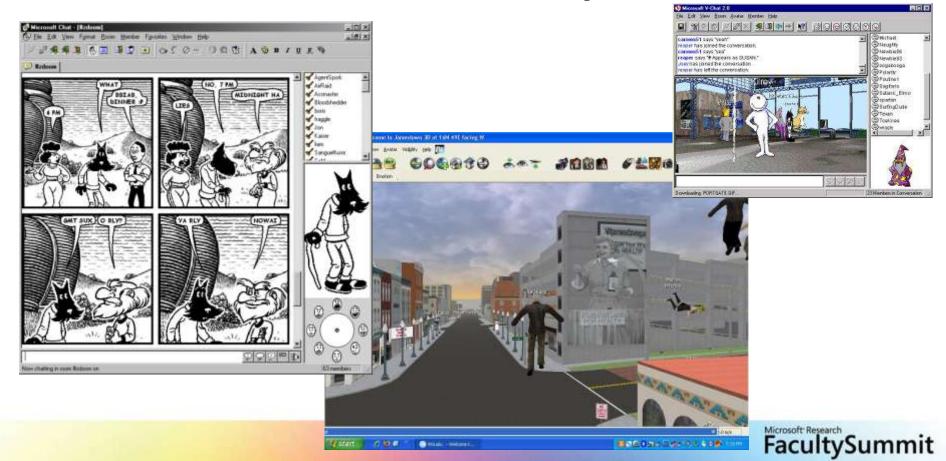


# Future of Social ;-)

Lili Cheng General Manager, Future Social Experiences Labs Microsoft Research



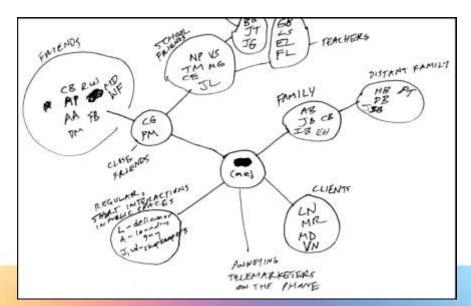
# Ancient History...

