Microsoft Dynamics CRM - How to Create an Activity

Last Modified on 04/25/2019 3:01 pm EDT

Dynamics CRM is not the easiest API to work with and creating an activity is a multiple step process. To create an activity, you first have to create the activity object and secondly associate it with the object in a second API call. For this example, I will be creating a phone call on an account.

1. Get the ID of the account you want to create the activity on.

2. Create the activity. I recommend you create an activity in the UI and then try to retrieve it so you can see what the correct format is. To do this call:

GET /activities?where=regardingobjectid =

Keep in mind, Dynamics CRM has a number of different types of activities. For example they have a "phonecall" activity, these are defined as the "activitytypecode". If you were to create a phone call you call POST /phonecall via the POST /{objectName} api.

You can retrieve a list of objects by calling GET /objects?getAll=true

Sample phonecall:

"attributes": {
"subject": "had a phone call",
"actualend": 1516473667000,
"prioritycode": 1,
"description": "had a phone call",
"statecode": 1,
"statuscode": 2,
"leftvoicemail": false,
"activitytypecode": "phonecall",
"regardingobjectid": "fdda942a-03f4-e611-80ec-c4346bacaac0",
"actualstart": 1516473667000

3. Associate the activity with the parent object.



Every object relationship will have its own associationName. To find the correct association name follow these steps in the Dynamics CRM UI:

1. Go to Settings > Customizations > Customize the System.

A popup window appears

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- 2. Navigate to Entities.
- 3. Find the entity that you are trying to create an activity on. In my case, account.
- 4. Select 1:N relationships.

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5. Find the correct relationship. It will always be formatted {parentObjectName}_{childObjectName}s.

Mine is Account_Phonecalls.