

AUTOMATIC ORGANIZATION OF E-MAIL APPLICATION USING INTELLIGENT AGENTS

A project submitted to Dean of Postgraduate Studies and Research in partial fulfillment of the requirements for the Degree Master of Science (Information Technology)

Universiti Utara Malaysia

By

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ABSTRACT

Email is one of the best things about the internet. Email is an effective tool, it allows any individual to communicate with his family and friends all over the world and learn about online support a group. E-mail has become the way for much of the world's correspondence. These benefits become problems when the volume of use becomes very large. Sometimes a person can review so many emails daily, so how can he organize incoming emails to highlights the email that is important Hence, this study proposes automatic organize e-mails application using of Intelligent Agents (IA) for categorization and managing received e-mails.

DEDICATION

First, I would like to dedicate this work to the good pacemaker; who taught us to keen to seek the knowledge, our Prophet Muhammad (peace upon him).

I dedicate this humble work to my beloved father and mother; the spring of loyalty, affection, and dedication. They raised me on the principles of virtue, to my dear sisters, to my grandmother soul and to who had always encouraged me to knowledge and studying my dear grandfather Prof. Dr. Affif Abdelrahmann.

I dedicate this work also to my cousin Ayman Abu Alhayjaa “Abu Saad”.

I am also expressing my great thankful to all my colleagues and friends at UUM, for their support, with whom I shared pleasant times, and all my family members for their encouragement and support all the period of my studying, and to my ABU ALHAYJAA family.

Your Son:

Sami Abu alhayjaa

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CHAPTER ONE

INTRODUCTION

This chapter elaborates the main idea of this work, why the study was conducted and what is the main element involved in the study. The first sub-topic describes the overall idea in this study through the scenario and motivation that lead to the implementation of the whole project. This is followed by the problem statement, research question, objectives, significance and scope of the study. The last sub-topic elaborates the way this report is organized.

1.0 Introduction

E-mail is a timely and efficient communication tool used to complete official activities and to carry out with the citizens, with business partners and business within government. E-mail has become an important element of any office automation system. It speeds up the decision making process and reduces official procedure, expedites exchange of information, resulting in increased productivity, reduced costs and better delivery of services.

Email is an effective tool, it allows any individual to communicate with his family and friends all over the world and find out about online support a group. E-mail overload may be considered one case of “data overload,” mail overload occurs when the e-mail user is unable to select the relevant messages for their context from the complete list of messages (Wei et. al, 2004).

The contents of
the thesis is for
internal user
only

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