



# iLearn: Setting Up Intelligent Agents

Center for Innovation in Teaching and Learning

The Intelligent Agents tool in iLearn tracks course activity based on predefined criteria and can monitor login activity, course participation, and release conditions. Faculty can use Intelligent Agents to automatically email students based on their grades, inactivity, or engagement with specific course content.

## Intelligent Agents

### Accessing Intelligent Agents

1. Enter the course for which you want to create an intelligent agent.
2. Click **Course Management**, then choose **Course Admin**
3. Under Communication, select **Intelligent Agents**



Figure: Choose Intelligent Agents

### Changing the Sender Email Information

1. Click **Settings** (cog icon) in top right corner to set up the email to/from information.  
*NOTE: You only have to do this once per class.*
2. Select the radio button next to **“Set custom values for this course.”**
3. Enter your **preferred name** and **Reply-To address** for responses.

*NOTE: This must be your @tntech.edu email address.*

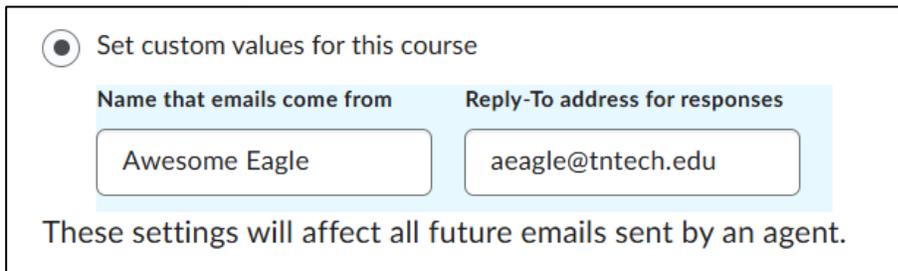


Figure: Enter your name and TnTech email address under “Set custom values for this course.”

4. Click **Save**.

### Creating a New Agent

To create a new agent, start by clicking the **New Agent** button. There are four sections to use when creating an intelligent agent:

#### New Agent

1. **Agent Name:** Enter the Agent’s name. Since you may create multiple Agents, consider using a clear naming convention, such as “Assignment 1: No Submission” or “Assignment 1: Passing Score,” to keep them organized.

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2. **Description:** The description field is for your reference as the instructor. Use it to include details that will help you remember the Agent's purpose.
3. **Category:** Organizing Agents into categories can be helpful. You might categorize them by activity type (e.g., discussion, assignments, quizzes, content) or email type (e.g., warning, kudos).
4. **Status:** Check this box to activate the Agent, making it "enabled" or "live." You can control when it runs in Scheduling.

The image shows a 'New Agent' form with the following fields and callouts:

- Agent Name: \*** (Callout 1): A text input field.
- Description:** (Callout 2): A larger text input field.
- Category:** (Callout 3): A dropdown menu showing 'No Category' and an 'Add Category' button.
- Status:** (Callout 4): A checkbox labeled 'Agent is enabled'.

Figure: Enter the new agent's **Agent Name**, **Description**, and **Category**. Click **Agent is enabled** to enable the agent upon creation.

## Scheduling

To schedule how frequently agent criteria is evaluated, do the following:

1. Expand **Scheduling** by clicking the arrow icon.
2. Select a **Frequency** (Options: No schedule, One-Time Run, Hourly, Daily, Weekly, Monthly, Annually).
3. Enter in the criteria based on that frequency

The screenshot shows a 'Frequency' configuration panel. At the top, there is a dropdown menu set to 'Weekly'. Below it, the 'Repeats Every:' field is an empty text box followed by 'week(s)'. The 'Repeats On:' section contains seven radio buttons for the days of the week: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday, all of which are currently unselected. The 'Scheduled Time \*' field is a text box containing '12:53 PM'. The 'Schedule Dates:' section has two options: 'Has Start Date' with a date picker set to '3/12/2025', and 'Has End Date' with a date picker set to '3/13/2025'. Both date options are currently unselected.

Figure: Expand Scheduling and select the desired Frequency.

*Note: Intelligent Agents can be scheduled to run before the course start date. Scheduled intelligent agents stop running and are automatically disabled if the course is inactive, past its end date, or deleted. You can still set up a practice run or a manual run of an intelligent agent at any time in a course with a passed end date.*

## Criteria

You have two settings to select under Criteria.

