

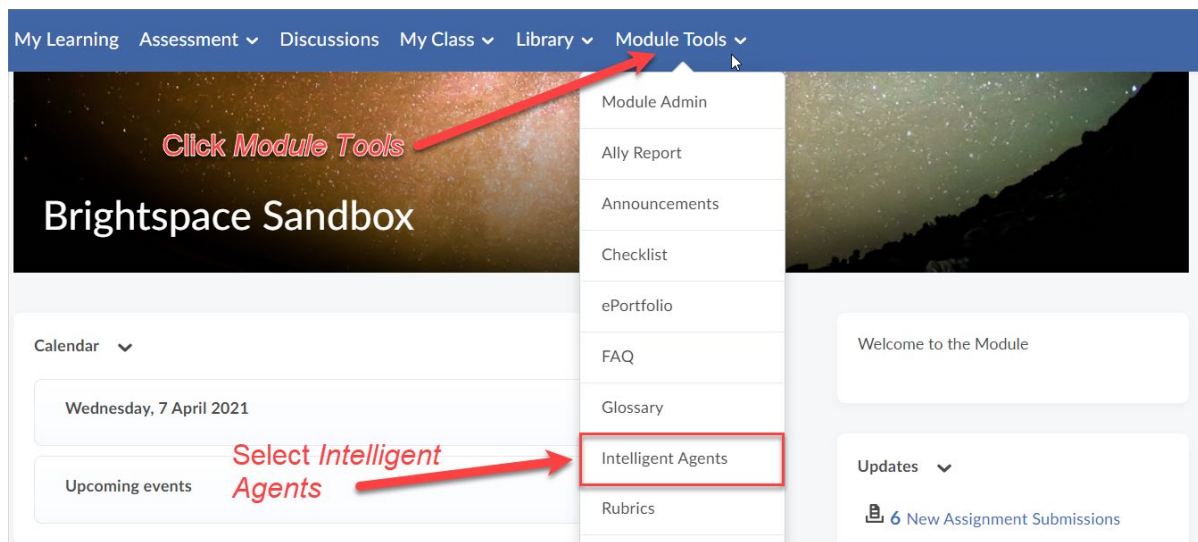
Automating Communications in Brightspace

In Brightspace it is possible to automate communications to students based on certain criteria and module activity. You do this using a tool called *Intelligent Agents*. Automating communications can be really beneficial in helping you administer your module. Setting up Intelligent Agents to remind students to complete activities or of upcoming dates removes the need for you to do this manually over the course of the module.

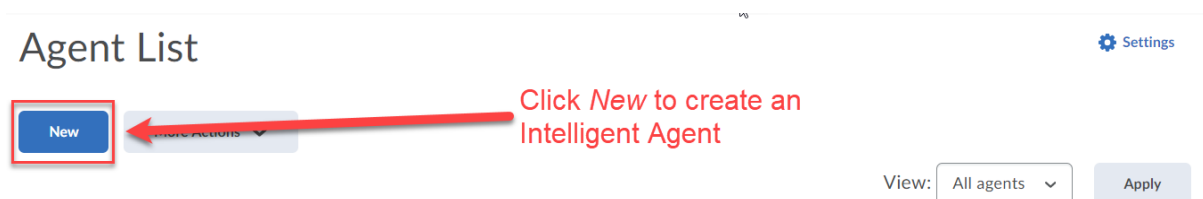
Creating Intelligent Agents - Welcome Email

In this example the Intelligent Agent will send an automated welcome email to students when they first login to the module.

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 Agent Name.

Enter a *Description*.

Ensure the *Agent is enabled*.

Agent Name: *

Welcome to the Module

▼ Edit Description

Description:

This IA will send a welcome message to students when they 1st login to the module.

Status:

Agent is enabled

Enter an Agent Name

Enter a Description

Ensure the Agent is enabled

Step 4 - Click 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 accessed module during the past* and enter 1 day.

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 under Module Activity

Select User has accessed module during the past 1 day

Step 6 - Select *Take action only the first time the agent's criteria are satisfied for a user.*

Repetition

- 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

Which Action Repetition setting should I use?

