

Intelligent Agents / Automated Emails

Intelligent agents can be used to automate emails to students when certain criteria (specified by you) is met. For example you could set up an agent to send the students a nice reminder email if they have not logged into the module for over two weeks. This guide covers how to set up these automated emails.

1 First navigate to the *Module Admin* area and select the *Intelligent Agents* option under the Communications tab.

2 Click *New* and give your agent a suitable name and description. Then choose whether or not it is enabled. It is probably a good idea to leave this un-ticked until you have set up the agent and are sure it is doing what you want it to.

Agent Name: *
Lack of Access

▼ Edit Description

Description:
Not accessing module enough

Status:
 Agent is enabled

3 You can now scroll down and specify your criteria for the agent. First decide whether it affects all users visible in the Classlist, or just users with specific roles. For this example only students are being selected.

Role in Classlist

All users visible in the Classlist

Users with specific roles:

Module Leader

Tutor

Staff

Module Administrator

Student

4 Next, if you want the agent to run depending on login activity or module activity then you set the criteria here. e.g. the User has not logged in for at least 3 days e.g. the User has not accessed the module for at least 3 days. If the agent is to run based purely on other release conditions they leave these un-ticked and move onto the next step.

Login Activity

Take action when the following login criteria are satisfied:

User has not logged in for at least day(s)

User has logged in during the past day(s)

Module Activity

Take action when the following module activity criteria are satisfied:

User has not accessed module for at least day(s)

User has accessed module during the past day(s)

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Now you can choose to attach release conditions to your agent. You can add an existing release condition you have already created or create and attach a new one. The conditions you have attached will appear in a list beneath. You can choose to delete individual conditions by hitting the X next to them or remove all of them by clicking the dustbin at the top.

Release Conditions

Attach Existing


Create and Attach


 Remove All Conditions

To access this item, users must satisfy

All conditions must be met



Visits the content topic: HTML Templates 

Visits the content topic: About Me 

Note: If you need more help with Release Conditions, this is covered more thoroughly in another specific how-to guide.

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The next step is to decide on how often the criteria should be repeated, if at all. Depending on what criteria you have implemented, you may only want the email to be sent the first time a student meets the criteria (e.g. if they get 80% on a quiz). However, some criteria may be applicable throughout the year and so it would be better for Brightspace to continuously check to see if the criteria is being met (e.g. sending a reminder to submit an assignment if nothing has been submitted yet)

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The next step is to scroll down to the send email section. Here you can type out the email and add a subject.

To: * {initiatinguser}

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When you are asked to provide an email address in the *To* field use the replacement string *{initiatinguser}*.

This will mean that the students meeting the requirements will be the ones whose emails will be automatically added by your agent.

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The last part of this set up is the *Scheduling* section. Here you can set up how often Brightspace checks the criteria and how often the agent responds to whether the criteria is met. If you do not use this schedule, you can manually run the agent when you want to. When you have decided your schedule, click *Update*.

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If you have filled in all the criteria needed for this intelligent agent, select *Save and Close*.

Save and Close

You have now setup an Intelligent Agent, for more information see the screencasts for this tool.