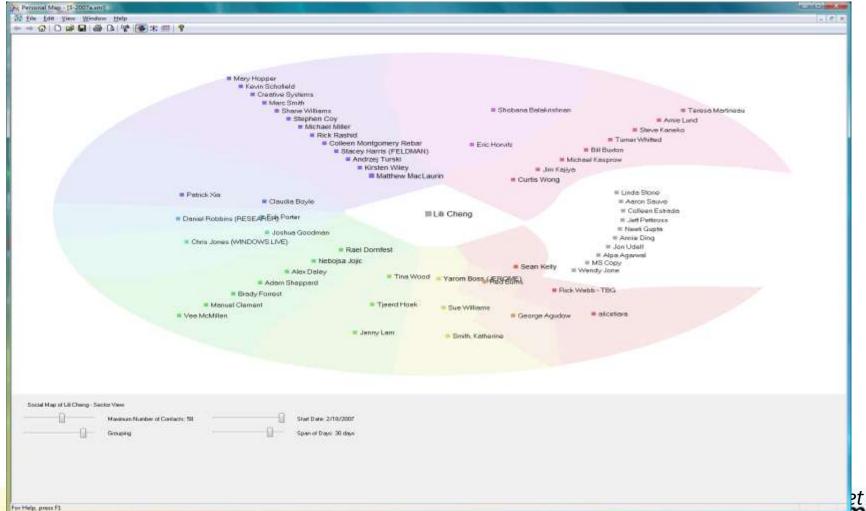




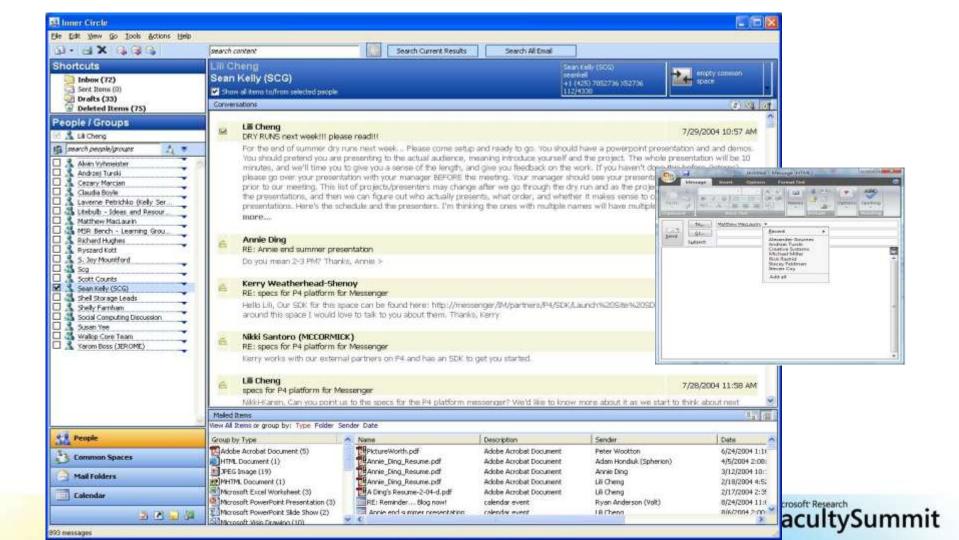
# Thinking about people...

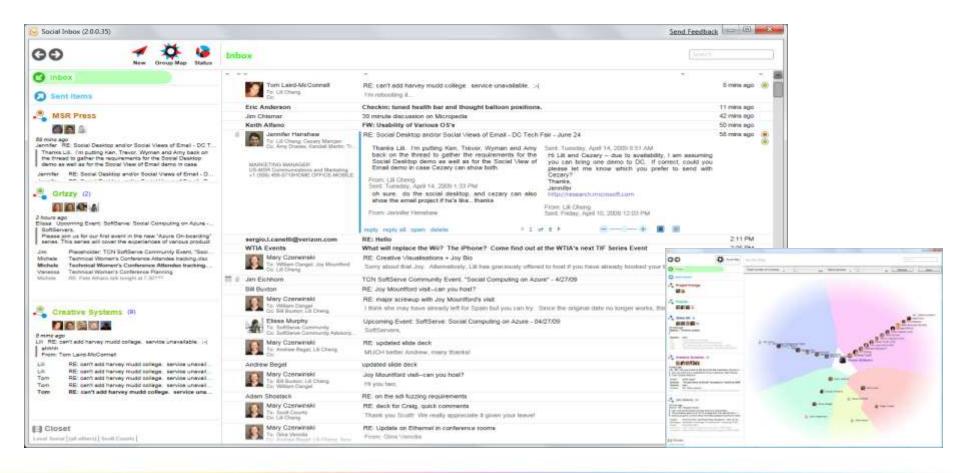
- Importance: People you care about stand out
- Similarity: Groups matter
- Dynamic organization: Multiple simultaneous categories





racarty sarm nit





# Bringing Your Data "Where you Work"...

## Improve social awareness

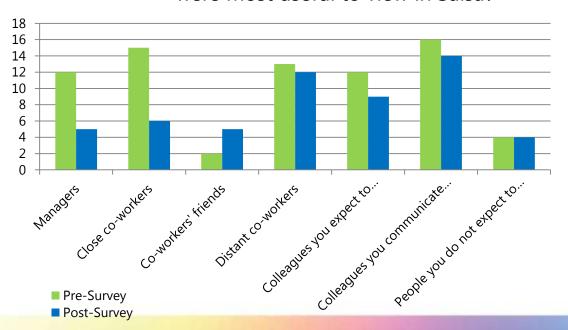
## Data sources

- Profile data
- Email, email attachments
- Video chat data
- Desktop & Enterprise documents
- Company data
- External Social Networks (Facebook + Twitter + Linked In)
- Web search



# Changes in Social Awareness (pre-post)

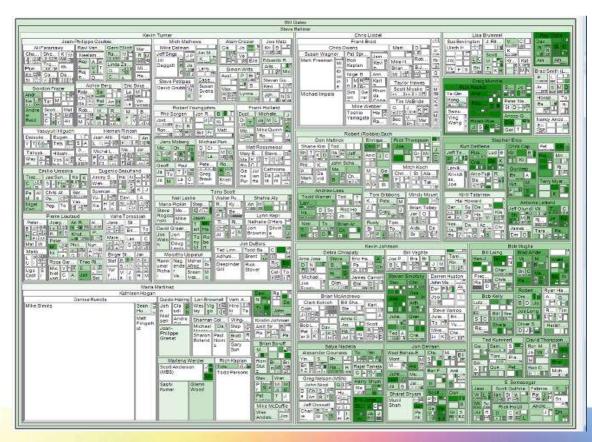
What contacts would be useful to learn more about?/
were most useful to view in Salsa?



