

draft-happel-structured-vacation-notices-00

IETF 119

Status

- Scope: Particular example use case for SML
 - Illustrating an “email-specific” use case

- Updates since IETF 118
 - Some minor fixes
 - Added related use cases and implementation guidance section
 - First Open Source implementation released 🎉 (Roundcube Webmail):
<https://github.com/audriga/roundcube-structured-vacation-notice/>

Vacation notices

- **“I am out of office from 2024-03-18 till 2024-03-21 and won’t reply to email during that time.”**
 - Autoresponder function supported by many email systems
 - Mostly used in business
 - Not really standardized (RFC5230 - Sieve vacation notice)
- **Typical data included (in plain text)**
 - Period of absence
 - If email is forwarded to someone else
 - Replacement persons to contact (“For matters of project X, please check with Mary”)
 - ...?
- → **Needs manual processing by the recipient**

Structured vacation notices

- Allow absentees to **include a machine-readable version of their vacation notice**
 - Can be widely automated (Period of absence is already structured on absentee side)
 - Bonus: machine-readable version may even be attached to regular outgoing emails (even before actual leave)
- MUA of communication partner can make sense of vacation notice
 - Special highlighting
 - Quick action (“Compose forward message to Mary”)
 - Temporary storage to assist user (E.g. “warning on compose”)

JSON-LD/Schema.org proposal

+

```
{
  "@context": "https://schema.org",
  "@type": "OutOfOffice",
  "start": "2023-08-15",
  "end": "2023-08-22",
  "isForwarded": false,
  "replacement": [
    {
      "@type": "OutOfOfficeReplacement",
      "name": "John Doe",
      "topic": "Project A",
      "email": "john@doe.com",
      "phone": "+1234567890"
    },
    {
      "@type": "OutOfOfficeReplacement",
      "name": "Jane Doe",
      "topic": "Project B",
      "email": "jane@doe.com",
      "phone": "+9876543210"
    }
  ],
  "note": "Some text"
}
```

vCard extended properties (for internal storage)

X-OOF-UPDATED:2023-10-01

X-OOF-START:2023-10-01

X-OOF-END:2023-11-01

X-OOF-IS-FORWARDED:false

X-OOF-REPLACEMENT:Jane Doe,Marketing,jane.doe@corp.com,+1234567

X-OOF-REPLACEMENT:John Doe,Development,john.doe@corp.com,+1234-99

X-OOF-NOTE:I am out of office please reach my replacement instead

Implementation: Absentee-side

Reply message

Subject

HTML

Body

B I U Lucida Grand... 9pt

Hello,
I am not in office this week! 🙄
Best,
Jane4

Start time

End time

Status

Advanced settings

Include Structured Data in Vacation Notice

Include Structured Data in Outgoing Email

Number of Days Prior To Vacation to days

Include Structured Data in Outgoing Email



Filter name

Filter enabled

Scope

Rules

Current date value is greater

Current date value is less than

Actions

Reply with message

```
<!DOCTYPE html>
<html><head><meta http-equiv=Content-
Type content=\text/html; charset=utf-8\>
</head><body><script type=application/
ld+json>{"@context":"https://
schema.org",@type:"OutOfOffice",start:"20
24-02-14",end:"2024-03-27",isForwarded":f
alse,"replacement":
[{"@type":"OutOfOfficeReplacement","name":
"","topic":"Currently
OOO","email":"max2@oldhoster.net","phone":
"}],"note":"Hello, \n\nI am not in office this
```

Implementation: Communication partner-side


- CP = person who wants to reach the absentee (=receiver of OOF message)

Follow-up Meeting



From Lukas on 2024-02-02 01:56

 Details  Headers  Plain text

 The user is out-of-office from till mails will not be forwarded. During absence, contact John Doe regarding Topic under john@doe.com.

Hello, Fergus,

Thank you for reaching out to us about our service.

I'd be glad to schedule a meeting with you at your convenience to provide more in-depth information about the data-analytics-software and how it can work specifically for your business.

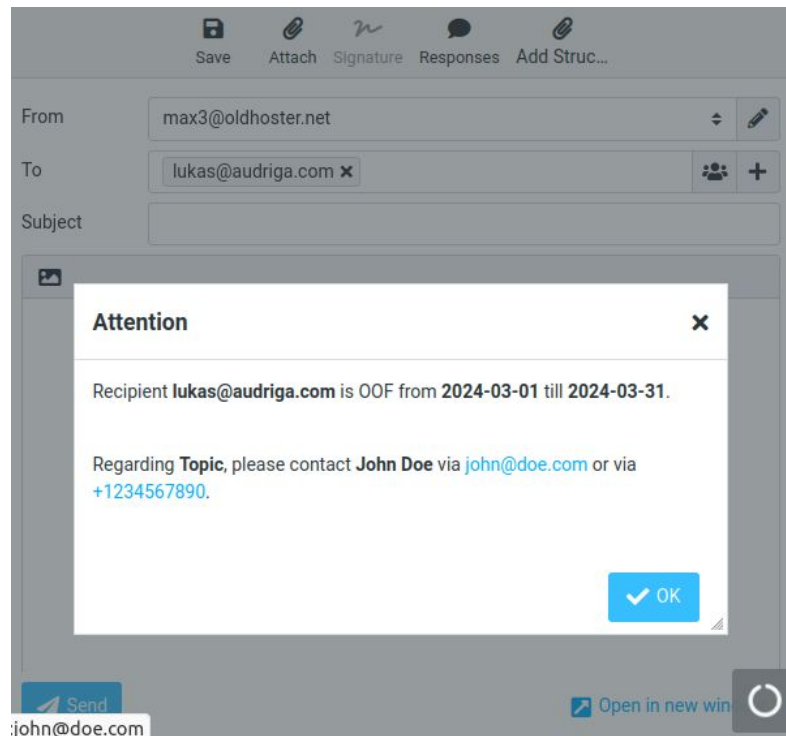
Does 25.03.2024 work for you?

If not, you can always schedule a meeting with us through this link <https://calendly.com/data>.

We look forward to meeting you soon!

Thanks in advance,

Lukas Marsh



The screenshot shows an email client interface. At the top, there are icons for Save, Attach, Signature, Responses, and Add Struc... Below these are the email fields: From: max3@oldhoster.net, To: lukas@audriga.com x, and Subject: (empty). A dialog box titled "Attention" is overlaid on the email content. The dialog box contains the following text: "Recipient lukas@audriga.com is OOF from 2024-03-01 till 2024-03-31." and "Regarding Topic, please contact John Doe via john@doe.com or via +1234567890." There is a blue "OK" button with a checkmark icon in the bottom right corner of the dialog box. At the bottom of the email client, there is a "Send" button and a "Open in new win" button with a refresh icon. The email address john@doe.com is visible in the bottom left corner.

Related use cases

- Change of address (c.f. RFC 3834)
 - Address changed or became obsolete
- Noreply (?)
- Update of contact data (Signature)
- Allow to include optional additional structured data
 - E.g., “I am at IETF” → allow adding IETF event as structured data

Implementation guidance

- Sending
 - Leave optional to the user
 - Provide alternative representation

- Processing
 - Ignore past time ranges
 - Prefer latest time range (need to track source date)
 - Strip when forwarding (esp. In preemptive case)

Next steps

- Adopt in WG?
- Contain vCard storage?
 - “Second level” interoperability
- Further feedback / input / co-authors?