# Solution Details

This solution implements a simple CRM solution including

1. A settings entity type
2. A custom workflow activity to return the settings record (GetSettingsWorkflowActivity.cs)

The unmanaged CRM solution is in the Solution Items folder - JosephMcGregorSettings\_unmanaged.zip

The intention is that workflow rules may be configured in the settings entity by adding the applicable field to the settings entity, then using the custom workflow activity to reference the field across multiple workflows

# Example Use

An example would be the queue to send email messages. This could be done by adding a lookup field to a queue in the settings entity, then using the custom workflow activity to reference that field across multiple workflows which send emails

# Benefits

1. Globally changing the setting via one data change without modifying the workflow itself
2. Allowing the setting to be configured per environment where the referenced records or their Ids are different in environments