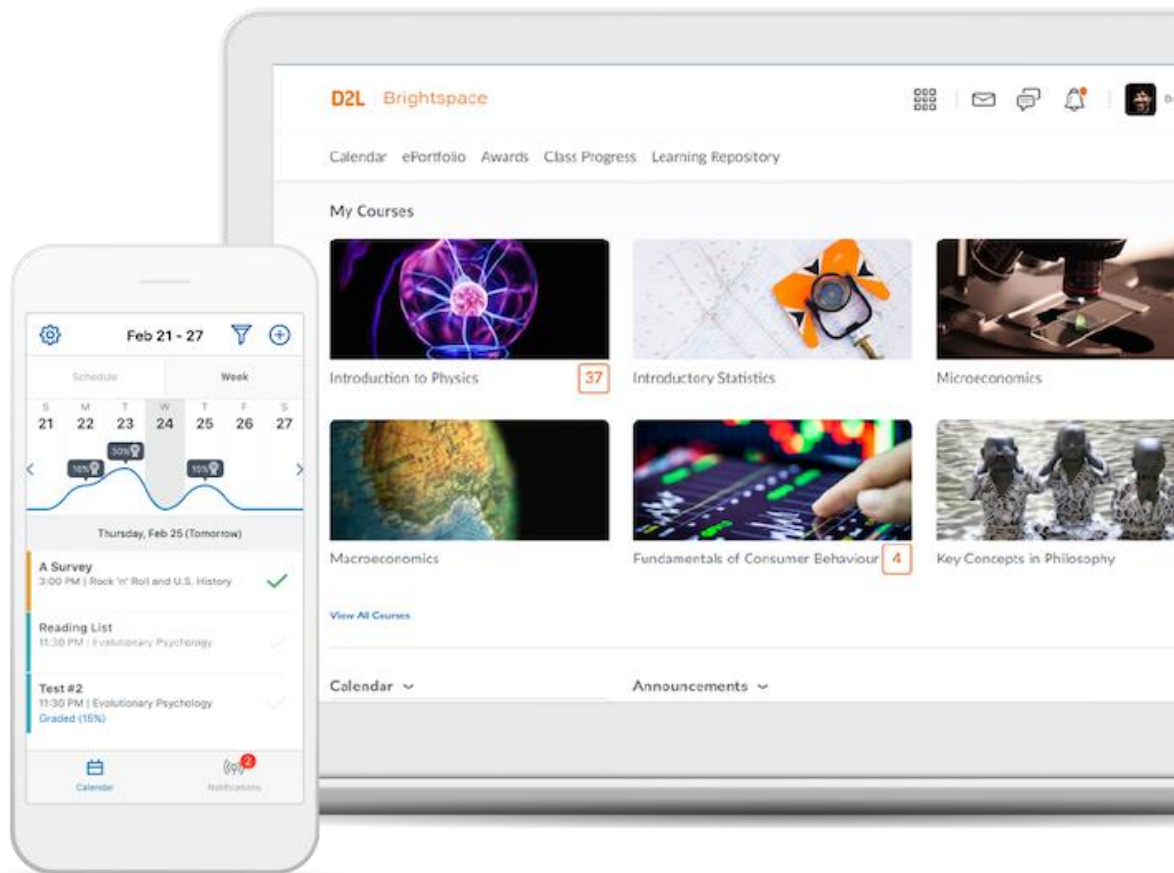# D2L Intelligent Agent Resources

- [Intelligent Agents 101 Webinar](#)
- [Intelligent Agents 201 Webinar](#)
- [Intelligent Agent Slideshow](#)
- [Intelligent Agent Replacement Strings](#)
- [Eight Ways Agents Just Got Smarter](#)
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Intelligent Agent Replacement Strings

The replacement strings in the table below are specifically used in the Intelligent Agent tool.

Replace String	Description	For Use In
{InitiatingUser}	The user who performs the action that meets the agent's criteria	Email address field
{InitiatingUserAuditors}	The auditors for the user who performs the action that meets the agent's criteria	Email address field
{OrgName}	The name of the organization	Email body
{OrgUnitCode}	The code for the Org Unit	Email body
{OrgUnitName}	The name of the Org Unit	Email body
{OrgUnitStartDate}	The start date specified for the Org Unit	Email body
{OrgUnitEndDate}	The end date specified for the Org Unit	Email body
{OrgUnitId}	The org unit ID required to make quicklinks works	Email subject line and email body
{InitiatingUserFirstName}	The first name of the initiating user	Email body
{InitiatingUserLastName}	The last name of the initiating user	Email body
{InitiatingUserUserName}	The username of the initiating user	Email body
{InitiatingUserOrgDefinedId}	The Org Defined ID of the initiating user	Email body
{LastCourseAccessDate}	The date the initiating user last accessed the course	Email subject line and email body
{LastLoginDate}	The date the initiating user last logged in	Email subject line and email body
{LoginPath}	The address of the login path for the site	Email body

Source: Brightspace - Replace strings for agents

Course Replacement Strings

The replacement strings below can be used in many D2L tools unless noted otherwise

