

Actionable Emails

Last Modified on 15/04/2019 1:49 pm AEST

This is a feature of Microsoft Office 365 and only available to users with the relevant licenses and services.

This is a complex task that will require technical skills.

Office 365 users have the option of receiving actionable emails, which they can respond to in Outlook.

Microsoft reference documentation and tools:

- <https://docs.microsoft.com/en-au/outlook/actionable-messages/adaptive-card>
- <https://docs.microsoft.com/en-au/outlook/actionable-messages/email-dev-dashboard>

The email can be created by [API Callout in a Workflow](#) or by a specially crafted email to the user, provided that actionable emails are enabled on their mailbox or for their organisation. It will be automatically approved when set up by an individual on their own mailbox.

Methods for sending actionable emails:

- <https://docs.microsoft.com/en-us/outlook/actionable-messages/send-via-email>
- <https://docs.microsoft.com/en-us/outlook/actionable-messages/send-via-connectors>

An example implementation using connectors would contain the following components:

1. An Office 365 mailbox with actionable emails enabled.
2. [REST API](#) enabled on the tenant to receive button actions.
3. A workflow with an API Callout to call the connector webhook which sends the email.
4. JSON for the API Callout that specifies buttons which do HTTP POST to update a [User Action](#) task.

It is recommended to test the emails before connecting to the REST API. There are cloud services and client software suited for this task.
