Intelligent Agents

Intelligent agents (IAs) automatically scan the Learning Environment for user-defined criteria. If the criteria are fulfilled, the intelligent agent sends an email to pre-defined addresses to alert them. This can be accomplished by using the email address in question or by utilizing replace strings. Intelligent agents work well with release conditions, but also use some unique criteria. See the Release Conditions Guide for further information on release conditions. For information on copying IAs from course to course please see Copy Course Components.

Contents

Intelligent Agents .................................................................................................................. 1
   Tutorial Video(s) .................................................................................................................. 2
   Why use Intelligent Agents? ............................................................................................... 2
   Criteria Unique to Intelligent Agents .................................................................................. 2
   What tools interact with Intelligent Agents? ........................................................................ 3
   Create an Agent ................................................................................................................... 3
   Setting Return Email Address ............................................................................................. 9
   Perform a Practice Run on an Agent .................................................................................. 11
   Run an Agent Manually ....................................................................................................... 13
   Delete an Agent .................................................................................................................. 16
   Restore an Agent ............................................................................................................... 18
   Replace Strings ................................................................................................................... 19
Tutorial Video(s)

- Intelligent Agents - Create an Intelligent Agent
- Intelligent Agents - Perform a Practice Run
- Intelligent Agents - Manually Run an Intelligent Agent
- Intelligent Agents - View and Edit the Schedule of an Intelligent Agent
- Intelligent Agents - Delete and Restore Intelligent Agents
- Encourage Learners to Engage Using Intelligent Agents

Why use Intelligent Agents?

Use the Intelligent Agents tool in your course to:

- Send emails to stakeholders if users have not logged into the system for a prescribed period of time.
- Trigger an email to stakeholders if users have not accessed a course for a prescribed period of time.
- Alert stakeholders if a user has met the criteria established by a release condition.
- Email stakeholders if a combination of the criteria above are met.

Criteria Unique to Intelligent Agents

Intelligent Agents incorporate the same release conditions criteria found throughout the Learning Environment. They also have two unique sets of conditions not found in release conditions.

- Login Activity: The agent will activate if users haven’t logged into the system for a prescribed period of time.
- Course Activity: The agent will activate if users haven’t accessed a course for a prescribed period of time.

These criteria can be combined with each other and/or with release conditions. You can make the agent as general or specific as you like (i.e., agent will activate if user hasn’t accessed the course for five days and/or hasn’t accessed the Learning Environment for two days and/or scored less than 50% on a quiz and/or hasn’t participated in a discussion).
What tools interact with Intelligent Agents?

Intelligent Agents work with release conditions, which means that they can be connected to any tools that use release conditions. The links to the tools that work with release conditions can be found below:

- Assignments
- Checklists
- Classlist
- Content
- Discussions
- Quizzes
- Surveys

Create an Agent

1. On a course navbar, click Course Admin.
2. Click **Intelligent Agents**.

3. On the **Agent List** page, click **New**.
4. On the **New Agent** page, enter a name. Expand the **Edit Description** label and enter a description.

5. If you want the agent to be active, select the **Agent is enabled** check box.
6. Under **Criteria > Role in Classlist**, do one of the following:
   - If you want the intelligent agent to be applicable to all roles in the Classlist, select the **All users visible in the Classlist** check box.
   - If you want the intelligent agent to be applicable to select roles, select the **Users with specific roles** check box and select the respective roles.

7. If you want your agent to target users' login habits, under **Criteria > Login Activity**, enter your criteria. **Note**: Login activity refers to logins at the platform level.
8. If you want your agent to target users' course habits, under **Criteria > Course Activity**, enter your criteria.

9. If you want your agent to run when a specific existing condition has been met, under **Criteria > Release Conditions**, click **Attach Existing**. Select the check box for any condition you want to attach and click **Attach**.

10. If you want your agent to run when a specific new condition has been met, under **Criteria > Release Conditions**, click **Create and Attach**. Select a **Condition Type** from the drop-down list. Complete any additional **Condition Details** that appear and click **Create**.

Follow this link to learn more about **Release Conditions**.
11. Under **Actions > Repetition**, select how often you want the agent to take action.

- Take action only the first time the agent’s criteria are satisfied for a user.
- Take action every time the agent is evaluated and the agent’s criteria are satisfied for a user.

12. If you want the agent to send an email when the set criteria are satisfied, under **Actions > Send an Email**, select the **Send an email when the criteria are satisfied** check box and enter your email details and relevant attachments.

Please see [Replace Strings](#) to understand their use in Intelligent Agent Emails.
13. If you want to schedule how frequently Brightspace Learning Environment evaluates the agent criteria, under **Scheduling**, select the **Use Schedule** check box. Click **Update Schedule** and set your scheduling details.

