**Business eLearning**
UCD College of Business

# 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.
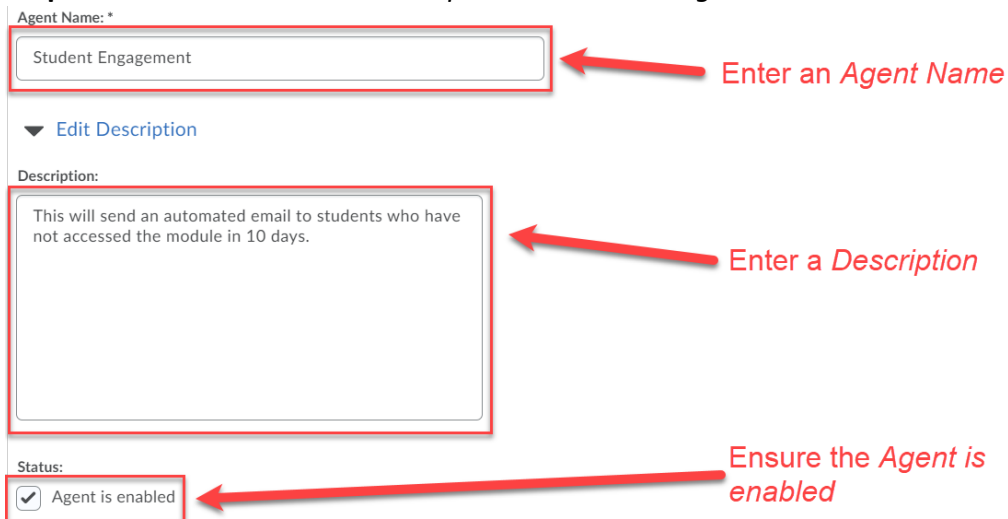
Step 1 - To create an Intelligent Agent go to *Module Tools* and select *Intelligent Agents.*
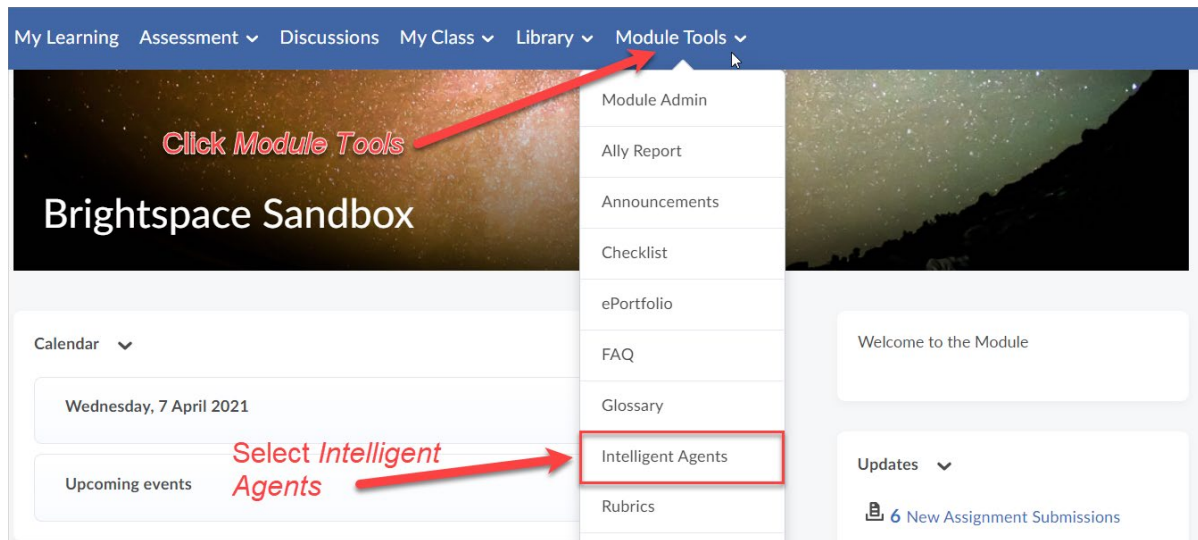
Step 2 - Click *New* to create a new Intelligent Agent.
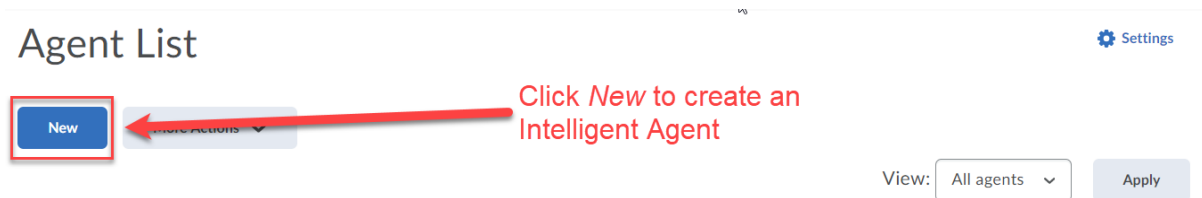
Step 3 - Enter an *Name* and *Description.* Ensure the *Agent is enabled*.