### 1. Role in Classlist

- To have the agent to be applicable to all roles in the Classlist, select **All users visible in the Classlist**.
- To have the agent be applicable to select roles, select **Users with specific roles** and select the desired roles. (Recommended with Banner\_Student selected)

The screenshot shows the 'Criteria' configuration panel. Under the heading 'Role in Classlist \*', there are two radio button options. The first option is 'All users visible in the Classlist', which is currently unselected. The second option is 'Users with specific roles:', which is selected. Below this second option, there is a checked checkbox for 'Banner\_Student'.

Figure: Select the desired Role in Classlist option.

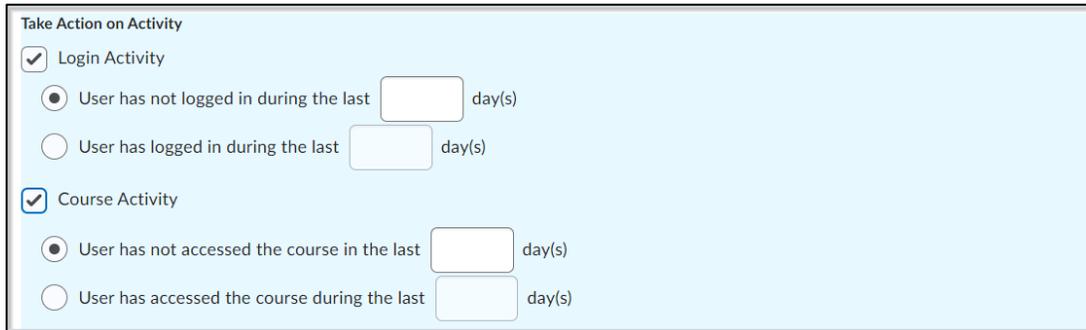
### 2. Take Action on Activity

To have the agent Take Action on Activity, select one or more of the following options

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- **Login Activity** runs the agent if the user either has or has not logged into the platform during the last specified number of days.
- **Course Activity** runs the agent if the user either has or has not accessed the course in the last specified number of days.

*Note: Neither option can be selected if the agent's Frequency is set to **Hourly** or **One-Time Run**.*



The screenshot shows a configuration panel titled "Take Action on Activity". It contains two main sections: "Login Activity" and "Course Activity". Each section has a checked checkbox and two radio button options with input fields for days.

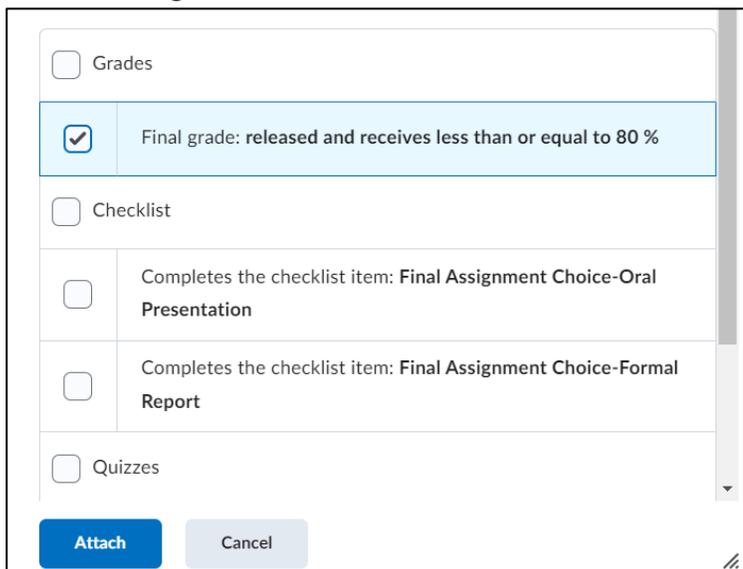
Section	Radio Option	Input Field	Label
Login Activity	<input checked="" type="radio"/>		User has not logged in during the last
	<input type="radio"/>		User has logged in during the last
Course Activity	<input checked="" type="radio"/>		User has not accessed the course in the last
	<input type="radio"/>		User has accessed the course during the last

*Figure: Select and set the desired **Take Action** on Activity option or options.*

### 3. Release Condition (Recommended)

To set an intelligent agent based on specific release conditions, do one of the following:

- To have the agent run using an existing condition, navigate to **Criteria > Release Conditions** and click **Attach Existing**. Select the desired condition and click **Attach**. Multiple conditions can be selected.



The screenshot shows a dialog box titled "Attach Existing" with a list of conditions. The "Final grade: released and receives less than or equal to 80 %" condition is selected. There are "Attach" and "Cancel" buttons at the bottom.

