

RADOW COLLEGE



**D2L  
INTELLIGENT  
AGENTS  
RECIPE BOOK**



**KENNESAW STATE  
UNIVERSITY**

NORMAN J. RADOW COLLEGE OF  
HUMANITIES AND SOCIAL SCIENCE  
*Office of Academic Innovation*

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# WHAT ARE INTELLIGENT AGENTS?

## WHAT ARE INTELLIGENT AGENTS?

Intelligent agents are automated notifications within learning management systems that can be schedule to run automatically or manually to track activity.

### **Video Overview: Introduction to Intelligent Agents**

You can use Intelligent Agents to easily engage with your students in

different ways, such as

- Making announcements
- Sharing resources
- Offering praise or encouragement
- Sending reminders

The recipes you'll find in this Intelligent Agent cookbook are **scripts** for acknowledging, encouraging, and reminding your students.

You can copy and customize the scripts for your own Intelligent Agent messages in D2L.

The cookbook also includes **how-to videos** and **instructions** for setting up Intelligent Agents and **additional resources**.



# HOW-TO VIDEOS

## HOW-TO VIDEOS

Intelligent Agents Part 1: **Setting up Your First Agent**

Intelligent Agents Part 2:  
**Scheduling and Setting Actions for Your Agent**

Intelligent Agents Part 3:  
**Setting up Your Agents Message**

Intelligent Agents Part 4: **Creating a Release Condition**



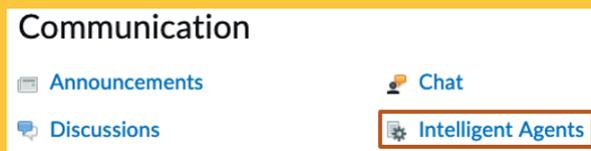
# SETTING UP INTELLIGENT AGENTS IN D2L

The Intelligent Agents function in D2L allows you to set up pre-determined times and circumstances to send pre-written emails to your students. For example, you can send your students an email when they haven't logged in to the course for three days, when they receive an 80% or higher on the midterm, when they have received feedback on an essay, and more. They are an extremely useful function of D2L and are ideal for cutting back on faculty workload while still maintaining a high level of faculty-student contact in large classes.

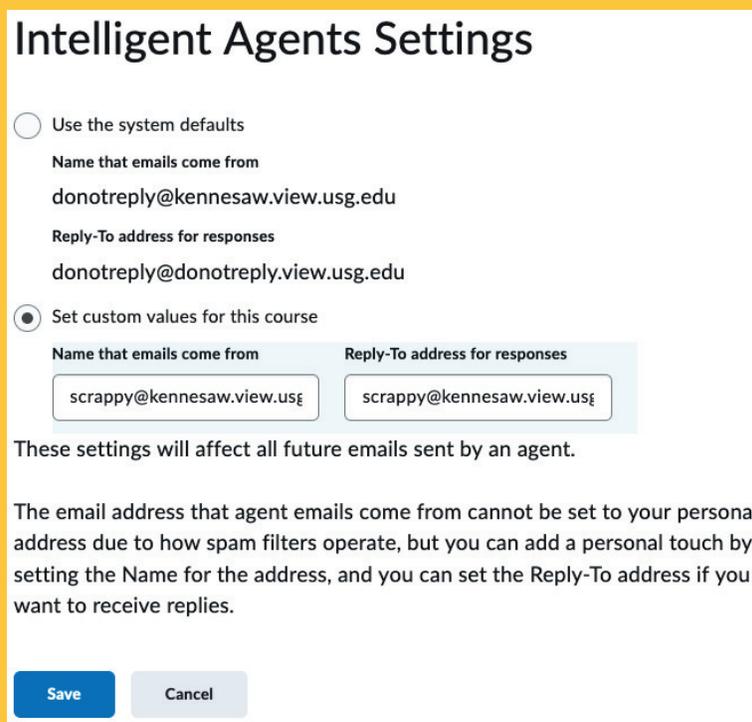
1. To access the Intelligent Agent function, navigate to the course you want to use the function in. Then, click on the **Course Admin** tab.



