

## Using Intelligent Agents

This brief tutorial shows how to use D2L's Intelligent Agents tool to receive alerts when students are not accessing their D2L courses.

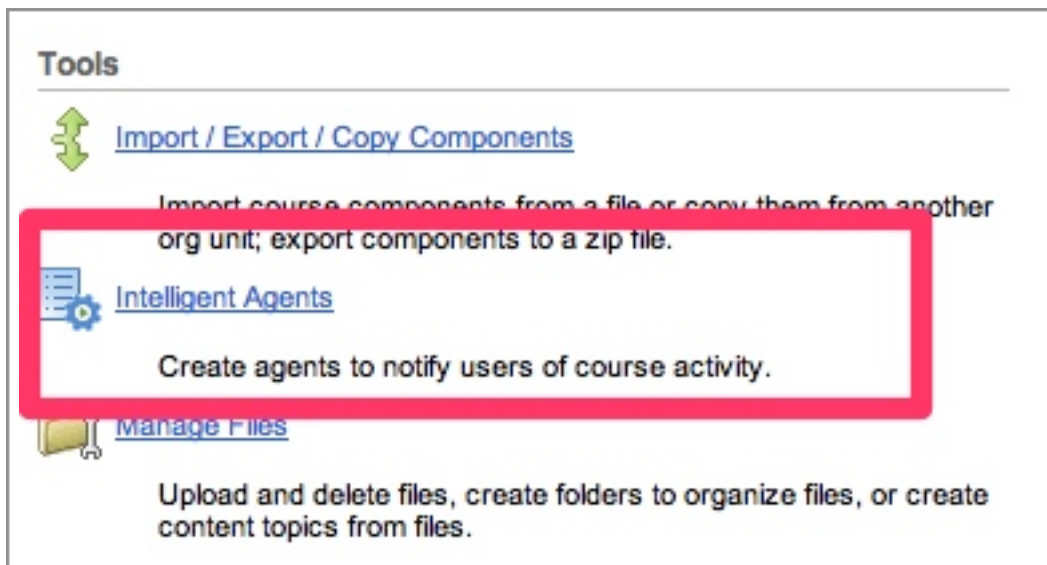
### 1. CLICK ON THE EDIT COURSE LINK TO BEGIN

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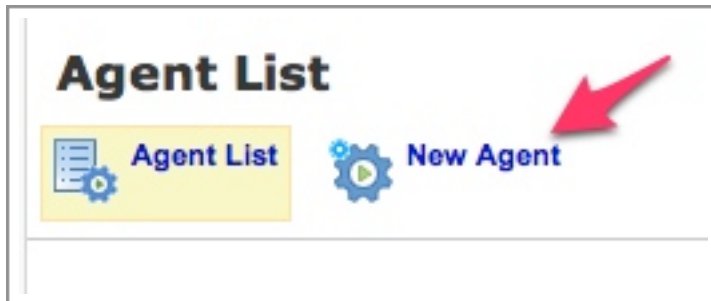
### 2. CLICK ON THE INTELLIGENT AGENTS LINK

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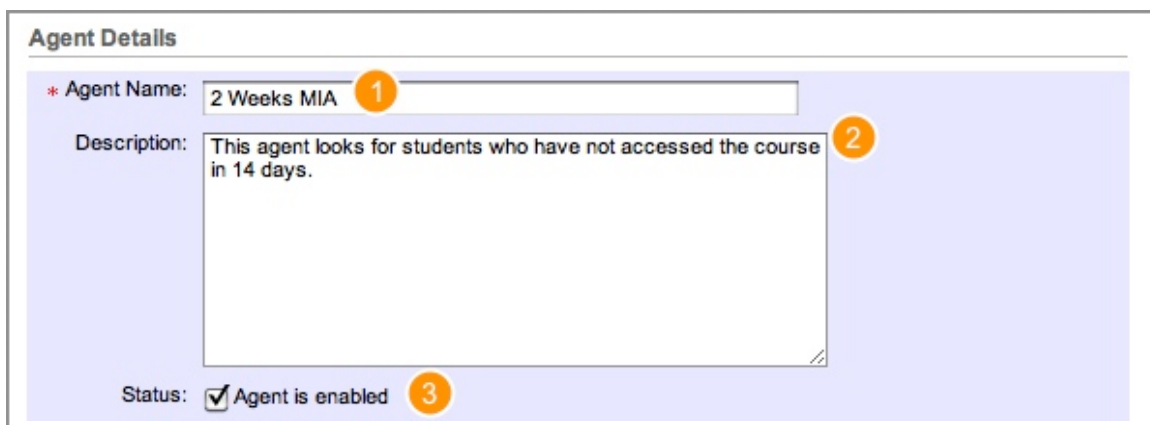
### 3. CREATE A NEW AGENT