Condition	Selected
Grades	<input type="checkbox"/>
Final grade: released and receives less than or equal to 80 %	<input checked="" type="checkbox"/>
Checklist	<input type="checkbox"/>
Completes the checklist item: Final Assignment Choice-Oral Presentation	<input type="checkbox"/>
Completes the checklist item: Final Assignment Choice-Formal Report	<input type="checkbox"/>
Quizzes	<input type="checkbox"/>

*Figure: Select the desired condition or conditions and then click **Attach**.*

- To create a new condition for your agent, navigate to **Criteria > Release Conditions** and click **Create and Attach**. Select a **Condition Type**. Specify any additional **Condition Details** and click **Create**.

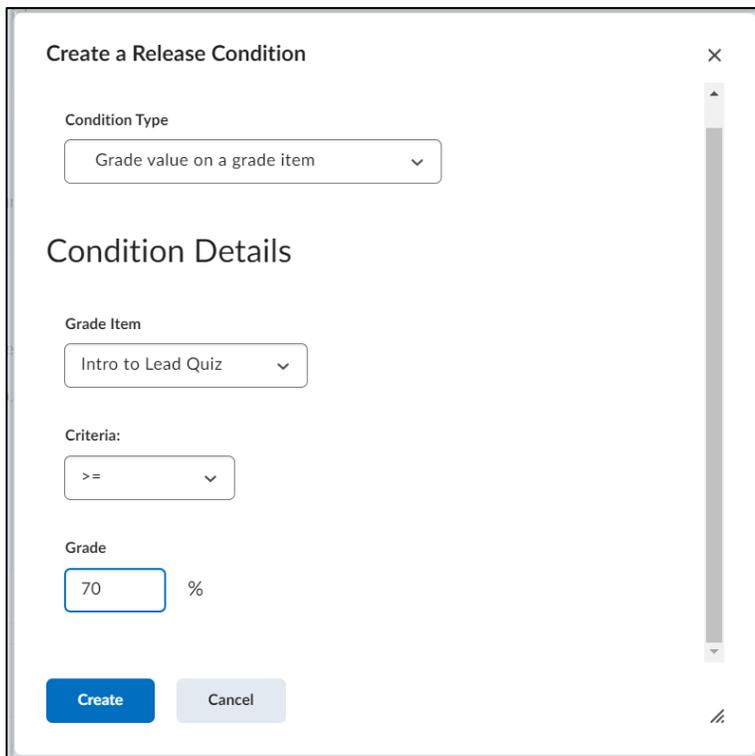


Figure: Select the desired **Condition Type** and enter in the required information. When completed, click **Create**.

Note: All criteria selections under *Take Action on Activity*, which include the criteria *Login Activity*, *Course Activity*, and *Release Conditions*, are optional selections.

## Actions

The Actions section is where you will draft the emails to send to students based on the criteria.

1. Expand the **Actions** section by clicking the arrow icon.
2. In **Repetition**, select how often you want the agent to take action.
  - Take action only the first time the agent's criteria are satisfied for a user (Recommended)
  - Take action every time the agent is evaluated and the agent's criteria are satisfied for a user
3. To have the agent to send an email when the criteria are satisfied, select the Send an email when the criteria are satisfied check box and enter your email details and relevant attachments.

**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

[What Action Repetition setting should I use?](#)

**Send an Email**

Send an email when the criteria are satisfied

Figure: Select the Repetition choice and the checkbox beside "Send an email."

## Setting Up Intelligent Agent Email

1. Ensure the Name that the email comes from and the Reply-To address for Responses include your information. (If not, please see [Changing the Sender Email Information](#))
2. In the **To: field**, copy and paste the string "{InitiatingUser}"
3. Use the "What replace strings can I use in the subject and message?" link to personalize your email.
4. Draft your email

Subject: \*

{InitiatingUserFirstName}: Missing Assignment Submission

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

Message:

Paragraph **B** *I* U ~~A~~ Lato (Recomm... 19px (...)

Dear {InitiatingUserFirstName},

As of now, it looks like you haven't yet submitted Assignment 1 that was due last Friday. As you know from reading the syllabus, this assignment is 10% of your overall grade. Please let me know if I can help you with your submission.

Figure: Example email with replace strings in the email subject and body

5. (Optional) Include attachments, audio notes, or video notes.
6. Click **Save and Close**.