2. Next, scroll down until you see the “Communication” section and select **Intelligent Agents**.



3. Go to **Settings**. Then select “Set custom values for this course.” Enter your NetID followed by @kennesaw.view.usg.edu in both fields. Click **Save** to return to the Agent List screen.



**Intelligent Agents Settings**

Use the system defaults

Name that emails come from  
donotreply@kennesaw.view.usg.edu

Reply-To address for responses  
donotreply@donotreply.view.usg.edu

Set custom values for this course

Name that emails come from: scrappy@kennesaw.view.usg

Reply-To address for responses: scrappy@kennesaw.view.usg

These settings will affect all future emails sent by an agent.

The email address that agent emails come from cannot be set to your personal address due to how spam filters operate, but you can add a personal touch by setting the Name for the address, and you can set the Reply-To address if you want to receive replies.

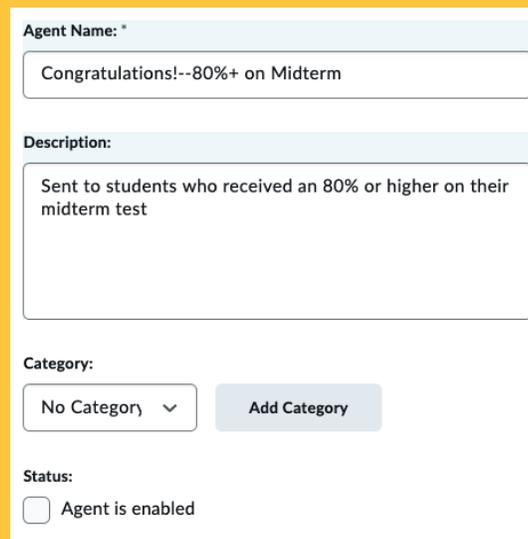
**Save** **Cancel**

# SETTING UP INTELLIGENT AGENTS IN D2L

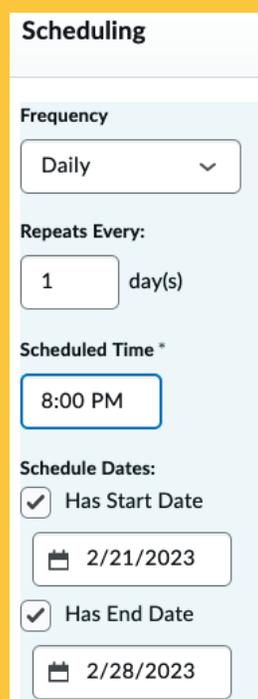
4. Select **New** to create a new Agent.



5. Next, give your agent a name and description. Leave the “**Agent is enabled**” box unchecked for now. You will change that once the agent is complete.

The image shows a form for creating an agent. It has four main sections: "Agent Name:" with a text input field containing "Congratulations!--80%+ on Midterm"; "Description:" with a larger text area containing "Sent to students who received an 80% or higher on their midterm test"; "Category:" with a dropdown menu set to "No Category" and an "Add Category" button; and "Status:" with a checkbox labeled "Agent is enabled" which is currently unchecked.

6. Under **Scheduling**, select how frequently you want the Agent to run. For this example, we will use daily for as long as the quiz is open.

The image shows a "Scheduling" configuration form. It includes: "Frequency" set to "Daily" in a dropdown; "Repeats Every:" set to "1" day(s); "Scheduled Time \*" set to "8:00 PM"; and "Schedule Dates:" with two checked options: "Has Start Date" with a date of "2/21/2023" and "Has End Date" with a date of "2/28/2023".

# SETTING UP INTELLIGENT AGENTS IN D2L

7. Under **Criteria**, select the **Users with specific roles** setting and check the **Student** box to ensure the email is sent only to students.

**Criteria**

Role in Classlist \*

All users **visible** in the Classlist

Users with specific roles:

- Instructor
- Student
- Student Auditor
- Non-Grade Instructor
- Visitor
- Non-Edit Instructor
- Special
- Instructor- Insights
- KSU Online Librarian

8. There are three different options for creating an Intelligent Agent.

a. The “Login Activity” feature allows you to send emails based on when users are or are not logging into D2L—this feature *is not* specific to your course but is related to general logins.

b. The “Course Activity” feature allows you to send emails based on when users are or are not logging into D2L—this feature *is* specific to your course.

c. For the purpose of this example, we will use the third option, “Release Conditions.”

