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secretary did all the hard work and the boss did two things: dictating and editing. But email has made secretaries of us all; we spend up to 38% of our day managing email. The future email systems will have integrated artificial intelligence that will know you as well as the secretary of 1978 once did, and you will be able to dictate to it. It will automatically sort your inbox, file and archive, prioritize, and even come up with reasonable responses, which you simply review, edit and send. So you can go back to the future: Be the boss, and your mail system will be the secretary."

—V.A. Shiva Ayyadurai, faculty lecturer, Massachusetts Institute of Technology

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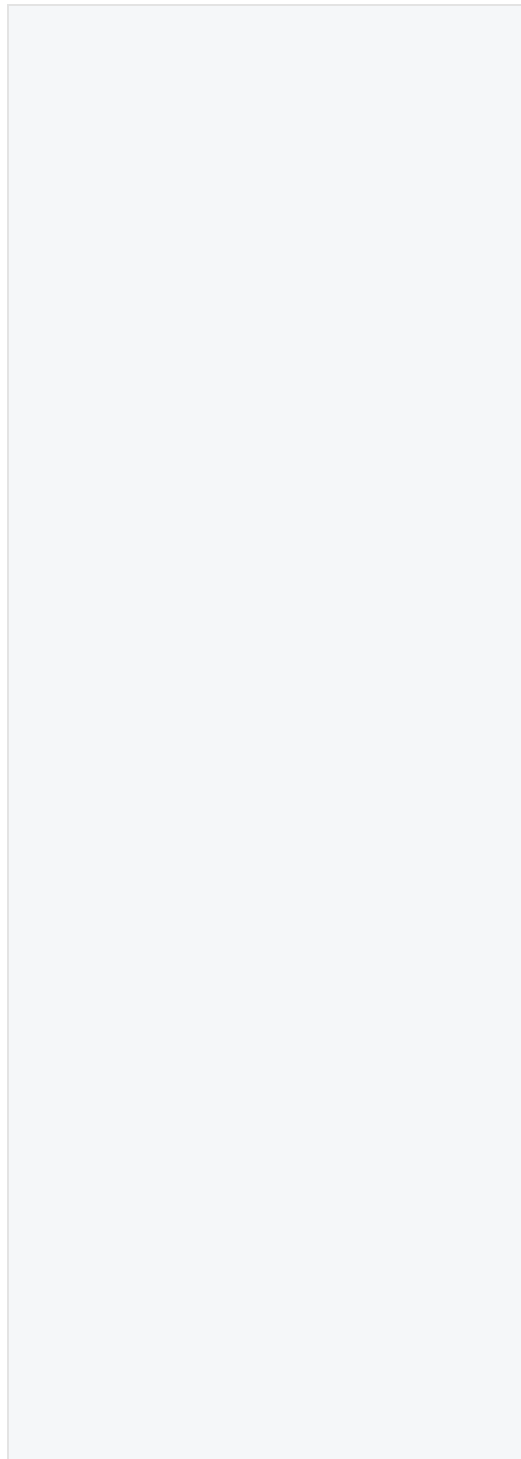
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