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### 4. PROVIDE A NAME AND DESCRIPTION

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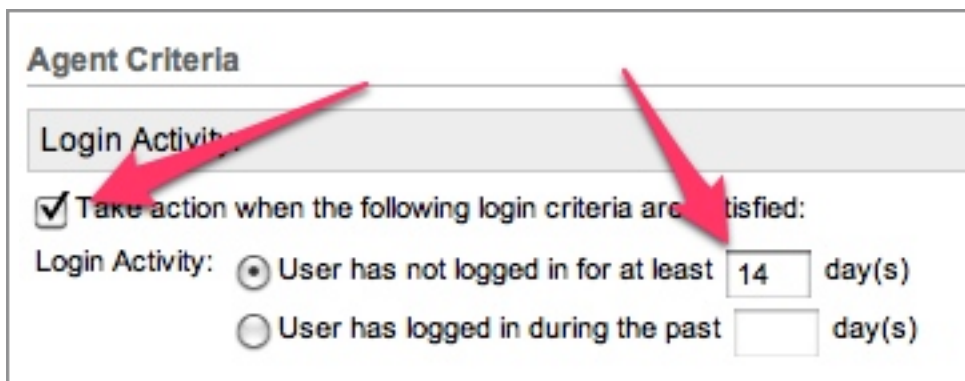
The 'Agent Details' form contains the following fields:

- \* Agent Name:** A text input field containing '2 Weeks MIA' with a callout '1'.
- Description:** A text area containing 'This agent looks for students who have not accessed the course in 14 days.' with a callout '2'.
- Status:** A checkbox labeled 'Agent is enabled' which is checked, with a callout '3'.

Click the **Agent is enabled** option if you want to begin using the agent.

### 5. ENTER AGENT CRITERIA

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The 'Agent Criteria' form shows the following configuration:

- Login Activity:** A dropdown menu.
- Take action when the following login criteria are satisfied:**
- Login Activity:**  User has not logged in for at least  day(s)
- User has logged in during the past  day(s)

Red arrows point to the 'Take action' checkbox and the '14' value in the first radio button option.

In this example, we are selecting to receive notification when a student has not logged into the course for 14 days. However, you could easily setup an agent to notify you when a student has successfully logged in within a certain time period.

## 6. SETUP YOUR ACTION

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**Agent Action**

Action 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 should I use?](#)

Schedule:  Use Schedule  
No schedule defined  
Next Run Date: No schedule defined  
  
[What does an agent's action schedule determine?](#)

**In this step, you determine:**


1. Whether you want to be notified every time the student has not logged in for 14 days or only the first time the student has met the action criteria
2. If you want to schedule the agent to run automatically on a schedule. If you do not specify a schedule here, you will need to access the Intelligent Agent tool and manually run the agent every time.


## 7. ENTER THE MESSAGE FOR YOUR AGENT

[What does an agent's action schedule determine?](#)

Email Format:  HTML  
 Plain text

**To:**  1


**Cc:**  

**Bcc:**  

[What special email addresses can I use?](#)

**Email Subject:**  2

[What replace strings can I use in the subject and message?](#)

**Message:**   3

In this step, you will need to enter an email address in the **To** field. I would recommend using your regular Pellissippi State email account. ***Please do not use the address book icon to search for an elearn email address. That feature does not currently work properly.***

Next, create a subject for your message. Notice the **{OrgUnitName}** text in the field. That is a variable used by D2L that will automatically insert your course name when the message is created. You can take a look at other available variables in the image below.

Finally, you will need to type a message in the HTML editor. You will need to use the variables **{InitiatingUserFirstName}** and **{InitiatingUserLastName}** in order to know who has not logged into your course. Those variables will be replaced with the actual first and last name of the student that meets the agent criteria.




Click **Save** when you're finished.

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

The following are replace strings you can use in the subject line and the message (email body).

{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 user name of the initiating user.  
{InitiatingUserOrgDefinedId} - The Org Defined Id of the initiating user.  
{LoginPath} - The address of the login path for the site.

## 8. CONGRATULATIONS, YOU'VE CREATED YOUR FIRST INTELLIGENT AGENT!!

Agent ▲	Actions
<a href="#">2 Weeks MIA</a> 	 
Last Run Date: -	
This agent looks for students who have not accessed the course in 14 days.	

## JUST REMEMBER . . .

If you have not specified a schedule, you will need to manually run the agent by clicking on the icon shown above.



***You will receive a separate email message for each student*** that meets the criteria for the agent. This could result in many, many email messages in your inbox! For that reason, you may want to consider creating a rule in your inbox to deal with the incoming mail from **d2lhelp@pstcc.edu**