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About the Microsoft Dynamics 365 data actions integration

The Microsoft Dynamics 365 data actions integration uses static and custom actions to act on data in Microsoft Dynamics 365.

Overview

The Microsoft Dynamics 365 data actions integration provides static actions and allows you to create custom actions that you can use to act on data in Microsoft Dynamics 365. You can use these data actions to make routing decisions within your interaction flow in Architect, to present information to your agents in Scripts, or to act on data in other ways.

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Get started

Review the requirements. Then register the integration in Azure Active Directory and add the integration in Genesys Cloud. After you add the integration, either create a custom action or use a static action that the integration automatically generated.

- [Requirements](#)
- [Register the integration](#)
- [Add the integration](#)
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Migrate

The Microsoft Dynamics 365 data actions integration, which runs as a Genesys Cloud service, replaces the previous Microsoft Dynamics CRM data dip connector, which ran on the Genesys Cloud Bridge Server. Learn how to migrate your interaction flows in Architect from bridge actions to data actions.

- [Migrate interaction flows](#)

Security

You can use several mechanisms to further secure your web service endpoints when you use data actions. These mechanisms help ensure that only data actions and no unrelated parties communicate with your endpoints.

- [Security for data actions](#)

Troubleshoot

Browse information about common issues. Test data actions for help debugging issues.

- [Troubleshoot](#)
- [Test data actions](#)

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