How to create Microsoft Dynamics Logic Apps

Dynamics Logic App can be created to monitor any new occurrence of incidents or emails in Microsoft Dynamics and then trigger a workflow defined within it. You can design your workflow in the Logic Apps Designer for an email request to be sent to the relevant queue in the Puzzel Application so that it can be assigned to the right agent to be dealt with. Once the agent accepts the request, the email or incident will be opened in the Dynamics widget within the Agent application.

Overview

In this document you will be able to create and deploy new Dynamics connector template to trigger a workflow when a new email arrives, or an incident is registered in Dynamics.
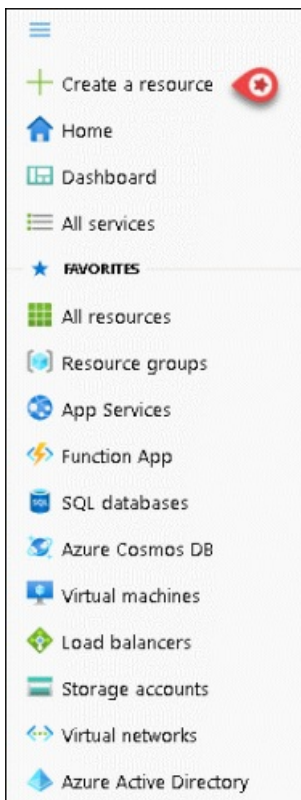
Prerequisites

Prerequisites for creating Logic App for Dynamics connector are:

