

Add Email Activity Content to Conversation View

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Starting with V10.0, Cora SeQuence has been renamed to Cora Orchestration.

V10.7.2 and later

Overview

As a workflow developer, you can add the contents of an Email activity to case conversations through a built-in-command. The built-in command creates a new auto sent email item from an Email activity in the Conversation View, for a workflow instance.

As an end user, you can view the contents of the auto sent emails for a case in the case conversations.

Add Email activity to the Conversations View through built-in command

1. Add a Built-In Command activity.
2. Select **Case Operations > Create a sent email item from Email activity**.
3. Click **Next**.
4. Add the following command parameters:
 - WorkflowInstanceId: The master or the sub workflow id.
 - EmailActivityInstanceId: The source email message.
 - Tags: To set tags per need.
 - Read: To set the read/unread status.
5. Click **Finish**.

IMPORTANT

Make sure you have *Execute* permissions in the master workflow.