**Note:** Scheduled intelligent agents do not stop running if the course is inactive, past its end date, or deleted. You should set your IA’s schedule to occur during the time of your course being active. You can still set up a practice run or a manual run of an intelligent agent at any time in a course with a passed end date.

14. Click **Save and Close**.

**Setting Return Email Address**

The default return email address is [noreply@coloradomesa.edu](mailto:noreply@coloradomesa.edu). Your students will not be able to reply to an email that is sent via intelligent agent unless you change the return address.

1. On the NavBar click **Course Admin**.
2. Choose **Intelligent Agents**.

3. On the upper right-hand corner select **Settings** (the “gear” icon).
4. Choose to **Set custom values for this course**. Add your name as you would like it to appear in emails along with your CMU email address.

The email address that agent emails come from cannot be set to your personal address due to how spam filters operate, but you can add a personal touch by setting the Name for the address, and you can set the Reply-To address if you want to receive replies.

5. Click **Save**.

**Perform a Practice Run on an Agent**

You can have an agent perform a practice run to see who will be identified by the agent without sending those users an email. Agents do not need to be enabled to perform a practice run.

1. On the navbar, click **Course Admin**.
2. Click **Intelligent Agents**.
3. From the context menu of the agent for which you want to perform a practice run, click **Practice Run**.

4. To view the users identified, on the Agent List, in the Results of Last Run column, click the link.

**Run an Agent Manually**

Typically, agents are set up to run automatically. If you do not have a regular schedule set up for an agent, you must run it manually.

When you run an agent manually, it sends a confirmation email to the user that requested or set up the agent. This email contains the following information: org unit code and name, which agent ran, time and date the request was submitted, time and date the request was finished, and whether the agent took action.
You can set up a manual run of an intelligent agent at any time in a course with a passed end date. Agents do not need to be enabled in order to set up a manual run.

1. On the navbar, click **Course Admin**.

2. Click **Intelligent Agents**.
3. From the context menu of the agent you want to run manually, click **Run Now**.

4. To confirm the manual run, click **Run**.
Delete an Agent

You can delete an agent individually or in bulk. Deleted agents do not run if they have a recurring schedule.

1. On the navbar, click **Course Admin**.

![Image of Course Admin](image1)

2. Click **Intelligent Agents**.

![Image of Intelligent Agents](image2)
3. In the **Agent List**, select the check boxes of the agents you want to delete and click **Delete**.

4. To confirm the deletion, click **Delete**.
Restore an Agent
You can restore deleted agents. All restored agents maintain existing properties and history.

1. On the navbar, click **Course Admin**.

2. Click **Intelligent Agents**.
3. In the **Restore Agents** page, click Restore to restore any of the deleted agents.

![](image)

**Replace Strings**

Replace strings call system databases to automatically replace the string with names and terms by using curly brackets `{ }`. For example, you could write the following:

```
Hi {InitiatingUserFirstName},

Our records indicate that you haven’t logged in to your {OrgUnitName} course in more than 5 days.

Remember it is important to keep in regular contact and to set aside time every few days to login and work on your course.

If there are reasons that you haven’t been able to login, then please contact your instructor right away. Here is the link to the site. We hope to see you soon.

{LoginPath}

If you would like to respond to this email, please reply to the CC’d email above. Just choosing “Reply” will not work because it comes from a different account.
```

Hi Bill,

Our records indicate that you haven’t logged in to your English 101 course in more than 5 days.

Remember it is important to keep in regular contact and to set aside time every few days to login and work on your course.

If there are reasons that you haven’t been able to login, then please contact your instructor right away. Here is the link to the site. We hope to see you soon.

https://academy.desire2learn.com

If you would like to respond to this email, please reply to the CC’d email above. Just choosing “Reply” will not work because it comes from a different account.
Replace Strings for Addresses:

{InitiatingUser} - The user whose behavior meets the agent’s criteria, for example, a student who has not logged in for 5 days.

{InitiatingUserAuditors} - The auditors for the user whose behavior meets the agent’s criteria.

Replace Strings for Body Text:

{OrgName} - The name of the organization.

{OrgUnitCode} - The code for the Org Unit.

{OrgUnitName} - The name of the Org Unit.

{LoginPath} - The address of the site login path.

{OrgUnitStartDate} - The start date specified for the Org Unit.

{OrgUnitEndDate} - The end date specified for the Org Unit.

{InitiatingUserFirstName} - The first name of the initiating user.

{InitiatingUserLastName} - The last name of the initiating user.

{InitiatingUserUserName} - The username of the initiating user.

{InitiatingUserOrgDefinedId} - The Org Defined ID of the initiating user.

{LastCourseAccessDate} - The date the initiating user last accessed the course.

{LastLoginDate} - The date the initiating user last logged in.