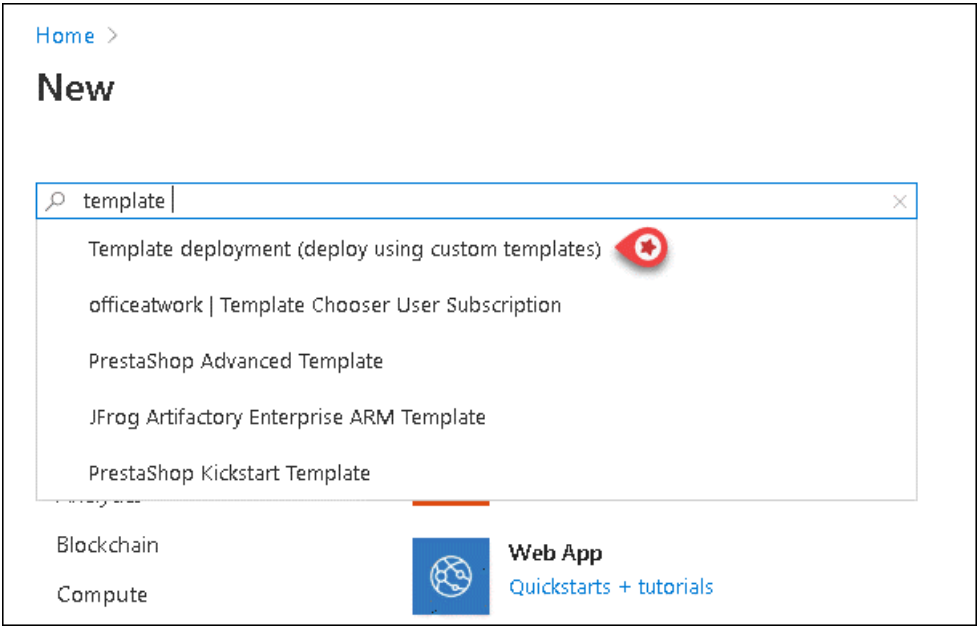- Azure subscription

- Dynamics CRM

Create Microsoft Dynamics Logic App
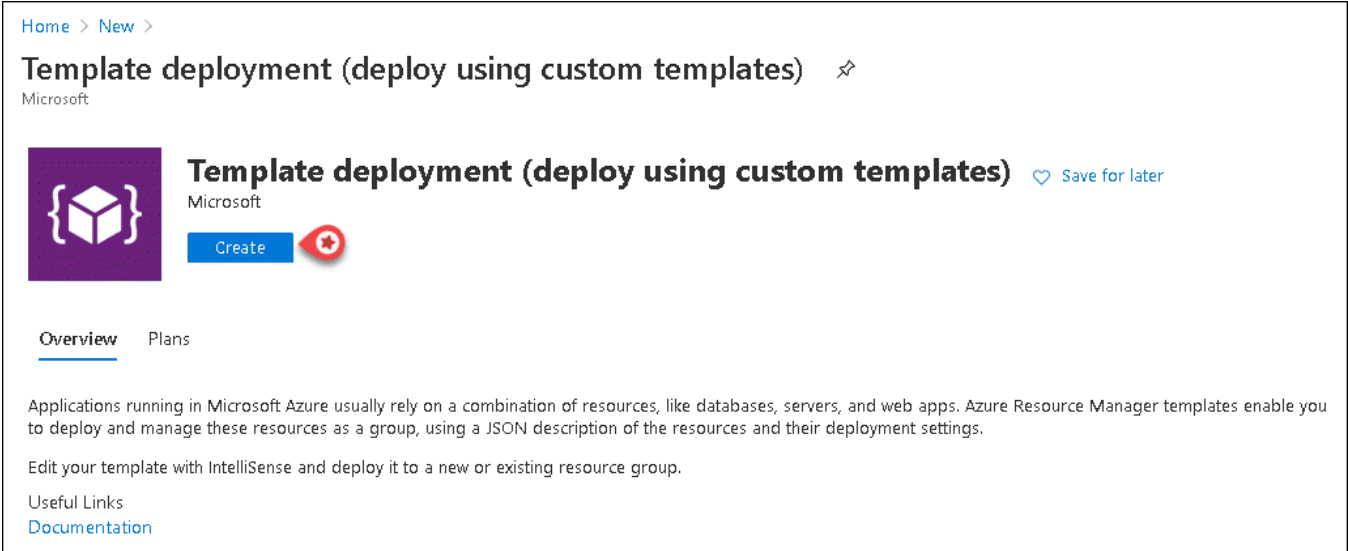
To create Microsoft Dynamics Logic Apps, you need to:

1. Click on the Hamburger sign on the top left corner and select**Create a resource** or select **Create a resource** icon in the Home page.
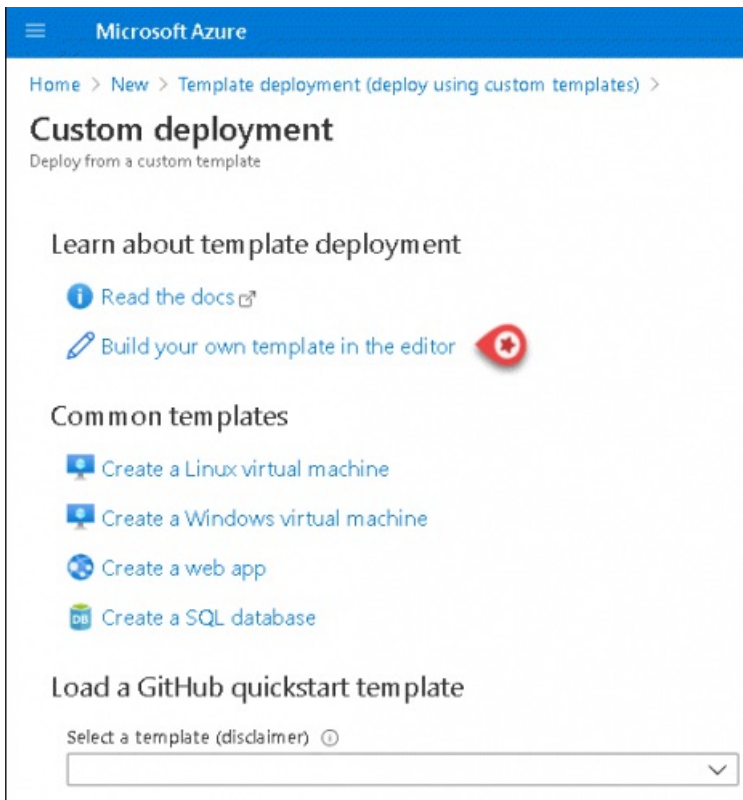

