

How does Email Threading Work?

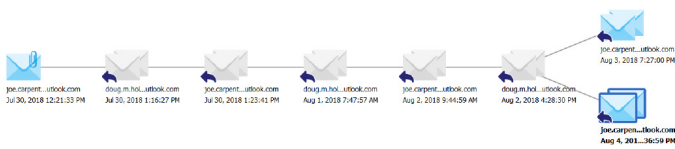


What is Email Threading?

Email threading is a two part process for rebuilding email conversations and identifying inclusive/ non-inclusive emails

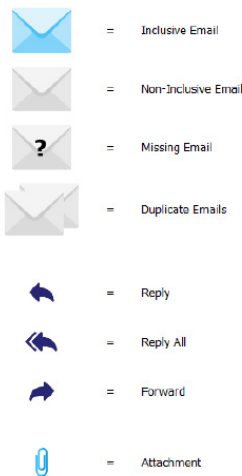
Step 1: Analysis of email headers to identify emails that are part of a thread

Step 2: Analysis of email bodies and attachments to identify inclusive vs non-inclusive emails



Benefits of Running Email Threading

- Review entire email conversion vs Individual Emails
- Identify Inclusive/Non-Inclusive Emails
 - Inclusive: Includes the email body from previous emails in the thread
 - Non-Inclusive: Email body exists within an inclusive email (No need to review these!)
- Identify missing emails from a thread
 - Missing email referents can indicate that the dataset is not complete



Performing Email Threading

Email threading can be run at any time during the case life-cycle

- Prerequisite: Analyze Paragraphs option must be selected as an indexing option

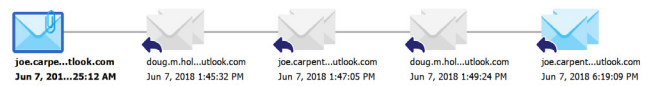
Threading can be ran using several methods in Intella:

- As a Task
- From the right-click menu in the details pane
- From the Workflow section of the Insight Tab

How does it work?

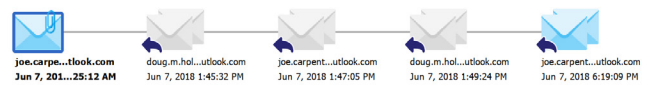
Stage One: Intella will analyze email headers to identify all emails that belong to a thread

- There are three header fields which Intella uses:
 - Message ID – Unique Identifier for each email
 - References – Message ID for all emails that came before it in the thread
 - In Reply To – Message ID for the email that the email was a reply to. This field is how Intella figures out the order of emails within a thread.



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Contents | Preview | Headers | Raw Data | Properties | Tree | Email Thread | 1 Attachment | 1 thumbnail | Comments | Word
-----
From: Joe Carpenter <joe.carpenter1976@outlook.com>
To: 'doug m.hole@outlook.com' <doug.m.hole@outlook.com>
Subject: I was testing that app
Thread-Topic: I was testing that app
Thread-Index: ACHTmLX3elAkdopAUGAuAkluZXRg==
Date-Time: 7 Jun 2018 13:25:12 -0800
Message-ID: <BLUPR19MB0370A6BD86A648A6B333B4F3640@BLUPR19MB0370.namprd19.prod.outlook.com>
Accept-Language: en-us
    
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Contents | Preview | Headers | Raw Data | Properties | Tree | Email Thread | Comments | Words | Actions | Geolocation
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From: Doug Hole <doug.m.hole@outlook.com>
To: Joe Carpenter <joe.carpenter1976@outlook.com>
Subject: RE: I was testing that app
Thread-Topic: I was testing that app
Thread-Index: ACHTmLX3elAkdopAUGAuAkluZXRgRgRVE2N
Date-Time: 7 Jun 2018 17:48:32 -0800
Message-ID: <BN3PR15MB0754D1C1364D5E2617BA438A6640@BN3PR15MB0754.namprd15.prod.outlook.com>
References: <BLUPR19MB0370A6BD86A648A6B333B4F3640@BLUPR19MB0370.namprd19.prod.outlook.com>
In-Reply-To: <BLUPR19MB0370A6BD86A648A6B333B4F3640@BLUPR19MB0370.namprd19.prod.outlook.com>
    
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