Scroll down and click **Create** to use this function.

9. Click on the —**Select Condition Type**— drop-down box and scroll down to “Quizzes.” There, select **Score on a Quiz**.

**Create a Release Condition**

Release this item when the following condition is met:

Condition Type

- Completed content topic
- Not completed content topic
- Discussions
- Posts authored in topic
- Score on associated rubric
- No posts authored in topic
- Grades
- Grade value on a grade item
- Score on associated rubric
- No grade received
- Released final grade score
- Quizzes
- Score on a quiz**
- Completed quiz attempt

**Take Action on Activity**

Login Activity

- User has not logged in during the last  day(s)
- User has logged in during the last  day(s)

Course Activity

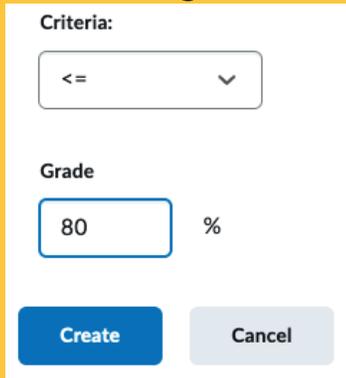
- User has not accessed the course in the last  day(s)
- User has accessed the course during the last  day(s)

**Release Conditions**

10. Use the “-- Select Quiz --” drop-down box to select the quiz you want to congratulate students on. After selecting your quiz, click the **Create** button.

# SETTING UP INTELLIGENT AGENTS IN D2L

11. You should now see “Criteria” and “Grade” options. Select **Criteria** and find the “>=” option to signify the intelligent agent will congratulate students who receive greater than or equal to 80% on the quiz. Then, enter the grade in the “Grade” section. Finally, click the **Create** button.

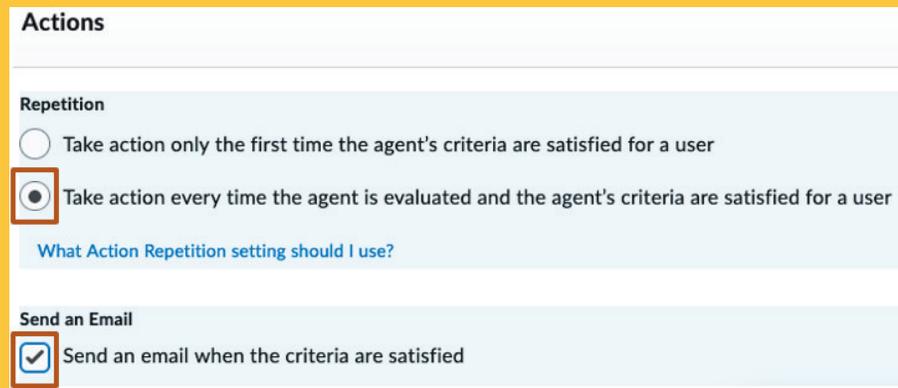


Criteria:  
<=

Grade  
80 %

Create Cancel

12. Now, scroll down to “Actions.” You can change the repetition of when the email is sent. The second option is ideal for quizzes that have more than one attempt. Check the **Send an email when the criteria are satisfied** box.