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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 [10] 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: * [{InitiatingUser}]

Cc: [bard.ovenden@ucd.ie]

Bcc: [ ]

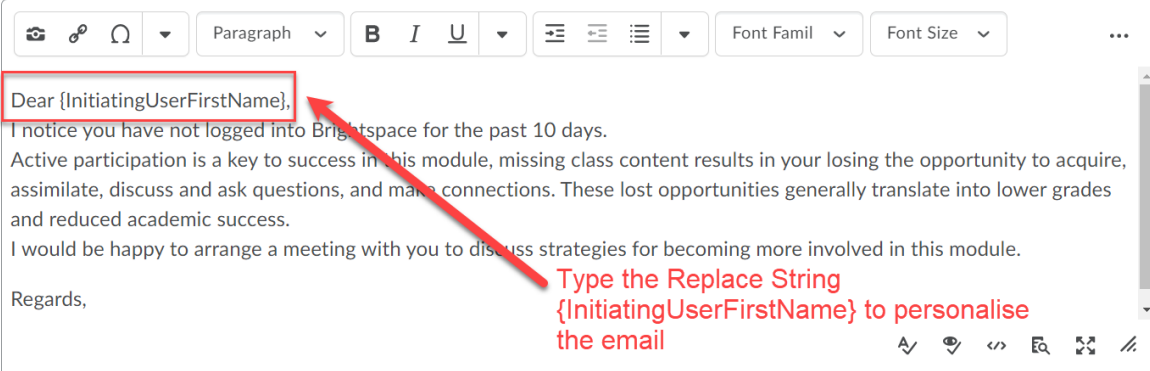What special email addresses can I use?

Subject: * [Student Engagement]

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   ⬅ Set the *Start* and *End* dates
☑ Has End Date
   📅 28/05/2021

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   Save   Cancel   ⬅ Click *Save and Close*
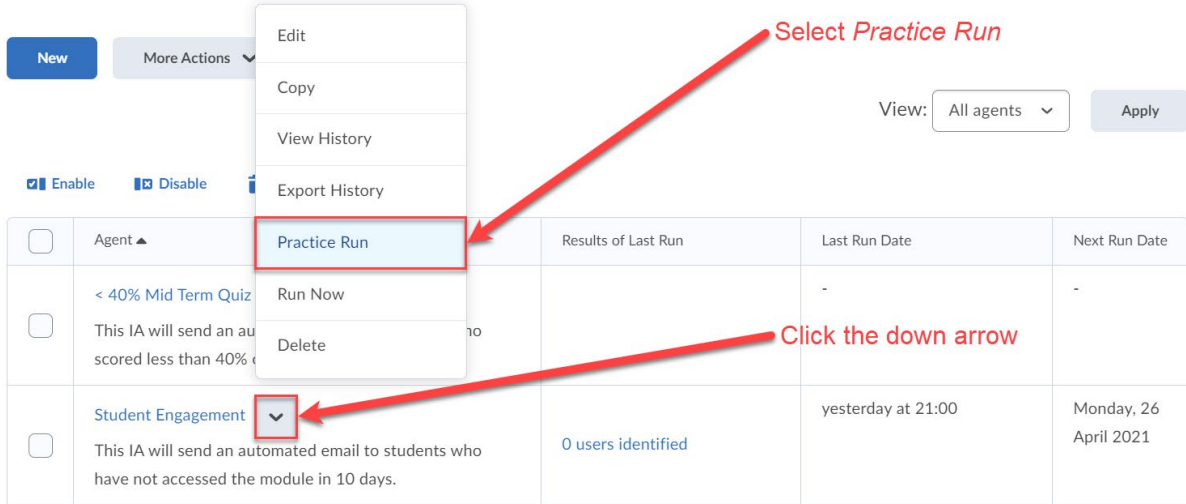
Creating Intelligent Agents - Practice Run

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.*

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.

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.

Click *Done*

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

The Practice Run will identify students that meet the criteria

The Practice Run will not take action or send the email

...but not send the scheduled email.