



Intelligent Agents in Brightspace

The intelligent agents function in Brightspace allows you to set up pre-determined times and circumstances to send emails to your students. They are a useful feature and are effective in reducing instructor workload while maintaining a high level of student-instructor contact in large classes.

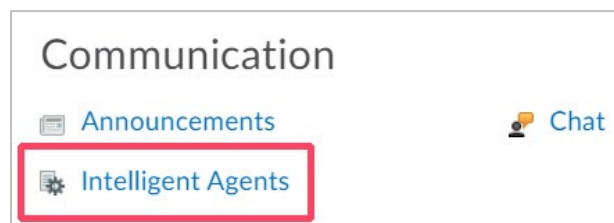
Possible scenarios include sending students an email when:

- they haven't logged in to the course for seven days
- they receive 80% or higher on a midterm
- they log into the course for the first time, etc.

Setting up an Intelligent Agent:

Of the scenarios above, the first one is used most frequently on campus, and therefore the instructions we will explore are to set up an intelligent agent to email students based on the number of days since accessing the course:

1. In your course, go to Course Admin and click on **Intelligent Agents**.



2. To create a new agent, click "New".
3. Name your intelligent agent something that makes sense to you.
4. If desired, you can add a description (it will only be seen by you).
5. Uncheck the "Agent is enabled" box for now. This setting can be changed once you have finished building the agent.
6. Under **Criteria**, in the **Role in Classlist** section, select "Users with specific roles" and choose "Student".
7. In the **Course Activity** section, check the box and then choose whether it should apply to students having accessed or not having accessed the course, and set the number of days.

Course Activity

☒ Take action when the following course activity criteria are satisfied:

☒ User has not accessed course for at least 7 day(s)

☐ User has accessed course during the past [] day(s)

8. Under **Actions**, if you want the agent to send an email every time throughout the semester that a user satisfies the access criteria set above, select "take action every time the agent is evaluated...". Carefully consider which options will work best for you.



9. Select "send an email when the criteria are satisfied" (how to modify the default 'from' and 'reply-to' will be addressed in step #12).
 - a. In the 'To' box, you will need a replacement string, available by clicking on "what special email addresses can I use?", so that the email is only sent to students that satisfy the criteria chosen earlier. In this case, you will use **{InitiatingUser}**.
 - b. Below the email subject line, you will see another link, "What replace strings can I use?". Click that to see the codes you can use in the subject and email body to personalize the email. Be sure to include the course name (or a replacement string such as {OrgUnitName}) in the subject line, so the student can quickly identify from which course the email is being generated.

- c. In the Message box, type the message you want the student to receive. To start the email by greeting the student by name, "Hello {InitiatingUserFirstName}," will insert the student's first name after "Hello".
10. Next, set the schedule of when you want the agent to run by selecting "Use Schedule". If you want to run the agent manually, leave this unchecked. In cases where you want it to run on a schedule, click on "Update Schedule" and select your preferred options. Choose these settings wisely. You do not want to be inundating students with messages.



11. **Save and Close** the agent.
12. On the “Agent List” page, click on settings (gear icon to the right) to modify the email address that your agent will be sent from and to which a student can reply. Save when finished.
13. Now, before enabling your agent, you can do a practice run to see whether the agent picks up any users that satisfy the conditions - no emails will be sent but the agent list will show how many users were identified in the “Results of Last Run” column (on the Agent List page). The option to enable a practice run can be found under the action menu to the right of the agent title.
14. Once you are satisfied with the agent, enable it by either selecting the agent in the list and clicking on “Enable” at the top, or by going into the agent and checking the box to enable.
15. If you did not set a schedule, you will need to manually run your agent. To do that, click the action menu to the right of the agent title, and choose “Run Now”.
16. You will receive a confirmation notice when you do a practice or a manual run of the intelligent agent.

Note: Intelligent agents will cease to operate when the course is no longer active. Also, when you import the course into an empty course site for the next offering, the Intelligent Agents will not be automatically enabled. You will need to modify the settings to initiate them.