Actions

Repetition

Take action only the first time the agent's criteria are satisfied for a user

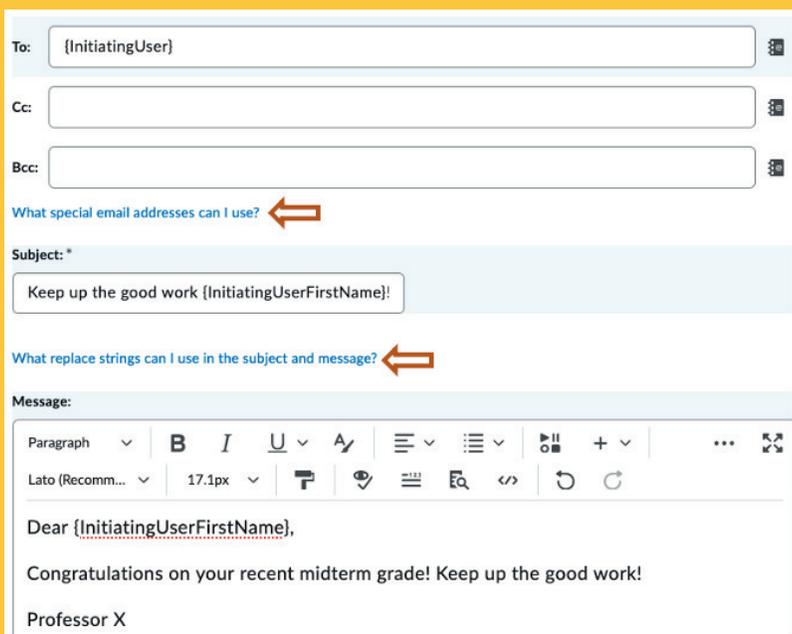
Take action every time the agent is evaluated and the agent's criteria are satisfied for a user

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

Send an Email

Send an email when the criteria are satisfied

13. Scroll down and add {InitiatingUser} to the “To:” line. This will send the email to the user that received the grade. Use the phrase {InitiatingUserFirstName} to address the user by their first name in the email. You can find other generated phrases by clicking the blue text, indicated below by the arrows.



To: {InitiatingUser}

Cc:

Bcc:

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

Subject: \*

Keep up the good work {InitiatingUserFirstName}!

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

Message:

Paragraph

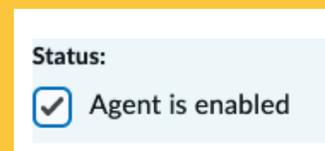
Lato (Recomm... 17.1px

Dear {InitiatingUserFirstName},

Congratulations on your recent midterm grade! Keep up the good work!

Professor X

14. You can now scroll back up and enable the Intelligent Agent. **Click “Save and Close”** at the bottom of the screen.



Status:

Agent is enabled

# RECIPES FOR ACKNOWLEDGMENT

## RECIPE FOR SENDING PRAISE FOR READING THE SYLLABUS



### Ingredients:

1. Agent Name: Syllabus Viewed
2. Agent Description: Great job on viewing the course syllabus
3. Select "Agent is Enabled"
4. Under Scheduling Frequency, select "Daily"
5. Then set "Repeats" to daily and Repeats Every 1 day
6. Set the start date as the first day of the semester, and the end date as the last day of the semester
7. Under "Criteria" and "Role in the Classlist" select "Users with Specific Roles," then click "Student"
8. Under "Release Conditions," choose "Create"
9. Then click "Select Condition Type"
10. Scroll down to "Content," then choose "Visited Content Topic," then select "Syllabus"
11. In the "Actions" tab, find "Repetition," and select "Take action only the first time the agent's criteria are satisfied for a user."
12. Then check "Send an Email"

### Directions:

1. Add {InitiatingUser} in the "TO: box"
2. Add "Keep up the good work, {InitiatingUserFirstName}" in the subject line
3. Add the message:

Dear {InitiatingUserFirstName},  
Great job on downloading the syllabus! You should now have all the information you need to get started in this class. Please don't hesitate to reach out to me at (XXXXX) if you have any questions about the information or resources in the syllabus. Looking forward to a great semester!

Sincerely,  
Professor XXXXXXXXX



# RECIPES FOR ACKNOWLEDGMENT



## RECIPE FOR ACKNOWLEDGING LOGIN ACTIVITY

### Ingredients:

1. Agent Name: Regular Login Activity
2. Agent Description: Thank you for being active in the course
3. Select "Agent is Enabled"
4. Under Scheduling Frequency, select "Daily"
5. Then set "Repeats" to daily and Repeats Every 1 day
6. Set the start date as the first day of the semester, and the end date as the last day of the semester
7. Under "Criteria" and "Role in the Classlist" select "Users with Specific Roles," then click "Student"
8. Under "Take Action on Activity," check "Course Activity"
9. Then click "User has accessed the course during the last \_\_\_ days." A good number to put here would be 4 or 5.
10. In the "Actions" tab, find "Repetition," and select "Take action every time the agent is evaluated and the agent's criteria are satisfied for a user."
11. Then check "Send an Email"

