建構一個具有自動分類能力之電子郵件管理系統

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摘要

The phenomenal growth of Internet accesses has made e-mail an essential communication tool of an enterprise. With the number of e-mails increasing, it becomes a tough work for an organization to manage the e-mail effectively and systematically. In this thesis, we propose and implement an e-mail management system, which is based on SMTP protocol. The system is designed to resolve the e-mail management problem in an enterprise. It supports flow control, mail backup, content filtering, mail classification, automatic reply, analysis and statistics. Our system has a web-based management interface, which is easy to operate. Furthermore, users can access this system using web browsers on any hardware platform. Every company can utilize the proposed system without changing their mail server infrastructure. Moreover, in order to classify the e-mails, we devise a N-gram based algorithm, which can be applied in both Chinese and English mails. This algorithm not only can be used in classifying e-mails but also can be used in classifying other documents. The result of our simulation shows the accuracy of this algorithm can reach up to 80 percent and above. Also, the classification results can be revised or adjusted by the learning mechanism, provided by our management system.

關鍵字：e-mail management ; SMTP ; N-gram ; document classification