- Explore "non-familiars"
   -5x more frequently than "familiars"
- Significant change in "manager" vs. "friends" pre-post
- Privacy for self unclear "is all my email public?"



# Instrumenting Everything





# Shipping in Outlook 2010

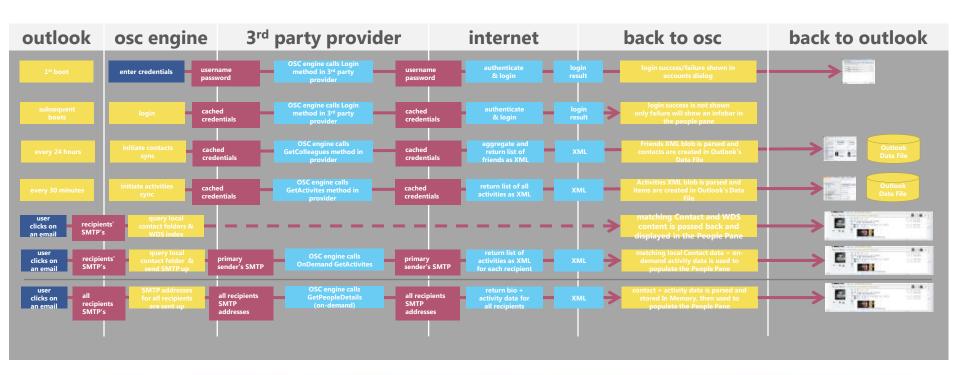
Advantages
Authenticated users
Rich data
Minimal bad behavior

Challenges
Privacy
Company public data
Integrating external data
Information overload



# Privacy Flow...

the flow of user PII and network data when the OSC v1.1 is connected to a social network







## MY BOSS THREW A VAMPIRE AT ME



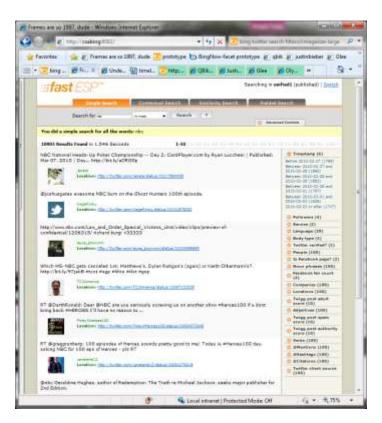
## Realtime Social Data

- August 2009: Twitter data: Public status messages
  - 12 million updates a day (20x our estimates)
  - Massive growth every month

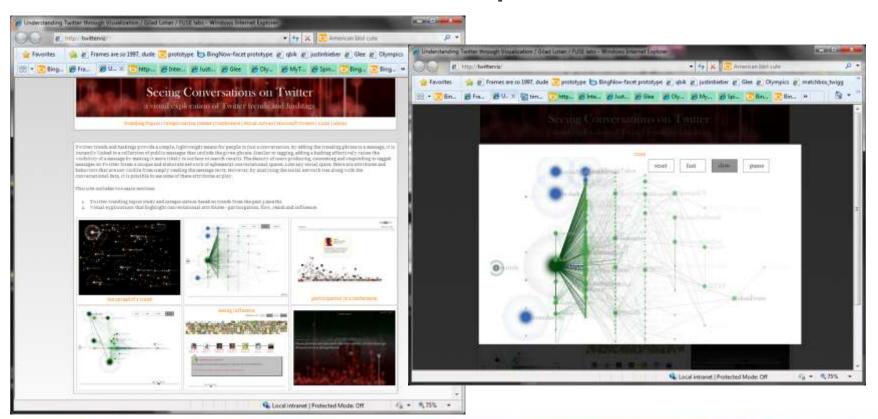
- October 2010: Twitter data + Facebook public data
  - 500 million updates a day
  - 15,000 storage requests a second
- 2 guys + Windows Azure + Bing

