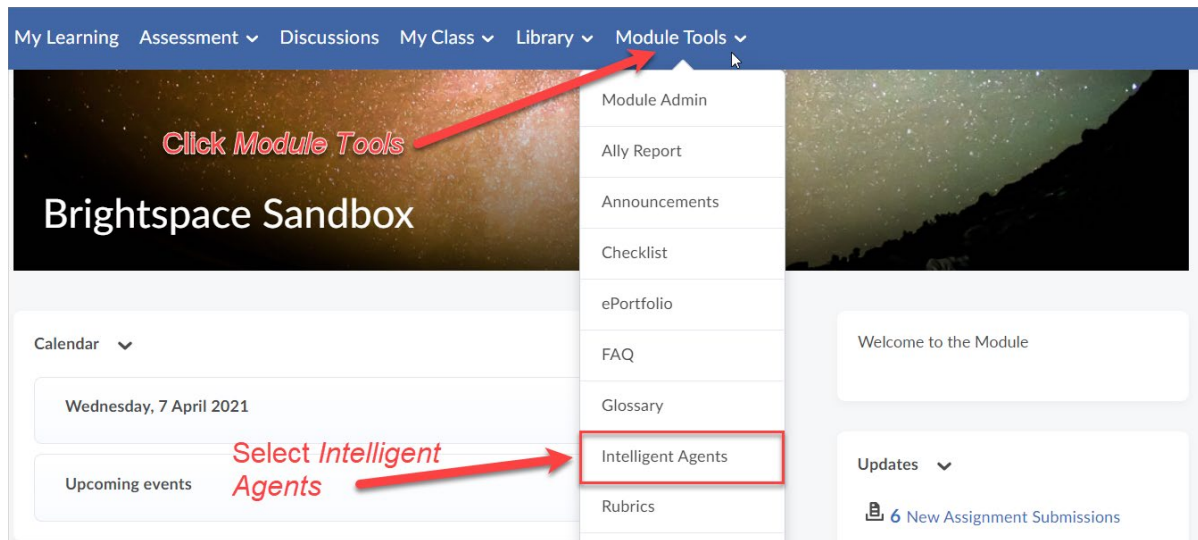


Automating Communications in Brightspace

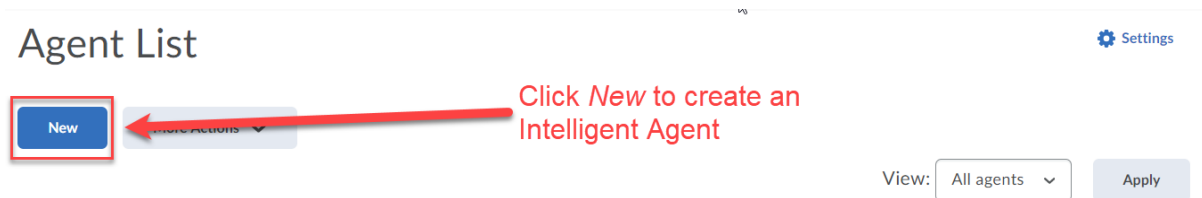
Creating Intelligent Agents - Student Engagement

This example will create an Intelligent Agent that will send an automated email to students who have not logged into the module on Brightspace for the past 10 days.

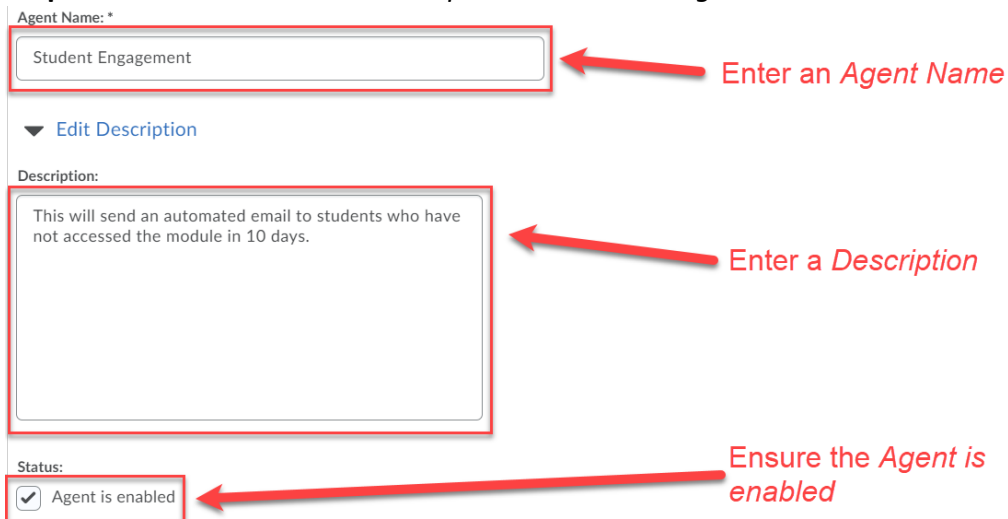
Step 1 - To create an Intelligent Agent go to *Module Tools* and select *Intelligent Agents*.