User replace string (Unavailable in the Content tool)	Description
{UserId}	ID number of the user. This value is used internally by the system
{User Name}	Full name of the user or the username entered to log on
{OrgDefinedId}	Organization ID. This is an identifier specified by the campus for the user
{FirstName}	First name of the user
{LastName}	Last name of the user
{Email}	User's internal email address
{ExternalEmail}	User's external email address
{InternalEmail}	User's internal email address

Org Unit replace string	Description
{OrgUnitId}	ID number of the organization unit
{OrgUnitName}	Name of the organization unit
{OrgUnitCode}	Code for the organization unit
{OrgUnitTypeId}	ID number of the type of the organization unit
{OrgUnitPath}	Path to files for the organization unit

Source: Brightspace - Automatically customize course content using replace strings

D2L Intelligent Agent Templates

These templates were created by Lynsey Duncan, an instructional designer for Brightspace. She has included comments in the margins to help you adapt these agents for your courses.

Source: Brightspace - Intelligent agents templates: increase instructor to learner engagement
The templates below outline the recommended settings for each agent's intended use case, as well as a sample message, but can be modified as needed.

Hasn't accessed course in two weeks

Intelligent Agent	
Agent Name	Hasn't accessed course in two weeks
Agent Criteria	**Role in Classlist:** All users visible in the classlist **Login Activity:** None **Course Activity:** Take action when… User has not accessed the course during the past ___ days **Release Conditions:** None
Agent Action	**Action Repetition:** Take action every time the agent is evaluated and the agent's criteria are satisfied for a user **Send an Email:** Send an email when criteria are satisfied
To:	{InitiatingUser}
Cc:	
Bcc:	
Subject	We've missed you – you haven't logged in for a while
Contents *HTML Editor*	Hello {InitiatingUserFirstName}, It seems you haven't logged into your course on Brightspace since {LastCourseAccessDate}. It is important to check in to the course frequently, so you don't fall behind or miss important information. With one quick click, you can access your course right from here: {LoginPath}. Why not go take a look now and see what's new?
Scheduling	**Scheduling:** Do not use schedule

Incomplete tasks on a checklist

Intelligent Agent	
Agent Name	Incomplete tasks on a checklist
Agent Criteria	**Role in Classlist:** Users with specific roles → Student **Login Activity:** None **Course Activity:** None **Release Conditions:** Incomplete checklist → select checklist All conditions must be met.
Agent Action	**Action Repetition:** Take action every time the agent is evaluated and the agent's criteria are satisfied for a user **Send an Email:** Send an email when criteria are satisfied
To:	{InitiatingUser}
Cc:	
Bcc:	
Subject	Incomplete tasks requiring your attention
Contents *HTML Editor*	Hello {InitiatingUserFirstName}, In effort to help keep you on track, we've noticed there are some items on your course checklist that you haven't yet completed. For your success, take a few minutes to look through the list and see what tasks you still need to complete before the end of your course. If you have questions about any of the tasks, be sur to reach out to your <mark>instructor/manager/training coordinator</mark>.
Scheduling	**Scheduling:** Use Schedule → Update Schedule → Repeats …

Using this IA would be best set to run weekly or monthly or within certain periods of the course (ex. a few weeks left of course) so the learner is not bombarded with emails constantly telling them they have incomplete items.

Scheduling: Based on the module/course, determine the best setting to run schedule (likely weekly or monthly)

Completed all tasks on a check list

Intelligent Agent	
Agent Name	Completed all tasks on a check list
Agent Criteria	**Role in Classlist:** Users with specific roles → Student **Login Activity:** None **Course Activity:** None **Release Conditions:** Checklist Completion → Select Checklist All conditions must be met.
Agent Action	**Action Repetition:** Take action only the first time the agent's criteria are satisfied for a user **Send an Email:** Send an email when criteria are satisfied
To:	{InitiatingUser}
Cc:	
Bcc:	
Subject	You crushed that checklist!
Contents *HTML Editor*	Hello {InitiatingUserFirstName}, Time management and getting all your tasks done are no challenge for you! You've successfully finished all the items on your checklist. Keep up the hard work!
Scheduling	**Scheduling:** Use Schedule → Update Schedule → Repeats …

Scheduling: Based on the module/course, determine the best setting to run schedule (likely weekly or monthly)

Intelligent Agent	
Agent Name	Earned 80% or Higher on Quiz
Agent Criteria	**Role in Classlist:** Users with specific roles → Student **Login Activity:** None **Course Activity:** None **Release Conditions:** Score on a Quiz → Select Quiz → > = 80% All conditions must be met.
Agent Action	**Action Repetition:** Take action every time the agent is evaluated and the agent's criteria are satisfied for a user **Send an Email:** Send an email when criteria are satisfied
To:	{InitiatingUser}
Cc:	
Bcc:	
Subject	Outstanding Quiz Result
Contents *HTML Editor*	Hello {InitiatingUserFirstName}, Everyone should be recognized for their outstanding efforts, and you just knocked that quiz out of the park! Keep up the great work.
Scheduling	**Scheduling:** Do not use schedule

