

Another Technical Approach to Capture Email Acceptance and Refusal

To capture the acceptance and refusal of email invitations, another effective technical approach could involve integrating Dynamics 365 with an email response management service. Here's a detailed strategy:

Use of Microsoft Power Automate and Inbox Rules

- 1. Creating a Rule in Power Automate**

Power Automate can be used to monitor incoming emails and identify responses from recipients. You can create flows that trigger whenever an invitation response (such as "acceptance" or "refusal") is received in the inbox of a user or contact.

- 2. Response Flow:**

A Power Automate flow can be created to monitor inboxes and analyze the content of the email responses. This includes detecting keywords in the body of the message, such as "accept", "refuse", or automatic replies.

- 3. Update in Dynamics 365:**

Based on the content of the email, Power Automate can update the custom table in Dynamics 365 to mark the response as accepted or refused.