## FAST Smarts...

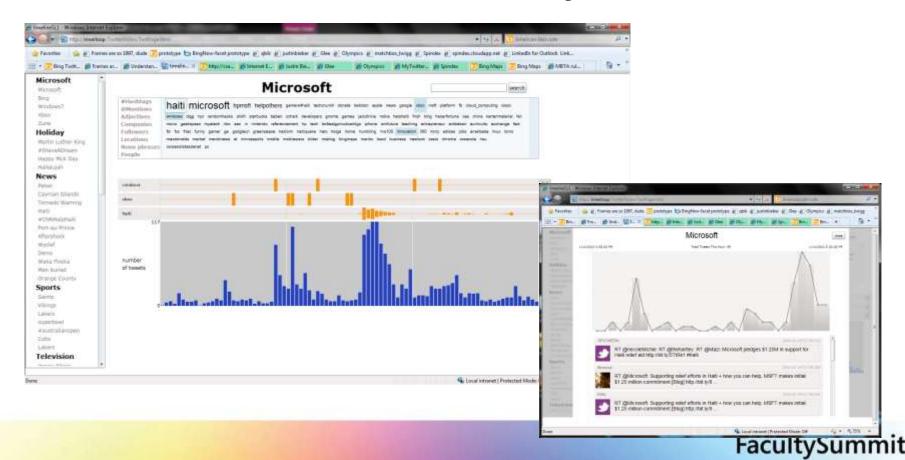
- Language detection
- Parts of speech
  - Nouns, verbs
  - Questions
- Entity extraction
  - People
  - Places
  - Topics
- Custom filters



## Visualization: Viral spread, influence



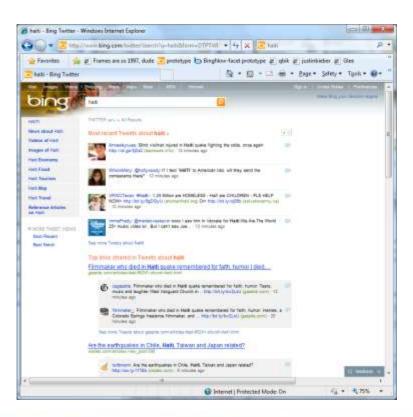
# Time: Realtime & Key Events



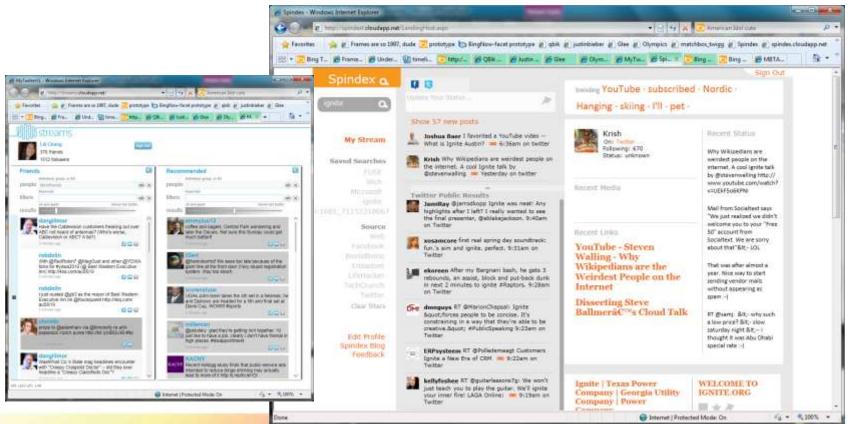


## Social Search

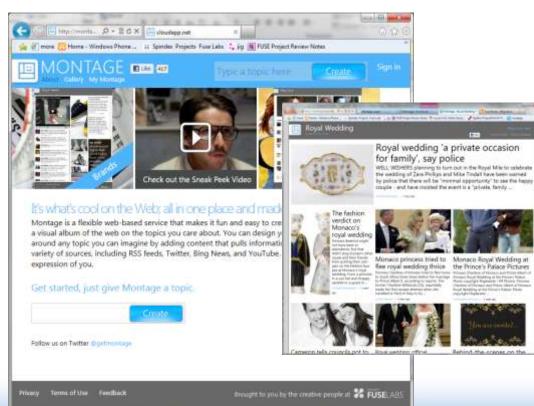
- Bing Now
  - Twitter
  - Facebook
- Bing Answers
- Indexing urls
- **(**



## Personal <> Public



## AUTHORING SOCIAL DATA: MONTAGE





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## Welcome

CompanyCrowd automatically collects stories, media, and social content to create a living newspaper about the companies that are most important to You. It's fast, easy, and crowd-curated.