2. Create a new resource template of type Template deployment (deploy using custom templates)
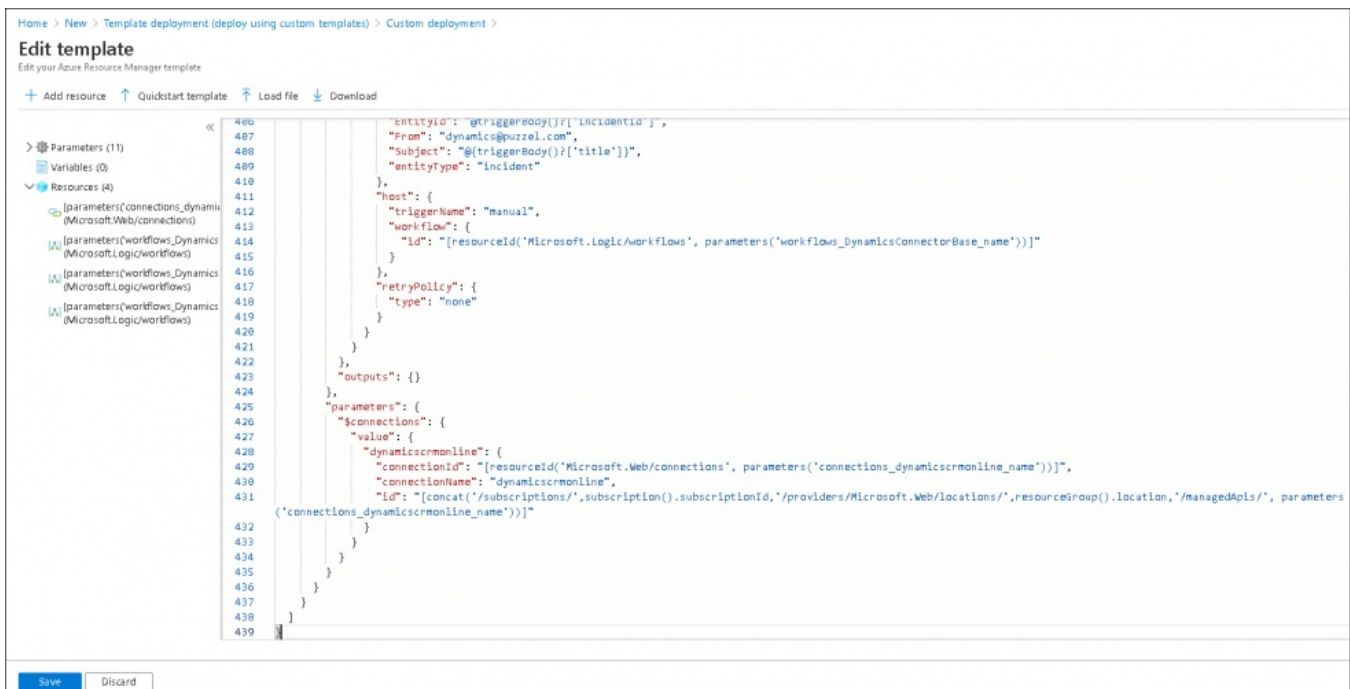
3. Click on **Create**

4. Select **Build your own template in the editor** to open the template editor

5. Copy the content of the JSON file from the URL "https://puzzelconnected.azurewebsites.net/Dynamics/template.json"
   and and paste it into the template. Save the changes to the template.