### Directions:

1. Add {InitiatingUser} in the "TO: box"
2. Add "Thank you for being active in the course, {InitiatingUserFirstName}" in the subject line
3. Add the message:

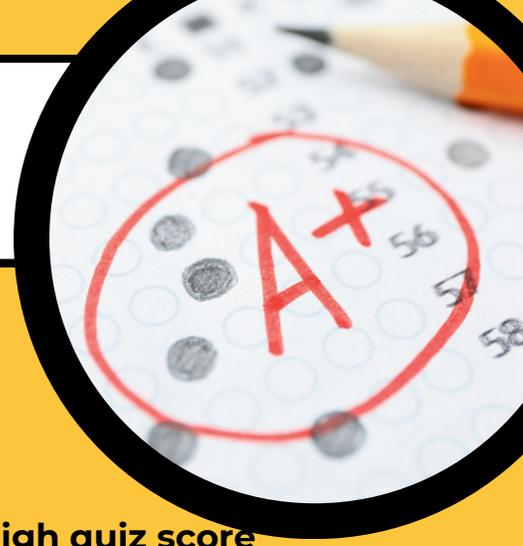
Dear {InitiatingUserFirstName},

I noticed that you have been active in the course this week! Thank you for making sure that you are working toward completing your course assignments. As always, do not hesitate to reach out if you have any questions or need clarification on your assignments.

Sincerely,  
Professor XXXXXXXXX



# RECIPES FOR ACKNOWLEDGMENT



## RECIPE FOR ACKNOWLEDGING HIGH QUIZ SCORE

### Ingredients:

1. Agent Name: Great Job on Your Recent Quiz
2. Agent Description: Acknowledging a student's high quiz score
3. Select "Agent is Enabled"
4. Under Scheduling Frequency, select "Daily"
5. Then set "Repeats" to daily and Repeats Every 1 day
6. Set the start date as the first day of the quiz window, and the end date as the last day of the quiz window
7. Under "Criteria" and "Role in the Classlist" select "Users with Specific Roles," then click "Student"
8. Under "Release Conditions," choose "Create"
9. Then click "Select Condition Type"
10. Scroll down to the "Quizzes" section and click "Score on a Quiz"
11. Then choose the ">=" option. Next, type in the grade that you want the agent to send out emails for. For example, if you want the agent to be sent for students who score an 85% or higher, type "85" in the grade percentage box.
12. Then click "Create."
13. In the "Actions" tab, find "Repetition," and select "Take action every time the agent is evaluated, and the agent's criteria are satisfied for a user."
14. Then check "Send an Email"

### Directions:

1. Add {InitiatingUser} in the "TO: box"
2. Add "Great job on your (Insert Quiz Name Here), {InitiatingUserFirstName}" in the subject line
3. Add the message:

Dear {InitiatingUserFirstName},  
I wanted to reach out to congratulate you on your performance on the recent quiz! It is clear that you are understanding the course material and making sure that you are engaging in the class. Your efforts do not go unnoticed. As we move forward in the course, please do not hesitate to reach out if you have any questions or need clarification on your assignments.

Sincerely,  
Professor XXXXXXXXX

# RECIPES FOR ACKNOWLEDGMENT



## RECIPE FOR SCORING ABOVE A PERCENTAGE ON A SERIES OF SPECIFIC QUIZZES

### Ingredients:

1. Agent Name: Great Job on Your Last Three Quizzes
2. Agent Description: Acknowledging a student's high quiz score on specific quizzes
3. Select "Agent is Enabled"
4. Under Scheduling Frequency, select "Daily"
5. Then set "Repeats" to daily and Repeats Every 1 day
6. Set the start date as the first day of the semester, and the end date as the last day of the semester
7. Under "Criteria" and "Role in the Classlist" select "Users with Specific Roles," then click "Student"
8. Under "Release Conditions," choose "Create"
9. Then click "Select Condition Type"
10. Scroll down to the "Quizzes" section and click "Score on a Quiz"
11. Then choose the ">=" option. Next, type in the grade that you want the agent to send out emails for. For example, if you want the agent to be sent for students who score an 85% or higher, type "85" in the grade percentage box.
12. Then click "Create."
13. Next, to add another quiz for the agent to evaluate, select the "Create" button again, and add another quiz to be evaluated. Do this until the three quizzes that you want tied to this agent are listed.
14. In the "Actions" tab, find "Repetition," and select "Take action only the first time the agent's criteria are satisfied for a user."
15. Then check "Send an Email"