Select *Take action only the first time the agents criteria are satisfied for a user*

Step 7 - Tick *Send an email when the criteria are satisfied.*

Send an Email

- Send an email when the criteria are satisfied

Name that the emails come from: Do Not Reply

Reply-To address for responses: noreply@ucdublin.brightspace.com

Tick *Send an email when the criteria are satisfied*

Step 8 - Use the Replace String {InitiatingUser} to auto-populate the recipients list in the *To* field.

Enter a *Subject* for the email.

To: * {InitiatingUser}

Cc:

Bcc:

What special email addresses can I use?

Type {InitiatingUser} in the *To* field

Subject: * Welcome to the Module

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

Enter a *Subject* for the email

Step 9 - Type your email in the *Message* field.

Use the Replace String {InitiatingUserFirstName} to personalise the email using the students first name.

Message:

Hi {InitiatingUserFirstName},

Welcome to the module!

I want to welcome everyone, and I would encourage you to post a short informal hello message in the "Personal Introductions" discussion forum just to let me know you received my welcome message, to briefly introduce yourself to the class, and to say a few words about what you hope to get out of this module.

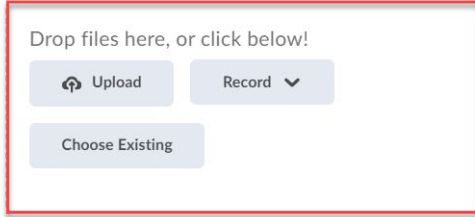
Regards,

Type the Replace String {InitiatingUserFirstName} to personalise the email

Step 10 - Attach a file or document to the email or alternatively record an audio / video file as an attachment.

Attachments

Total attachment file size cannot exceed 20 MB



Drop files here, or click below!

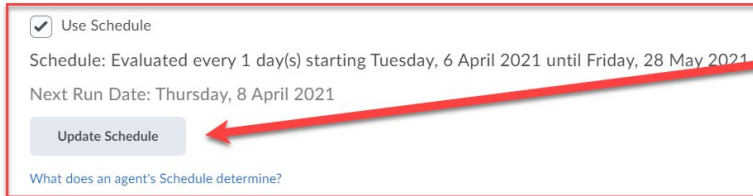
Upload Record

Choose Existing

Attach a document or record an audio / video file if required

Step 11 - Tick *Use Schedule* and click *Update Schedule*.

The Schedule determines how frequently Brightspace evaluates the Intelligent Agent's criteria and the duration that the agent will run.



Use Schedule

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

Next Run Date: Thursday, 8 April 2021

Update Schedule

What does an agent's Schedule determine?

Tick *Use Schedule* and click *Update Schedule* to automate the Intelligent Agent

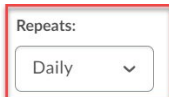
Step 12 - Set Repeats to *Daily*.

Set Repeats Every to *1* day.

Set the *Start* and *End* dates.

Click *Update* to confirm.

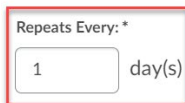
The scheduled run time for all Intelligent Agents in Brightspace is set at 21:00 nightly.



Repeats:

Daily

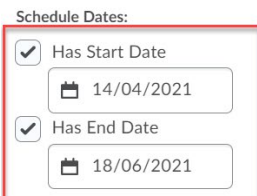
Set Repeats to *Daily*



Repeats Every: *

1 day(s)

Set Repeats Every to *1* day



Schedule Dates:

Has Start Date

14/04/2021

Has End Date

18/06/2021

Set the *Start* and *End* dates



Update Cancel

Click *Update*

Step 13 - Click *Save and Close* to confirm all settings.

Use Schedule

Schedule: Evaluated every 1 day(s) starting Wednesday, 14 April 2021 until Friday, 18 June 2021

Next Run Date: Thursday, 15 April 2021

Update Schedule

What does an agent's Schedule determine?

Save and Close

Save

Cancel

Click *Save and Close* to confirm all settings