Failed a Quiz

Intelligent Agent	
Agent Name	Failed a Quiz
Agent Criteria	**Role in Classlist:** Users with specific roles → Student **Login Activity:** None **Course Activity:** None **Release Conditions:** Score on a Quiz → Select Quiz → < ___% All conditions must be met.
Agent Action	**Action Repetition:** Take action only the first time the agent's criteria are satisfied for a user **Send an Email:** Send an email when criteria are satisfied
To:	{InitiatingUser}
Cc:	
Bcc:	
Subject	Unsuccessful Quiz Attempt
Contents *HTML Editor*	Hello {InitiatingUserFirstName}, You gave that quiz your best effort, but unfortunately you did not meet the passing grade. The upside is you can attempt the quiz again, but we recommend reviewing the course content first to help you be more successful when you try again. If you have questions about the material, reach out to your instructor/manager/training coordinator.
Scheduling	**Scheduling:** Do not use schedule

Release Condition: Enter whatever you predetermined failing grade is (i.e. 50%)

Late assignment

	Intelligent Agent	
Agent Name	Late Assignment	
Agent Criteria	**Role in Classlist:** Users with specific roles → Student	
	Login Activity: None	
	Course Activity: None	
	Release Conditions: No submission to dropbox → Select assignment folder All conditions must be met.	
Agent Action	**Action Repetition:** Take action only the first time the agent's criteria are satisfied for a user	
	Send an Email: Send an email when criteria are satisfied	
To:	{InitiatingUser}	
Cc:		
Bcc:		
Subject	Oops, you missed a deadline	
Contents *HTML Editor*	Hello {InitiatingUserFirstName}, It seems you've missed the deadline on an assignment. It is recommended that you finish and submit that assignment as soon as possible to avoid falling further behind in your course work. If you have questions about the assignment, reach out to your <mark>instructor/manager/training coordinator</mark>.	
Scheduling:	**Scheduling:** Repeats daily, every 1 day Run schedule with start date – align date to day after assignment due date	

Scheduling: This sequence is set so it only notifies learners once, the day after assignment deadline.

No posts authored in discussion topic

Intelligent Agent	
Agent Name	No posts authored in discussion topic
Agent Criteria	**Role in Classlist:** Users with specific roles → Student **Login Activity:** None **Course Activity:** None **Release Conditions:** Discussions – No posts authored in topic → select discussion → No threads All conditions must be met.
Agent Action	**Action Repetition:** Take action only the first time the agent's criteria are satisfied for a user **Send an Email:** Send an email when criteria are satisfied
To:	{InitiatingUser}
Cc:	
Bcc:	
Subject	It's time to share your insights.
Contents *HTML Editor*	Hello {InitiatingUserFirstName}, As part of your course, there is a discussion currently underway that you have not yet posted in. Your fellow learners/classmates/coworkers want to know what you have to say on the topic, so be sure to take some time to pop into the course {LoginPath}, see what's already been said, and contribute to the discussion.
Scheduling:	**Scheduling:** Repeats weekly, every 1 week → pick day of week for reoccurrence Run schedule with start date – align date to 2 days after discussion becomes available to learner.

Scheduling: You can modify this schedule and the action repetition above to customize but this sequence is set so it only notifies learners once, two days after discussion should be available.

Received feedback on an assignment

Intelligent Agent	
Agent Name	Received feedback on an assignment
Agent Criteria	**Role in Classlist:** Users with specific roles → Student **Login Activity:** None **Course Activity:** None **Release Conditions:** Assignment: Receives feedback for assignment folder → Select assignment folder All conditions must be met
Agent Action	**Action Repetition:** Take action only the first time the agent's criteria are satisfied for a user **Send an Email:** Send an email when criteria are satisfied
To:	{InitiatingUser}
Cc:	
Bcc:	
Subject	You've received feedback
Contents *HTML Editor*	Hello {InitiatingUserFirstName}, Your instructor/manager/training coordinator has graded your assignment and provided you with feedback. Login to your Brightspace course now {LoginPath} and check your notifications in the navigation bar at the top of the page to see how you did.
Scheduling:	**Scheduling:** Repeats daily or weekly

Once a learner has reached a topic page in a long course to indicate half way or almost finished

Intelligent Agent	
Agent Name	Once a learner has reached a topic page in a long course to indicate half way or almost finished
Agent Criteria	**Role in Classlist:** Users with specific roles → Student **Login Activity:** None **Course Activity:** None **Release Conditions:** Content topic visited → select topic All conditions must be met
Agent Action	**Action Repetition:** Take action only the first time the agent's criteria are satisfied for a user **Send an Email:** Send an email when criteria are satisfied
To:	{InitiatingUser}
Cc:	
Bcc:	
Subject	You're almost to the finish line!
Contents *HTML Editor*	Hello {InitiatingUserFirstName}, Well done, you're 75% of the way through your course. Keep working hard through this final stretch. The satisfaction of completion is within your reach!
Scheduling:	**Scheduling:** Repeat daily, every 1 day