Step 2 - Click *New* to create a new Intelligent Agent.



Step 3 - Enter an *Name* and *Description*. Ensure the *Agent is enabled*.



Step 4 - Select Users with specific roles.

Select *Student*.

All users visible in the Classlist
 Users with specific roles:

- Instructor
- Assistant Grader
- Lecturer
- Tutor
- Module Assistant
- Module Coordinator
- Teaching Assistant
- Student
- SEStudent
- External Examiner

Select Users with specific roles
Select Student

Step 5 - Tick Module Activity.

Select *User has not accessed module for at least* and enter 10 days.

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)

Tick Module Activity
Select User has not accessed module for a least 10 days

Step 6 - Tick Send an email when the criteria are satisfied.

Use the Replace String {InitiatingUser} to auto-populate the recipients list in the *To* field.

Enter your email address in the *Cc* field to receive a copy of the email.

Enter a *Subject* for the email.

Send an Email
 Send an email when the criteria are satisfied

Name that the emails come from: Bard Ovenden
 Reply-To address for responses: bard.ovenden@ucd.ie
 How can I change the default From and Reply settings?

To:

Cc:

Bcc:

What special email addresses can I use?

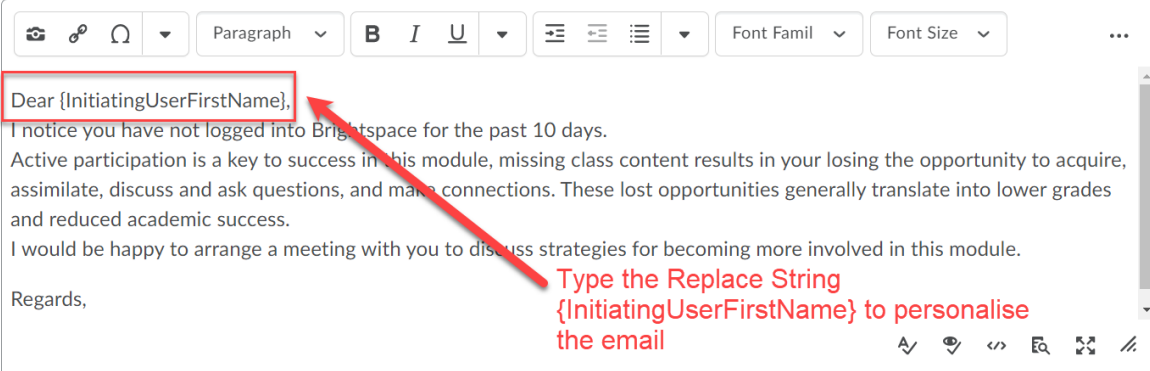
Subject:

What replace strings can I use in the subject and message?

Tick Send an email when the criteria are satisfied
Enter the Replace String {InitiatingUser} in the To field
Enter your email address in the Cc field
Enter a Subject for the email

Step 7 - Type the body of the email in the *Message* field.
Use the Replace String {InitiatingUserFirstName} to personalise the email.

Message:



Dear {InitiatingUserFirstName},

I notice you have not logged into Brightspace for the past 10 days.

Active participation is a key to success in this module, missing class content results in your losing the opportunity to acquire, assimilate, discuss and ask questions, and make connections. These lost opportunities generally translate into lower grades and reduced academic success.

I would be happy to arrange a meeting with you to discuss strategies for becoming more involved in this module.

Regards,

Type the Replace String {InitiatingUserFirstName} to personalise the email

Step 8 - Attach a file or document to the email.
Alternatively record and audio or video file as the attachment.

Attachments

Total attachment file size cannot exceed 20 MB



Drop files here, or click below!

Upload Record Choose Existing

Attach a file or document or alternatively record and audio or video file

Step 8 - Tick *Use Schedule* and then click *Update Schedule*.

Set Repeats to *Daily*.

Set Repeats Every to *1* day.

Set the *Start* and *End* dates.

Click *Update* to confirm Schedule settings.

The scheduled run time for all Intelligent Agents in Brightspace is set at 21:00 nightly.

Update Agent Schedule

×

Repeats:
Daily

← Set Repeats to *Daily*

Repeats Every: *
1 day(s)

← Set Repeats Every to *1* day

Schedule Dates:
 Has Start Date
06/04/2021
 Has End Date
28/05/2021

← Set the *Start* and *End* dates

Update

Cancel

← Click *Update* to confirm

//

Step 9 - Click *Save and Close* to confirm all settings.

Use Schedule

Schedule: Evaluated every 1 day(s) starting Tuesday, 6 April 2021 until Friday, 28 May 2021

Next Run Date: Wednesday, 21 April 2021

Update Schedule

What does an agent's Schedule determine?

