



Using Intelligent Agents

Intelligent Agents in Brightspace automate routine tasks like sending reminders, providing feedback, and monitoring student engagement, allowing you to focus more on teaching and student interaction. They can also help identify at-risk students by analyzing engagement patterns, enabling timely interventions that support student success. For example, an Intelligent Agent can be set to send a reminder email to students who have not logged in for a certain period, notify students who score below a threshold on a quiz, or congratulate those who complete a module. By automating routine communication and monitoring, Intelligent Agents enhance course efficiency and student support.

Adding Intelligent Agents

To add an Intelligent Agent:

- From Course Admin select Intelligent Agent.
- Click **New Agent** and enter the name of the Agent.
- Enter a description that explains the purpose.
- Add a category if desired. Note that categories allow you to organize your Intelligent Agents.
- For Status, Check **Agent is enabled**.

A screenshot of the 'New Agent' form in the Brightspace interface. The form is titled 'New Agent' and is located under the 'Agent List' tab. It contains several input fields: 'Agent Name' with the text 'Test Submission Alert', 'Description' with the text 'Email Alert for New Test Submission', 'Category' with a dropdown menu set to 'Tests' and an 'Add Category' button, and 'Status' with a checked checkbox labeled 'Agent is enabled'. At the bottom of the form is a 'Scheduling' section with a right-pointing arrow. The top of the page shows a navigation bar with links to 'Course Admin', 'Announcements', 'Quick Eval', 'Content', 'Assignments', 'Discussions', 'Quizzes', 'Grades', and 'More'.

- The **Scheduling** block allows you to pick scheduling options.
- Select a **Frequency** from the dropdown menu. Depending on the frequency you select, additional options for

start and end dates and times will open.

Agent Name: *

Test Submission Alert

Description:

Email Alert for New Test Submission

Category:

Tests Add Category

Status:

☒ Agent is enabled

Scheduling

Frequency

- ☒ No Schedule
- ☐ One-Time Run
- ☐ Hourly
- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Annually

Actions

- The **Criteria** block sets up trigger conditions for your Intelligent Agent. A trigger condition is the condition that will alert the Intelligent Agent to send your email.
- Select a Role in Classlist to receive the Intelligent Agent: All Users with Specific Roles.

Criteria

Role in Classlist *

☐ All users visible in the Classlist

☒ Users with specific roles:

- ☐ Designer-Non Cascading
- ☐ Instructor
- ☐ Organization Leader
- ☐ Librarian
- ☐ Teaching Assistant
- ☐ Course Assistant
- ☐ Grader
- ☐ Learner
- ☐ INC_Learner
- ☐ Demo Student
- ☐ Staff
- ☐ Tutor
- ☐ Unenrolled Instructor
- ☐ Observer
- ☐ Reviewer

- **Take Action on Activity** triggers with the following options for you to set up:
- **Login Activity:** user has not/has logged in to *any course* in Brightspace in a specified number of days.
- **Course Activity:** user has not/has accessed *this course* in a specified number of days.

You can also use the **Create** and **Browse** buttons at the bottom of this block to add a **Release Condition**.

- Create allows you to create a new Release Condition.
- Browse allows you to search and select existing Release Conditions.

- The **Actions** block tells the agent what action to take when the Intelligent Agent triggers.
- Select either Take Action Only the first time... or Take Action Every time... Note that if you are not sure of the repetition conditions you wish, the click the link What Action Repetition setting should I use? (in blue text) for a pop-up explanation.

- Check the **Send an Email** button to generate an email when the trigger occurs. When doing so, the email options window opens. Note: You must use a “replacement string” in one of the address boxes to correctly generate the email. A list of replacement strings is available in this window. For the address window, only two options are available:

- **{InitiatingUser}** sends an email to the student who triggered the Intelligent Agent.
- **{InitiatingUserAuditors}** sends an email to the instructor(s) who monitor(s) the Intelligent Agent.

- **Replacement Strings** allow you to personalize content within your email. For example, the string **{InitiatingUserFirstName}** will insert the student's first name, allowing you to send the message "Dear John,". A list of other replacement strings is available from the link.
- When your email is complete, select **Save and Close**.

Running Intelligent Agents

The **Agent List** page contains a full list of Agents you created. To view the list:

- Click the chevron adjacent to the Agent for a list of actions, including initiating a manual or practice run, viewing,

or exporting the agent history, and editing, copying, or deleting the agent.

Agent List

Settings

New Agent

Edit Categories

More Actions

View: All agents Apply

Enable

Disable

Delete

Bulk Edit

☐	Agent	Results of Last Run	Last Run Date	Next Run Date
☐	Good job on your quiz! This is to congratulate s this test.	0 on 0 users identified	February 1 at 3:21 PM	Tuesday, April 1, 2025 4:12 PM EDT
☐	Good job on your quiz! This is to congratulate s this test.	0 on	-	-

- Use the table of Agents for information on the results, last run date and time, the triggering users, as well as to perform bulk editing.

Agent List

Settings

New Agent

Edit Categories

More Actions

View: All agents Apply

Enable

Disable

Delete

Bulk Edit

☒	Agent	Results of Last Run	Last Run Date	Next Run Date
☒	Good job on your quiz! This is to congratulate students who scored above a 70 on this test.	0 users identified	February 1 at 3:21 PM	Tuesday, April 1, 2025 4:12 PM EDT
☒	Good job on your quiz! This is to congratulate students who scored above a 70 on this test.		-	-