

Intelligent Agent Functionality

#18



TUT students are recorded in ITS by their initials and surname and not by their first name. *myTUTOR* is populated by the same information contained in ITS, so students will also be referred to by their initials and surname in *myTUTOR* and not by their first name.

Therefore, the use of the replacement string {InitiatingUserFirstName} **only** will not be appropriate when using the Intelligent Agent.

Q: Which replacement strings should I use when sending an email to my students using the Intelligent Agent?

A: You should use the {InitiatingUserFirstName} and the {InitiatingUserLastName} replacement strings with a space in between when sending emails to your students using the Intelligent Agent.

(The same should apply when generating personalized Announcements to your students.)



Assistance and enquires are available from myTUTOR Service Desk

eMail: myTUTOR@tut.ac.za

Tel.: (012) 382-4427