

Creating Intelligent Agents

Why Do I Need This Workflow?

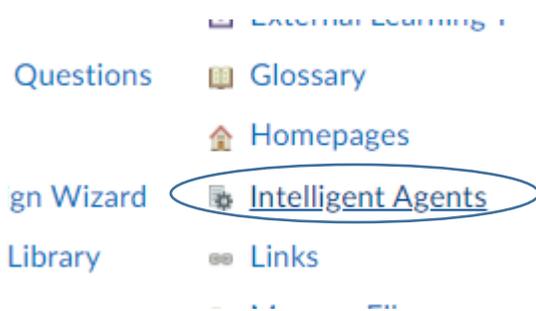
Intelligent agents are a great way to support learner success and automate communication. If the criteria are fulfilled, the intelligent agent sends an email to the learner to alert them. Instructors or course facilitators can create intelligent agents anytime they are required in a course. This workflow takes you through the steps for creating an intelligent agent.

How: Workflow Steps

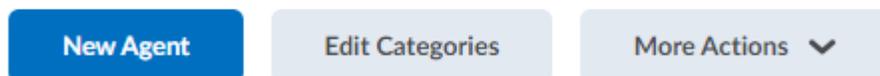
1. Access your course, and select **Edit Course** in the navbar.



2. Select **Intelligent Agents** then select **New Agent** on the Agent List page.



Agent List



3. Enter **an Agent Name**. If desired, enter a **Description** and add the purpose of the agent. Ensure the **Agent is enabled** checkbox is selected.

New Agent

Agent Name: *

Description:

Category:

No Category ▾

Add Category

Status:

Agent is enabled

4. In the **Scheduling**, pick the frequency you want the agent to run, this will open up further options. Choose how often the agent repeats, what time it should start, and the start and end dates. The agent will automatically stop at the end of your course if you choose not to set an end date.

Scheduling

Frequency

Daily 

Repeats Every:

day(s)

Scheduled Time *

Schedule Dates:

Has Start Date

Has End Date

5. In the **Criteria** section, choose the settings based on how you want this agent to perform.

Criteria

Role in Classlist

All users **visible** in the Classlist

Users with specific roles:

Take Action on Activity

Login Activity

User has not logged in during the last day(s)

User has logged in during the last day(s)

Course Activity

User has not accessed the course in the last day(s)

User has accessed the course during the last day(s)

Release Conditions

6. In the **Actions** area, select **the repetition you prefer**.

2. Actions

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?](#)

7. While still in the **Actions** area, select the option to **Send an Email**.

Send an Email

- Send an email when the criteria are satisfied

Name that the emails come from: d2lhelp@msutexas.edu

Reply-To address for responses: d2lhelp@msutexas.edu

[How can I change the default From and Reply settings?](#)

To: * 

Cc: 

Bcc: 

8. In the **"To"** section, you will want to put in the following: **{InitiatingUser}**

Send an Email

- Send an email when the criteria are satisfied

Name that the emails come from: d2lhelp@msutexas.edu

Reply-To address for responses: d2lhelp@msutexas.edu

[How can I change the default From and Reply settings?](#)

To: * 

Cc: 

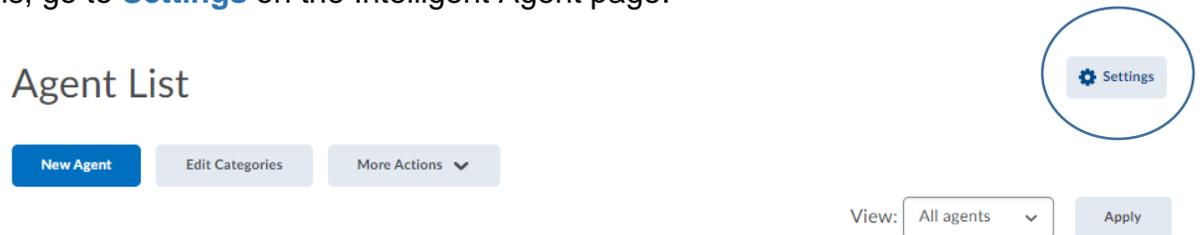
Bcc: 

9. Enter an **Email Subject**. You can use special replace strings in this field. Remember, if you add yourself to CC or BCC you will receive an email for every user that satisfies the criteria
10. Enter a **Message** that lets the learner know why they are receiving this email.
Suggested action: add in a quicklink to a course discussion or other activity to help make it easy for the learner to re-engage. **Note:** You can also add images to your email.

11. Click **Save and Close**.



12. Next you will want to change the default "Reply to" email address so that if a student replies to one of the automated messages, it will come to your email address. To do this, go to **Settings** on the Intelligent Agent page.



Once there, click on the make sure "Set custom values for this course" is checked. Once it is, enter your name in the "Name that emails come from" box. Then enter the email of your chose in the "Reply-To address for responses" box. Hit Save when finished.

Intelligent Agents Settings

Use the system defaults

Name that emails come from Reply-To address for responses
d2lhelp@msutexas.edu d2lhelp@mwsu.edu

Set custom values for this course

Name that emails come from Reply-To address for responses

These settings will affect all future emails sent by an agent.

The email address that agent emails come from cannot be set to your personal address due to how spam filters operate, but you can add a personal touch by setting the Name for the address, and you can set the Reply-To address if you want to receive replies.

Scheduled Agents Run Time

Scheduled agents will run at approximately 12:00 AM (Unknown Region - GMT) / 7:00 PM (United States - Chicago)

Save

Cancel