6. Select an existing resource group or create a new one. Enter all the mandatory fields in this screen, agree to the terms
   and conditions and click on **Purchase**

| Parameter	Value
Dynamics App Id	This can be found in the URL of your Dynamics application or in the Admin Portal of your Puzzel solution under Widget - >Widget configuration ->Microsoft Dynamics
Dynamics Base URL	This is the URL of the Dynamics domain. For example: https://puzzeldevelopment.crm4.dynamics.com/main.aspx
Puzzel Customer key	Customer number of your Puzzel solution
Puzzel User	Username to your Puzzel solution
Puzzel Password	Password to your Puzzel solution
Puzzel Access Point	Email id configured as Access point in Puzzel
Widget URL	This is the URL to the Dynamics Widget in Puzzel Application. For example: https://dynamics-widget.puzzel.com/msd/

7. Select **Resource groups** icon from the Home screen choose your Resource group and click on dynamicscrmonline API connection
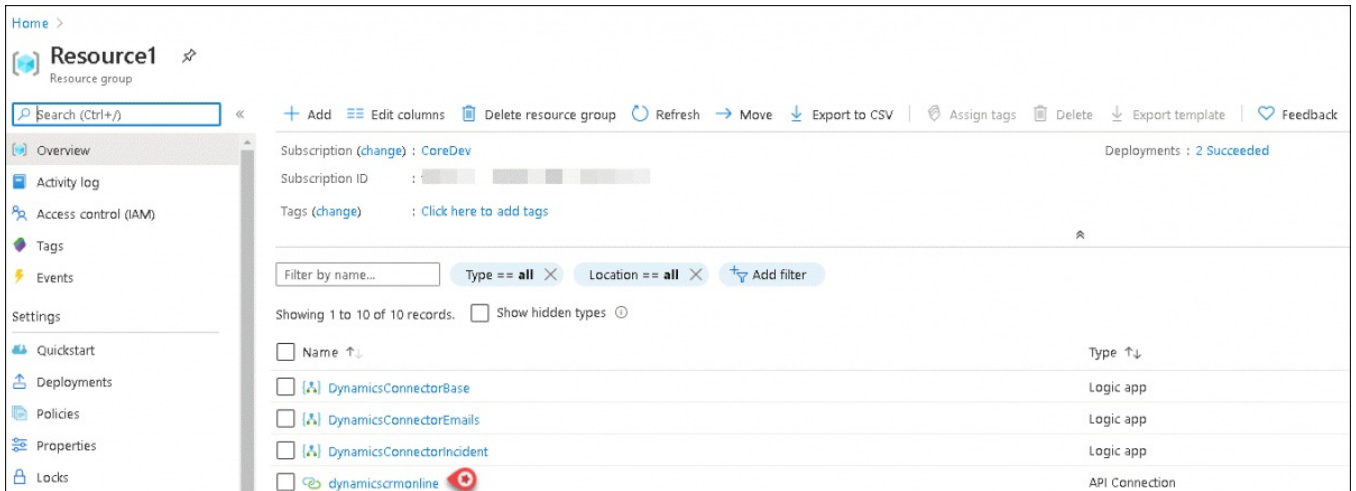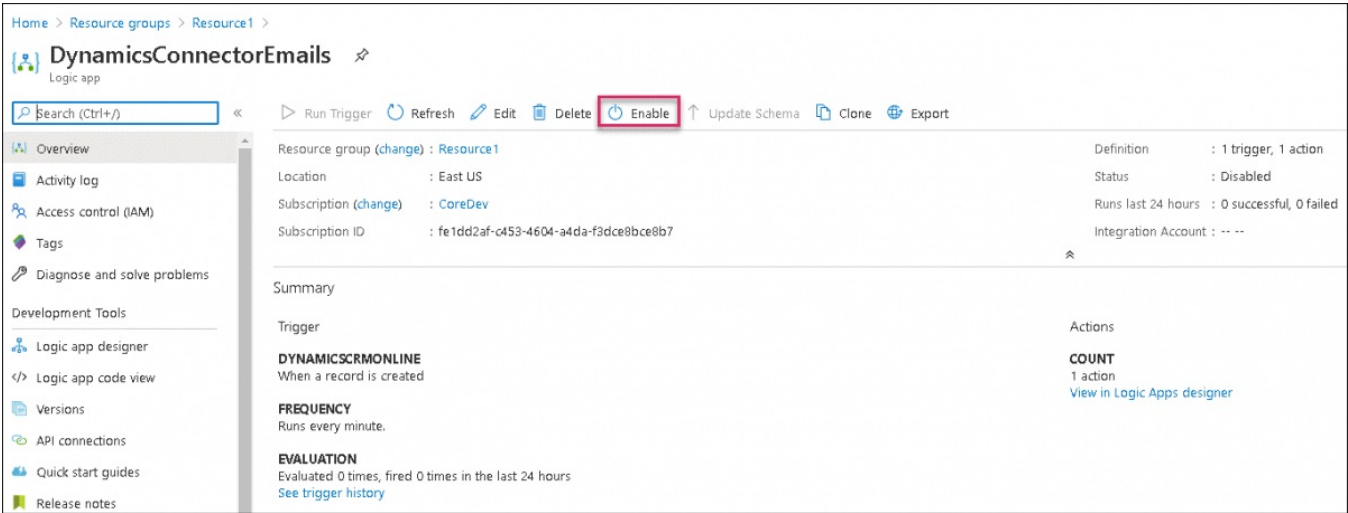