### Directions:

1. Add {InitiatingUser} in the "TO: box"
2. Add "Great job on your (Insert Quiz Names Here), {InitiatingUserFirstName}" in the subject line
3. Add the message:

Dear {InitiatingUserFirstName},  
Congratulations! You have scored an 85% or higher on your (insert quiz names here). Based on your consistent performance, it is clear that you are understanding the course material and regularly engaging with the class. As always, if you have any questions related to your assignments or course work do not hesitate to reach out.

Sincerely,  
Professor XXXXXXXXX

# RECIPES FOR ENCOURAGEMENT



## RECIPE FOR REMINDING TO REVIEW A DOCUMENT

### Ingredients:

1. Agent Name: Don't Forget to View the Syllabus
2. Agent Description: Reminder to View the Syllabus
3. Select "Agent is Enabled"
4. Under Scheduling Frequency, select "Daily"
5. Then set "Repeats" to daily and Repeats Every 1 day
6. Set the start date as the first day of the semester, and the end date as the last day of the semester
7. Under "Criteria" and "Role in the Classlist" select "Users with Specific Roles," then click "Student"
8. Under "Release Conditions," choose "Create"
9. Then click "Select Condition Type"
10. Scroll down to "Content," then choose "Not Completed Content Topic," then select "Syllabus"
11. In the "Actions" tab, find "Repetition," and select "Take action only the first time the agent's criteria are satisfied for a user."
12. Then check "Send an Email"

### Directions:

1. Add {InitiatingUser} in the "TO: box"
2. Add "Don't forget to read the syllabus, {InitiatingUserFirstName}" in the subject line
3. Add the message:

Dear {InitiatingUserFirstName},  
I wanted to reach out because I noticed that you have not viewed the course syllabus. It is very important that you read through the syllabus and the course schedule and make note of important dates, required course materials, etc. As you navigate through the documents, please feel free to reach out if you have any questions. I am here to support you!

Sincerely,  
Professor XXXXXXXXXXX



# RECIPES FOR ENCOURAGEMENT



## RECIPE FOR CHECKING IN REGARDING A MISSED ASSIGNMENT

### Ingredients:

1. Agent Name: Missed Assignment
2. Agent Description: Informing student that they have a missed assignment
3. Select "Agent is Enabled"
4. Under Scheduling Frequency, select "Daily"
5. Then set "Repeats" to daily and Repeats Every 1 day
6. Set the start date as the first day of the semester, and the end date as the last day of the semester
7. Under "Criteria" and "Role in the Classlist" select "Users with Specific Roles," then click "Student"
8. Under "Release Conditions," choose "Create"
9. Then click "Select Condition Type"
10. Scroll down to "Assignments," then choose "No submission to folder," then select the name of the specific assignment under "Condition Details" then "Assignment Submission Folder"
11. In the "Actions" tab, find "Repetition," and select "Take action only the first time the agent's criteria are satisfied for a user."
12. Then check "Send an Email"

### Directions:

1. Add {InitiatingUser} in the "TO: box"
2. Add "You missed an assignment, {InitiatingUserFirstName}" in the subject line
3. Add the message:

Dear {InitiatingUserFirstName},

I noticed that you have not submitted your XXXXX assignment. Turning in assignments on time is a critical factor of your success in this class. Please submit XXXXXX assignment as soon as possible. If you have extenuating circumstances, please contact me. I am happy to meet with you during my office hours or on a Teams call.