Save and Close

Cancel

← Click *Save and Close*

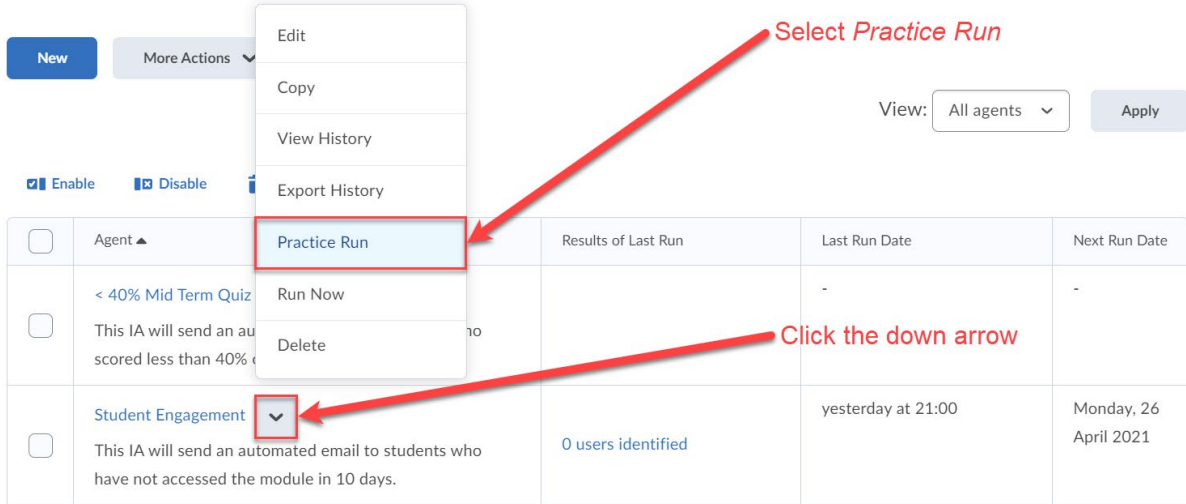
Creating Intelligent Agents - Practice Run

You can test the Intelligent Agent by initiating a Practice Run ahead of the scheduled time.

Step 1 - Click the *down arrow* and select *Practice Run*.

Agent List

Settings



The screenshot shows the 'Agent List' interface. At the top, there is a 'New' button and a 'More Actions' dropdown menu. Below this, there are 'Enable' and 'Disable' checkboxes. A table lists agents with columns for 'Agent', 'Results of Last Run', 'Last Run Date', and 'Next Run Date'. The 'Student Engagement' agent is highlighted, and its dropdown menu is open, showing options: 'Practice Run', 'Run Now', and 'Delete'. A red arrow points to the 'Practice Run' option with the text 'Select Practice Run'. Another red arrow points to the dropdown arrow of the 'Student Engagement' agent with the text 'Click the down arrow'.

Step 2 - Click *Run* to confirm.

Confirmation

Would you like to try a Practice Run of the agent "Student Engagement"?

This option submits a request to have the agent run as soon as possible, without sending any emails. You can see which users meet the agent criteria once it has completed.



The confirmation dialog box has two buttons: 'Run' and 'Cancel'. A red arrow points to the 'Run' button with the text 'Click Run to confirm'.

Step 3 - Click *Done*.

Practice Run Agent Confirmation

Your request for a practice run of agent "Student Engagement" at Monday, 26 April 2021 13:53 GMT/IST has been submitted.

An email will be sent to the account bard.ovenden@ucd.ie when your request has been completed. You can then check the results of the practice run from the Agent List page.

Note: Processing time varies based on server load and the priority of other scheduled agents.



The confirmation screen has a 'Done' button at the bottom. A red arrow points to the 'Done' button with the text 'Click Done'.

Step 4 - The Practice Run will identify students who meet the criteria...

Enable
 Disable
 Delete

Agent	Results of Last Run	Last Run Date	Next Run Date
<input type="checkbox"/> < 40% on Quiz Provide a list of all students who scored less than 40% on the quiz	2 users identified	9 minutes ago	
<input type="checkbox"/> Student Engagement This will send an automated email to students who have not accessed the module in 10 days.	7 users identified	just now	Tuesday, 6 April 2021
<input type="checkbox"/> Welcome to the Module This will send a welcome message to students when they 1st login to the module.	3 users identified	11 minutes ago	Tuesday, 6 April 2021

The Practice Run will identify students that meet the criteria

Practice Run
7 users identified

Last Name, First Name	Action Taken
Student10, Bard Test	No action taken
Student2, Bard Test	No action taken
Student4, Bard Test	No action taken
Student6, Bard Test	No action taken
Student7, Bard Test	No action taken
Student8, Bard Test	No action taken
Student9, Bard Test	No action taken

20 per page

The Practice Run will not take action or send the email

...but not send the scheduled email.