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## TECH PREVIEW CompanyCrowd

Powered by Microsoft Research, curated by YOU

find a company

Pau

Sort by Recent

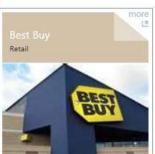
Staff Picks Aerospace Education Energy Entertainment Finance Food Health Care Industrial Insurance Non-Profit Retail Technology My Pages

























# You Tube ■ ■ 0:00 / 0:28 + 55

# ■ ■ 0:00 / 2:56

## Men, back away from arts classes and take math

Consider Airbus' A320 NEO, a "green" plane with a record 730 orders, meaning \$72.2 billion. If America's Boeing hopes to compete and move beyond its \$22 billion...

#### Ride to honor Marine recruit

Call Trumbull 211 or Help Hotline at 330-747-2696@ or 800-427-3606@ for more information on service agencies and support groups. Sounds of Square County, Women's Barbershop Singers, 7...



#### Change trend term

Topics: boeing Boeing Defense NYSE:BA jeppesen w. James McNerney 747 Boeing 787 composite materials phantom works Boeing Commercial aviall inc Dreamliner

#### Top Posters:















Paul sign out

Recommend





## **Sesame Workshop**

Paul sign out

search Sesame Workshop news here









#### Change trend term

Topics: Big Bird from Sesame Street Sesame Workshop Elmo from Sesame Street Bert and Emie Oscar the Grouch Snuffleupagus Sesame Street Childrens Television Workshop Joan Ganz Cooney

#### Top Posters:













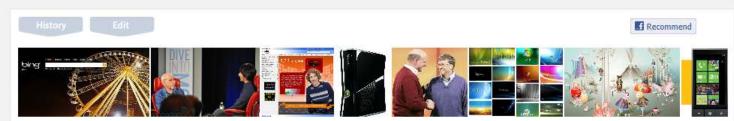
## Paper Partyware: Holiday Hangup

'Tis the Season Garland from Meri Meri adds to the festive seasonal decor for holiday parties. Measures 10' long and includes eight pennants. About \$10 Coordidnating party

## Microsoft

Paul sign out

search Microsoft news here









#### Change trend term

## Explore the planet with Nokia 3D World Gaze app for Symbian 3...

Nokia Beta Labs has launched a new experimental app, Nokia 3D World Gaze for Symbian 3 devices. This app lets you explore the planet by viewing the places along with the images wiki

#### Samsung To Launch Windows Phone Version Of Galaxy S2

Samsung may be mulling plans to launch a new top of the range version of the Galaxy S2 smartphone based on the Windows Phone 7 operating system as an entry for a Samsung SGH-

Topics: MSDN NASDAQ:MSFT craig mundie Microsoft Bing #wpc11 Windows 7 Steve Ballmer Microsoft Office Healthvault windows mobile Exchange Server zune Windows Azure Windows Live Windows Phone 7