Sincerely,  
Professor XXXXXX

# RECIPES FOR ENCOURAGEMENT



## RECIPE FOR CHECKING IN WHEN INACTIVE IN COURSE

### Ingredients:

1. Agent Name: No Login Activity in Recent Days
2. Agent Description: Don't Forget to Check in to the Course
3. Select "Agent is Enabled"
4. Under Scheduling Frequency, select "Daily"
5. Then set "Repeats" to daily and Repeats Every 1 day
6. Set the start date as the first day of the semester, and the end date as the last day of the semester
7. Under "Criteria" and "Role in the Classlist" select "Users with Specific Roles," then click "Student"
8. Under "Take Action on Activity," check "Course Activity"
9. Then click "User has accessed not accessed the course during the last\_\_days." A good number to put here would be 4 or 5.
10. Then check "Send an Email"

### Directions:

1. Add {InitiatingUser} in the "TO: box"
2. Add "Don't forget to check in to the course, {InitiatingUserFirstName}" in the subject line
3. Add the message:

Dear {InitiatingUserFirstName},

I noticed that you haven't been active in the course recently. It's important to log in regularly to check for updates and to stay on top of our readings and course assignments. As always, do not hesitate to reach out if you have any questions or need clarification on your assignments.

Sincerely,  
Professor XXXXXXXXXX



# RECIPES FOR ENCOURAGEMENT



## RECIPE FOR REACHING OUT REGARDING A LOW SCORE ON AN ASSIGNMENT

### Ingredients:

1. Agent Name: Low Score on Assignment
2. Agent Description: Checking in after student scores low on an assignment
3. Select “Agent is Enabled”
4. Under Scheduling Frequency, select “Daily”
5. Then set “Repeats” to daily and Repeats Every 1 day
6. Set the start date as the first day of the semester, and the end date as the last day of the semester
7. Under “Criteria” and “Role in the Classlist” select “Users with Specific Roles,” then click “Student”
8. Under “Release Conditions,” choose “Create”
9. Then click “Select Condition Type”
10. Scroll down to “Assignments,” then choose “No submission to folder,” then select the name of the specific assignment under “Condition Details” then “Assignment Submission Folder”
11. In the “Actions” tab, find “Repetition,” and select “Take action only the first time the agent’s criteria are satisfied for a user.”
12. Then check “Send an Email”

### Directions:

1. Add {InitiatingUser} in the “TO: box”
2. Add “Here are some resources, {InitiatingUserFirstName}” in the subject line
3. Add the message:

Dear {InitiatingUserFirstName},

I noticed that you received a low score on your recent assignment. I understand that some of the content is challenging, so I wanted to send you resources to help you review the recently assessed material. As you go through the resources, please do not hesitate to reach out should you have any questions. In addition, don't forget that my office hours are XXXX-XXXX. I am happy to meet with you during those times to help you on future assignments.

Sincerely,  
Professor XXXXXX

# RECIPES FOR REMINDERS



## RECIPE FOR REMINDING ABOUT OFFICE HOURS AND CONTACT INFORMATION

### Ingredients:

1. Agent Name: Office Hours and Contact Information Reminder
2. Agent Description: Reminding students about office hour times and contact information
3. Select "Agent is Enabled"
4. Under Scheduling Frequency, select "Monthly" (You can choose another frequency option as well).
5. Then set "Repeats" to daily and Repeats Every 1 month
6. Under "Repeats On," you can choose the specific day each month you want to send the email.
7. Set the start date as the first day of the semester, and the end date as the last day of the semester
8. Under "Criteria" and "Role in the Classlist" select "Users with Specific Roles," then click "Student"
9. Under "Release Conditions," choose "Create"
10. Then click "Select Condition Type"
11. Scroll down to "Classlist," then choose "Role in current org unit," then select "Enrolled as" under "Condition Details/Criteria," then under "Role," choose "Student."
12. In the "Actions" tab, find "Repetition," and select "Take action every time the agent is evaluated, and the agent's criteria are satisfied for a user."
13. Then check "Send an Email"

### Directions:

1. Add {InitiatingUser} in the "TO: box"
2. Add "Office Hours and Contact Information" in the subject line
3. Add the message:

Dear {InitiatingUserFirstName},  
I hope your semester is going well. I just wanted to send a reminder that I am available for office hours on XXXX at XXXXX if you need to arrange an appointment. The best way to reach me is XXXXXXXXX. Please feel free to reach out if you have any questions or concerns. Have a great day!

