date range 'YYYY-MM-DD' and an 'Export' button. Below this, there's a 'To Discussions:' section with two entries: '1912. Re: Perhaps you should also include , Jacob Palme , 26 Feb 11:11' and '1911. Perhaps you should also include , Jacob Palme , 26 Feb 11:10'.

Note: The source code for KOM2002 is available as public domain software, for more info see <http://cmc.dsv.su.se/kom/kom2002.html>

Web4Health!

Give your visitors the right answer automatically, reduce the burden on human helpdesks!

This poster shows how natural-language question-answering is used by the EU-funded eContent project KOM2002

Example of a query and answer: Medical experts:

Home News Forums Login/out Private Ask an Expert Help

Go to: New Question Answers

 **Answers**

Your Question: why am I always hungry? [Submit Question](#) [New Question](#)

Answers:

1. To be Satisfied when You Have Eaten Enough
2. The Causes of Eating Disorders; links
3. Eating when I am not hungry
4. Confusing other Real Feelings with Hunger or Craving
5. Feelings and Sensations; link list
6. Factors Initiating Eating Disorders
7. Eating Disorders and Other Feelings

[▲ Top](#) [◀ New question](#) [Next Answer ▶](#)

To be Satisfied when You Have Eaten Enough [Link](#) [Discuss](#) [Ask an Expert](#) [Print](#)

Written by: [Gunborg Palme](#), certified psychologist and certified psychotherapist, teacher and tutor in psychotherapy.
First version: 15 Jul 2002. Latest revision: 15 Feb 2003.

Question(s): Why are other people satisfied, when they have eaten enough, but not me?

Answer: For people without eating disorders who have a working hunger and satisfaction capability, the intake of nourishment is perfectly regulated so that they will be satisfied at the right time. When they have eaten enough, they feel satisfied and have no desire to eat any more.

Here are some reasons why some people do not feel satisfied when other people do:

- A person who has recently been on a diet, or who has eaten and vomited, may get signals from the body saying: "Help, this is a famine, it is best to eat while there is food. You never know when you can get food again."
- Food, which people ate in former times, such as root vegetables, porridge, meat, fish, etc. gives more feeling of satisfaction than food which people eat today—biscuits, chips, soft drinks, candy, white bread, sugar, etc.
- People who eat rapidly will take in much more food, before they are satisfied, compared to people who eat slowly, one piece at the time, and who put down their fork and knife between each bite and chew thoroughly.
- Food reduces anxiety. A person who is agitated and nervous may want to reduce his anxiety with food, and this wish may be larger than his capacity of recognizing satisfaction.
- Many people with eating disorders are not conscious of their sensations of hunger and satisfaction. They cannot react to a sensation which they are not aware of. The temptation of the food on the table will win. Such people cannot separate hunger and other disagreeable feelings such as anger, fear, tiredness or aversion. All of these feelings will be experienced as hunger. People who cannot distinguish different sensations may develop eating disorders.

[Sources](#)

More information:

Project web site: <http://cmc.dsv.su.se/kom2002/>

Medical web site: <http://web4health.info/>

Note: The medical web site will not officially open until 1 July 2003. At present, the web site is incomplete.

Natural-language question-answering technology description:
<http://web4health.info/kom2002/natural-language-answering.htm>

Note: Web4Health uses the KOM2002 Groupware for content development.

Fabio Piccini, Italy. Psychiatrist, psychotherapist, expert on eating disorders.

Petros Skapinata and Eva Gerasi, Greece, psychiatrists, experts on depression, sleeping problems and phobia.

Wendy Moelker, the Netherlands, Psychologist, expert on addiction and eating disorders.

Martin Winkler, Germany, Psychiatrist, expert on ADHD, Borderline disorder and child care.

Gunborg Palme, Sweden, Psychologist, psychotherapist, expert on obesity and eating disorders.

Sheldon Litt, Sweden, Ph.D., psychologist, psychotherapist, expert on Gestalt therapy.

Natural language question-answering using template matching:

The question from the user is matched against a question template. This template matches many different variations of the same question. There can also be multiple templates referring to the same answer. Answers are sorted, so that those who fit the template best, are listed first.

This technology gives much more relevant responses than ordinary search engine technology.

Example of a manually produced template:

Required: [mental* psych* personality* # ill* disorder* sick*] Seatingdisorder \$anorexia \$bulimia ; numbe* frequent* common* often show* prevalenc* occur* strik* happen* befall* aris* [take ; place*] [crop ; up] incidenc* [many ; \$people]

Forbidden: \$treat

Optional: epidemiol* often die dead* morbid* danger* find* suffer* unwell* troub* agoni*

Priority: frequen* common* aris* [take ; place*] statist* prevalen* inciden* many* common* anorexia bulimia [many ; \$people]

This template will match a large number of variations of the same question, for example:

How many people have anorexia?

What is the prevalence of eating disorders?

What is the frequency of mental illness?

It will, because of the Forbidden clause, not match:

How many people are treated for anorexia.

It will, because of the Priority clause, list:

How frequent is anorexia?

before non-priority answers, but list

For whom will anorexia arise?

after other priority answers.