8. Select **Edit API connection** from the left menu and click on **Authorize**. In the sign-in popup screen, login with Dynamics credentials and click **Save**
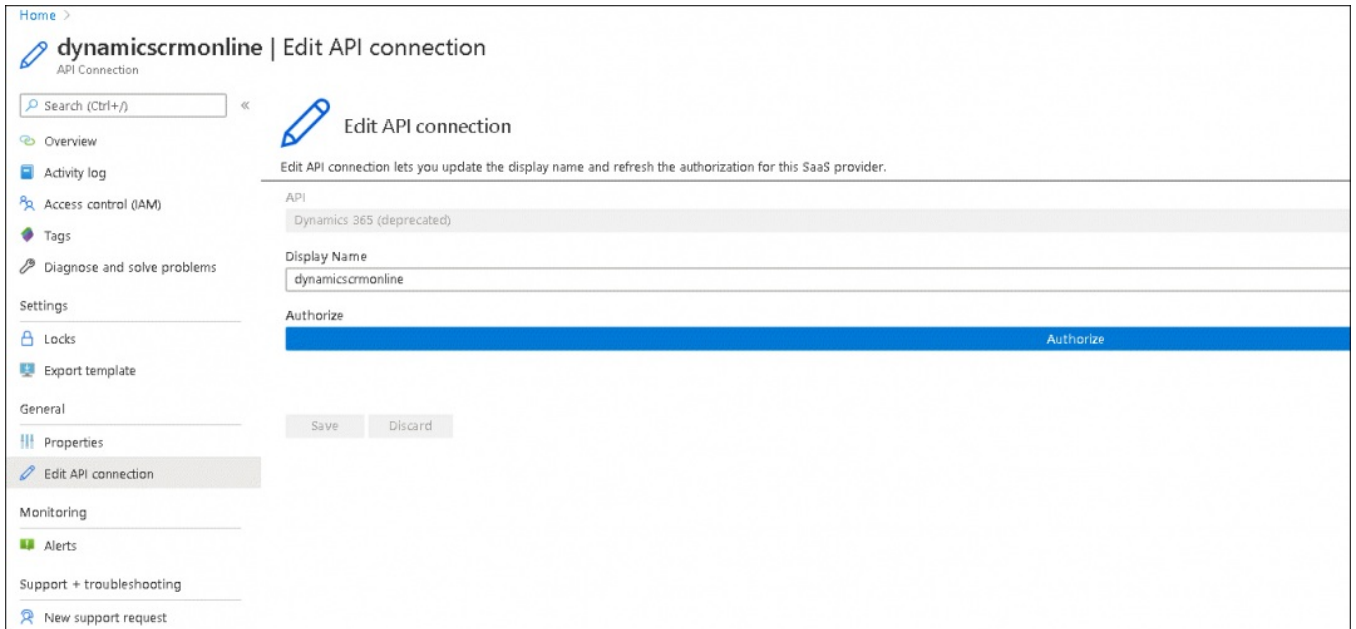
9. Navigate to the **Resource groups** option and select the resource group you created. Click on the **DynamicsConnectorEmails** Logic App and **Save** it
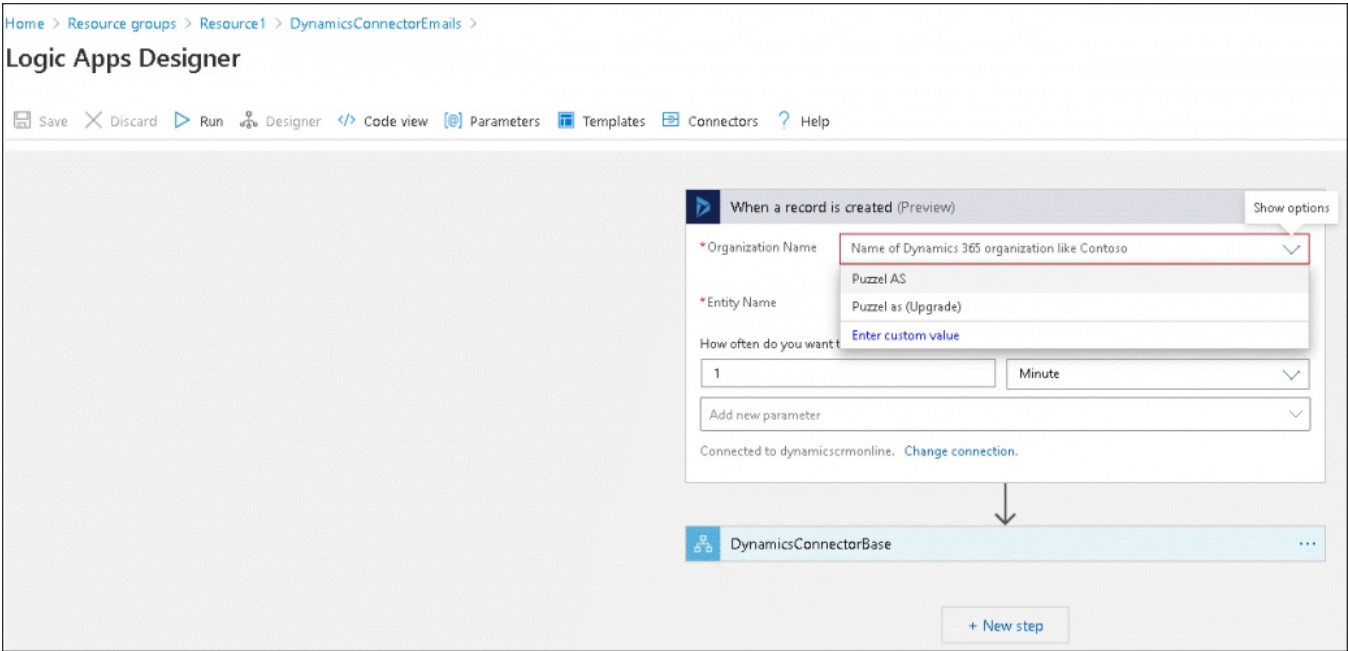
10. Return to **DynamicsConnectorEmails** Logic App screen and **Enable** it

To enable the **DynamicsConnectorIncident** Logic App, select **DynamicsConnectorIncident** in your resource folder and repeat step 9 and 10.