#### Top Posters:







This app lets y

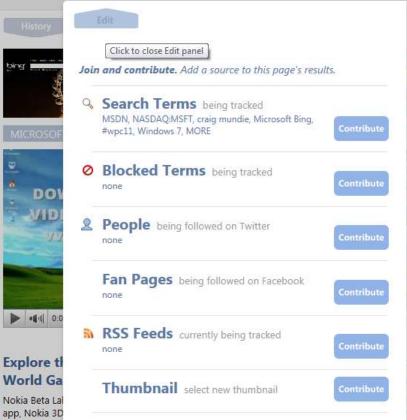
places along with the images wiki

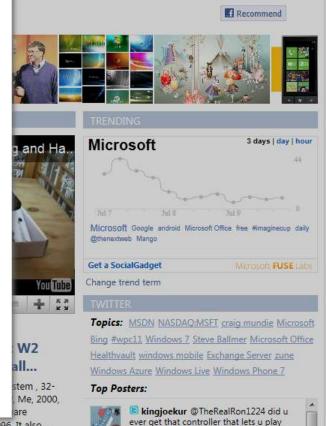
## Microsoft

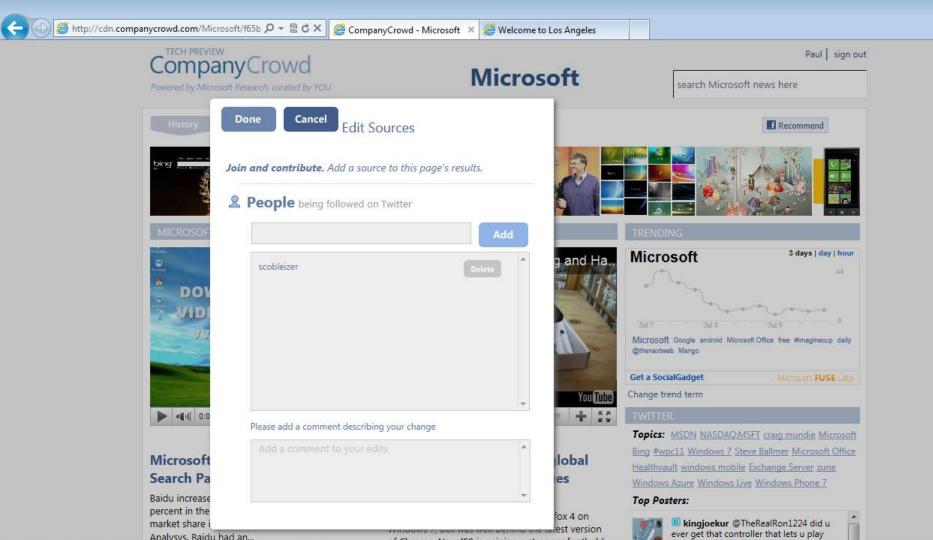
Paul sign out

No.

search Microsoft news here



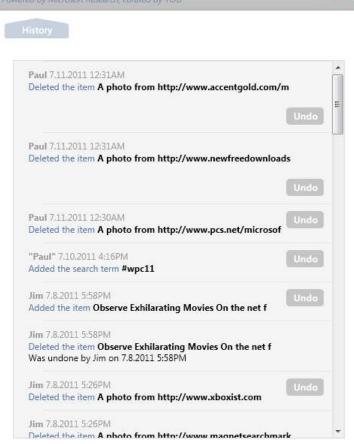


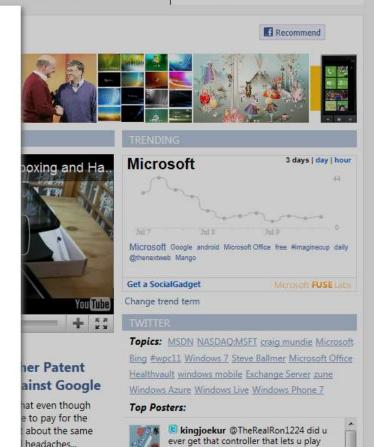


## Microsoft

Paul | sign out

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## **Company**Crowd

All Staff Picks Aerospace Education Ene

Add a company







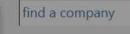


Technology

From here you can create your new page in CompanyCrowd. You need to enter a few pieces of information to help locate content to populate your page. First, the name for the page (e.g., the name of the company or topic), and then four or more keywords that you use when searching for stories about your company or topic. Remember to add the company or topic as one of the keywords.

Keep in mind, specific keywords are better when it comes to searching. For example, the keyword "Microsoft Windows" will generate more correct results than just the keyword "Windows". Once your page has been created, you can change your keywords at any time.





Technology My Pages

Sort by Recent





ou by the creative people at 🚜 FU:

Create

Cancel

## Future of Social...

- Social is already everywhere
- Our implicit actions will increasingly become part of our online identity
- Massive amounts of data beyond our dreams will be stored & used for fun, good, productivity, creepiness and evil
- The way we research and teach everything, incorporates society's "pulse"
- The future is here, distributed unevenly...

## Questions & Discussion