Customer Meeting 11/01/2007

Attendance:
Rae, Aaron, Brad, Dave, Matt, Yuan, Kevin, Hubert, Jeeyun, Sohum, Felipe, Derek, Corey
Luke
Dr. Wong

Progress Reports
- Trust and Authority Presentation by Corey
  - Presentation can be found at [http://www.bandgap.cs.rice.edu/sites/comp410f07/Deliverables/Forms/DispForm.aspx?ID=19&Source=http%3A%2F%2Fwww%2Ebbandgap%2Ec%2Erice%2Ed%2Fsites%2Fcomp410f07%2FDeliverables%2FForms%2FAllItems%2Easpx%3FRootFolder%3D%2525D%25252fcomp410f07%25252f Deliverables%25252f2007%25252d11%25252d01%252520Meeting%2526View%3D%25257bCA4A1099%25252d13A9%25252d4A8D%25252d99B4%25252d993F4486BFF0%25257d%2526RootFolder%3D%25252fsites%25252fcomp410f07%25252f Deliverables%25252f2007%25252d11%25252d01%252520Meeting](http://www.bandgap.cs.rice.edu/sites/comp410f07/Deliverables/Forms/DispForm.aspx?ID=19&Source=http%3A%2F%2Fwww%2Ebbandgap%2Ec%2Erice%2Ed%2Fsites%2Fcomp410f07%2FDeliverables%2FForms%2FAllItems%2Easpx%3FRootFolder%3D%2525D%25252fcomp410f07%25252f Deliverables%25252f2007%25252d11%25252d01%252520Meeting)
  - Trust
    - User-visible, user-determined trust
      - Has 9 levels to choose from, level 3 default
      - More levels of trust than distrust
      - Can be identified by bar length, color, or textual description
      - Allows user to organize information, provides us with information
    - System-determined, invisible to user *(Implicit trust)*
      - System will calculate expected trust value based on other users’ trust
      - Used as a part of search rankings
      - User will never see this value
      - Useful when users don’t set/update trust or inaccurately use trust
  - Authority
    - Inherent trust
      - Comes from many users trusting a user or a user may be in a position to be trusted
    - Author indicates own authority level
    - Reduce incentives for dishonesty:
      - Lower rankings
      - Lower ratings
    - Helps eliminate elitism
    - Admin approval for higher levels?
- System can determine who to promote, admins will promote (for higher authority levels)
  - Will be specific to each field
- Peer Reviews
  - Provide high-quality feedback for all users
  - Limited to higher trust levels
  - Rewards for peer reviews?
  - Quality of reviews? Can be rated, commented.
- Identity Verification Report by Jeeyun
  - Goals
    - Build a trust network with real identities
    - Link with existing systems for identity verification
  - PayPal
    - Optional verification
    - Requires only a valid bank account
  - eBay
    - $5 for identity verification
    - Collaborates with Equifax (US only)
    - Must be US resident
    - No international support
  - Trufina
    - Online ID card for a fee
  - TrustWho
    - Verified name and e-mail
    - Must submit physical proof of ID and address
- Notifications and Messaging System Overview by Brad
  - Notifications
    - Modeling observer pattern
    - Layers of indirection allow notification delivery to be flexible
  - Messaging
    - Messages as a special type of content
    - Messaging may indicate a type of relationship (mine this data for trust values?)
- Site Demo by Sohum
  - Advanced search works
  - Can search within trust network
  - Can search by tags
  - Image and video content has thumbnails

**General Discussion**
- Dr. Wong loses $1 – incomplete Farmer Brad use case
- To do:
- Document all working features
- List all known bugs
- Update timeline
- Separate production and development systems
- Have system for receiving user feedback for public testing