

# Intelligent Agents Guide

## What are Intelligent Agents?

Intelligent Agents (IAs) automatically scan the Learning Environment for user-defined criteria. If the criteria are fulfilled, the Intelligent agent sends an email to pre-defined addresses to alert them. This can be accomplished by using the email address in question or by utilizing Replace Strings. Intelligent Agents work well with Release Conditions, but also use some unique criteria. See the Release Conditions guide for further information on Release Conditions.

## How do I set an Intelligent agent up?

- Click on **Edit Course** in your Navbar (sometimes found under the Instructor Tools dropdown menu)
- Click on **Intelligent Agents**
- Name the agent and provide a description
- Check off whether you want the Agent to be enabled right away or not (Agents will not run until they are enabled, even if they are saved)
- Select the criteria the Agent will search for (IA-unique criteria and/or Release Conditions)
- Choose whether the Agent should repeat the action after the first time a user has fulfilled the criteria
- If desired, set the IA's schedule. Setting a schedule means the IA will search the system on prescribed dates or at set intervals. If you choose not to set a schedule, the IA will run perpetually and will activate as soon as the criteria are fulfilled.
- Determine email format
- Create the email form by entering the email address, subject and body text that will be sent when the agent is activated. See below for more info on Replace Strings in these fields.

## Criteria unique to IAs

Intelligent Agents incorporate the same Release Conditions criteria found throughout the Learning Environment. They also have two unique sets of conditions not found in Release Conditions.

**Login Activity:** The agent will activate if users haven't logged into the system for a prescribed period of time.

**Course Activity:** The agent will activate if users haven't accessed a course for a prescribed period of time.

Like Release Conditions, these criteria can be combined with each other and/or with Release Conditions. You can make the Agent as general or specific as you like (i.e. agent will activate if user hasn't accessed the course for five days and/or hasn't accessed the Learning Environment for two days and/or scored less than 50% on a quiz and/or hasn't participated in a discussion).

## Replace Strings

Replace strings call system databases to automatically replace the string with names and terms by using curly brackets { }. For example, you could write the following:

Hello {FirstName} {LastName}, please be aware that the extra-help sessions have been changed from Mondays to Friday.

The replace strings used would alter the message to display the first name and last name of the user who views it. For example:

Hello Santa Claus, please be aware that the extra-help sessions have been changed from Mondays to Friday.

Hello Tooth Fairy, please be aware that the extra-help sessions have been changed from Mondays to Friday.

## Notifications

No matter who is set to receive the email from the Intelligent Agent, a confirmation will be sent to the user who created the Intelligent Agent. The confirm will have the following info:

- Org unit code and name.
- Which agent ran.
- Time and date the request was submitted.
- Time and date the request was finished.
- Whether the agent took action.
- Any error text.

## Replace Strings for addresses

{InitiatingUser}

The user who performs the action that meets the Agent's criteria.

{InitiatingUserAuditors}

The auditors for the user who performs the action that meets the Agent's criteria.

## Replace Strings for Body Text

{OrgName} The name of the organization.

{OrgUnitCode} The code for the Org Unit.

{OrgUnitName} The name of the Org Unit.

{OrgUnitStartDate} The start date specified for the Org Unit.

{OrgUnitEndDate} The end date specified for the Org Unit.

{InitiatingUserFirstName} The first name of the Initiating user.

{InitiatingUserLastName} The last name of the initiating user.

{InitiatingUserUserName} The username of the initiating user.

{InitiatingUserOrgDefinedId} The Org Defined ID of the initiating user.

{LoginPath} The address of the login path for the site.