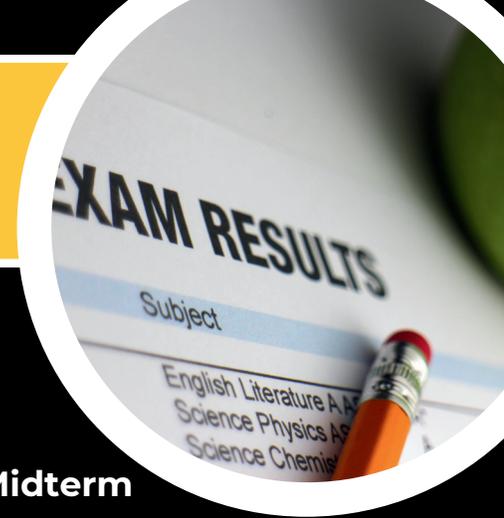
Sincerely,  
Professor XXXXXXX

# RECIPES FOR REMINDERS

## RECIPE FOR REMINDING TO CHECK MIDTERM GRADE

### Ingredients:

1. Agent Name: Reminding Students to Check Their Midterm Grade in D2L
2. Agent Description: Sending students a reminder in D2L to check their midterm and also letting them know the last day to withdraw from the class without academic penalty
3. Select "Agent is Enabled"
4. Under Scheduling Frequency, select "One-Time Run"
5. Then select the date and time that you want the agent to run
6. Under "Criteria" and "Role in the Classlist" select "Users with Specific Roles," then click "Student"
7. Under "Release Conditions," choose "Create"
8. Then click "Select Condition Type"
9. Scroll down to "Classlist," then choose "Role in current org unit," then under "Condition Details," click the "Role" dropdown menu and choose "Student"
10. Then check "Send an Email"



### Directions:

1. Add {InitiatingUser} in the "TO: box"
2. Add "Check Your Midterm Grade" in the subject line
3. Add the message:

Dear {InitiatingUserFirstName},

I wanted to remind you to check your midterm grade in the D2L gradebook. Don't forget that the last day to withdraw from the course without academic penalty is (Insert withdraw date). As always, please feel free to reach out if you have any questions regarding your grade or your course work.

Sincerely,  
Professor XXXXX



# RECIPES FOR REMINDERS



## RECIPE FOR PROVIDING PERFORMANCE-BASED RESOURCES

### Ingredients:

1. Agent Name: Providing Supplementary Materials for Students Exceeding Grade Expectations
2. Agent Description: Sending optional supplementary resources for students performing well on course materials
3. Select “Agent is Enabled”
4. Under Scheduling Frequency, select “Daily”
5. Then set “Repeats” to daily and Repeats Every 1 day
6. Under “Repeats On,” you can choose the specific day each month you want to send the email.
7. Set the start date as the first day of the semester, and the end date as the last day of the semester
8. Under “Criteria” and “Role in the Classlist” select “Users with Specific Roles,” then click “Student”
9. Under “Release Conditions,” choose “Create”
10. Then click “Select Condition Type”
11. Scroll down to “Quizzes,” then choose “Score on a quiz,” then select the specific quiz name under “Condition Details/Quiz”
12. In the “Actions” tab, find “Repetition,” and select “Take action every time the agent is evaluated and the agent’s criteria are satisfied for a user.”
13. Then check “Send an Email”

### Directions:

1. Add {InitiatingUser} in the “TO: box”
2. Add “Keep up the good work, {InitiatingUserFirstName}” in the subject line
3. Add the message:

Dear {InitiatingUserFirstName},  
Great job on the last assignment! It is clear that you have been keeping up with the materials and are grasping the content well. In fact, I have included some extra (optional) resources below if you are interested in taking a deeper dive into XXXXXXX. Keep up the great work!

Sincerely,  
Professor XXXXX

# ADDITIONAL RESOURCES



- [Article on “How Can I Use Intelligent Agents to Increase Interaction in my Online Class”](#)
- [Overview of Brightspace Intelligent Agents](#)
- [This guide from Brightspace](#) provides detailed steps on how to set up and manage Intelligent Agents in your course
- [Article](#) explaining how to set up agents
- The University of Arizona [provides an overview of how Intelligent Agents](#) can enhance learner engagement and instructor presence

