Metrics for Interpersonal Enterprise Communication

Thesis topic

Briteback is developing the next generation unified communication solution in a partnership with telecom provider iCentrex. The new solution integrates enterprise telephony with video calls, chat, email, and calendar, in a true all-in-one-solution.

Access to all this communication data is a gold mine for the customer, as it can be analyzed and presented in a way that helps the customer communicate in a more efficient way. Who talks to whom, and how often? Are there isolated “islands” in the company? Are there key individuals thru which much communication flows? What’s the status on our communication with customer X?

This thesis is about analyzing communication data on telephone calls, emails, chat messages, calendar meetings, etc, and come up with valuable metrics that can be displayed in a communication status dashboard.

This thesis project boils down to the following steps:

- Analyze communication data and create useful communication metrics
- Create efficient algorithms for computing the proposed metrics
- Implement the algorithms
- Evaluate the implemented algorithms in terms of computational efficiency

This thesis project is suitable for 1-2 students on master’s level. The successful candidate(s) will be working from the Briteback main office in central Norrköping.

How to apply

Send your resume, application letter and links to relevant github repositories to David Erenger, CTO at david.erenger@briteback.com.

About Briteback

Briteback is a Swedish high-growth company providing custom enterprise messaging solutions to medium-to-large enterprises. Briteback is located in Norrköping, Sweden, and New York, USA.

briteback.com
Metrics for Interpersonal Enterprise Communication

Dashboard example.
Carlbring, 2017.