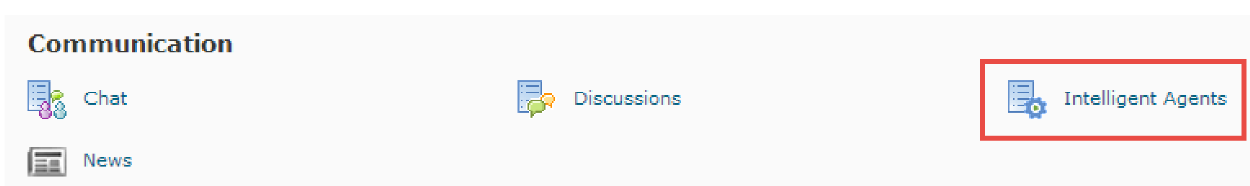
Intelligent Agents

Instructor Guide

The Intelligent Agents tool is an outreach effort an instructor can configure to send an automated email to a student when instructor-defined criterion are met. Instructors can create multiple agents that run on different schedules. Each time an agents runs, the system sends an email summary of activities performed to the instructor.

Accessing Intelligent Agents

The Intelligent Agents tool is located in the Course Administration menu. Navigate to this menu by clicking the **Edit Course** link on the default course nav bar. The Intelligent Agents tool is located in the *Communication* category.



A Note about Creating Intelligent Agents

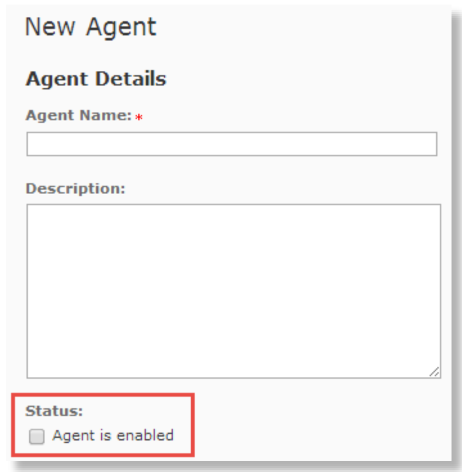
You can create, delete, and edit preexisting intelligent agents from the Agent List page. When creating an agent you must consider the following:

- What criteria must the student meet in order to trigger an email?
- What will the content of the email message include?
- How often should D2L "run" these agent checks?

Once you've answered these three questions, creating the intelligent agent will flow smoothly.

Create an Agent

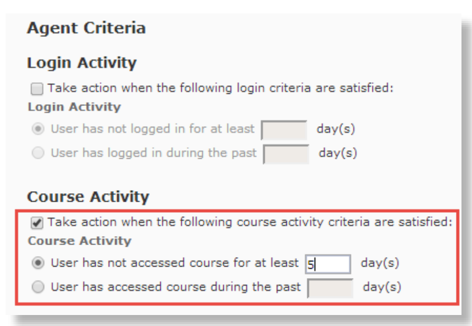
Agent Details



1. Click **Edit Course** from the default course nav bar.
2. Click **Intelligent Agents** under the *Communication* category.
3. From the Agent List page, click the **New** button.
4. Enter an agent **name** (required) and a **description** (optional).
5. Select **Agent is Enabled** to activate the agent immediately after you create it. The setting is necessary if you plan to schedule your agents.

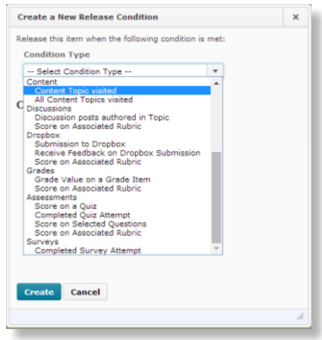
Agent Criteria

Login Activity / Course Activity / Release Conditions



6. Establish the criteria the agent will use:
   - Select the **Take action when the following course activities criteria are satisfied** checkbox if you want the agent to send an email to a student who has not accessed your course recently.
     - Select the "**User has not accessed the course at least __ days**" radio button and enter the number of days in the associate textbox.

- ➢ If you prefer the agent send an email once a student performs a particular action within the course you must create and attach a *release condition*. Click the **Create and Attach** button to create a release condition.



  - o Release Conditions are positive attribute-related, meaning, you cannot create a release condition to identify a student who **<u>has not</u>** performed an action inside of the course. (i.e. quiz not attempted)

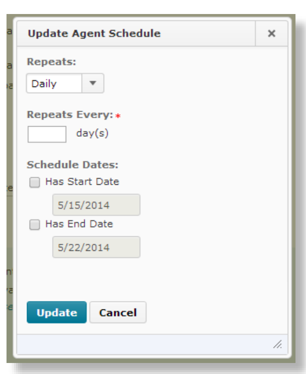
Agent Action

Action Repetition / Schedule

7. Choose one of the two options in the Action Repetition section to determine if you prefer the agent to run repeatedly.
   - ➢ **Take action only the first time the agent's criteria are satisfied for a user** will allow the agent to run only once.

   - ➢ **Take action every time the agent is evaluated and the agent's criteria are satisfied for a user** will allow the agent to run any time the conditions are met.

   - ➢ If you want the agent to run <u>automatically</u>, select the **Use Schedule** checkbox, and then click the **Update Schedule** button.
     - o Set the frequency and dates in the fields provided in the **Update Agent Schedule** window and click **Update**



Constructing the Email

8. Enter the appropriate **replace string** in the TO, CC, BCC fields.

    - Information regarding replacement strings are located at the end of this document.
    - Use the **{InitiatingUser}** replacement string in the TO/CC/BCC field.

9. Enter a **subject** line – a replace string can be used here too
10. Compose your email body in the Message field.
11. Click **Save and Close**

Replacement Strings

Replacement strings are lines of code that you can enter in automated emails that retrieve user and course-specific information. For example, using a replacement string in place of the TO: field of an email triggers D2L to automatically replace that code with the email address of the student who has met the specific agent criteria. Refer to the table below for a list of replacement strings you can use in the subject line and body of an email message.

Replacement String	Resulting Information
{OrgUnitCode}	your class number (e.g., ENG_000_101_0920)
{OrgUnitName}	the name of your class
{InitiatingUserFirstName}	the student's first name
{InitiatingUserLastName}	the student's last name
{InitiatingUserUserName}	ETSU username
{InitiatingUserOrgDefinedId}	the student's E-number
{LoginPath}	the web address for D2L

Running an Agent Manually

If you did not set up a schedule for your intelligent agent, follow these steps to run the agent manually:

1. From the *Agent List* page, click the drop-down arrow next to the agent you wish to run.
2. Select **Run Now** from the menu.
3. Click **Run** once the confirmation box appears.