

Microsoft Graph: Send, Read, Reply, and Delete Email in Service Suite

Microsoft Graph: Send, Read, Reply, and Delete Email in Service Suite

Use this article when a Service Suite workflow needs to validate Microsoft Graph email operations in an approved test mailbox. Do not run destructive email actions against real customer or employee mailboxes unless the customer has explicitly approved the test.

Configuration checklist

- Use a dedicated test mailbox and a Microsoft Entra ID app registration approved for the workflow.
- Grant only the Graph permissions required for send, read, reply, or delete operations.
- Store client secrets, certificates, or tokens in secured variables or an approved secret store.
- Use test subjects, correlation IDs, or message metadata so the workflow finds the correct email.
- Separate read-only validation from delete or cleanup steps.

Validation workflow

1. Confirm token acquisition and Graph endpoint access with the test mailbox.
2. Send or locate a controlled test message.
3. Validate the response status, message ID, subject, recipient, and body fields needed by the test.
4. Reply or delete only the controlled message created for the test run.
5. Review logs to confirm secrets and message content are not exposed unnecessarily.

Last updated: October 8, 2026

Revision #4

Created 2026-07-31 15:39:34 UTC by Admin

Updated 2026-10-09 05:30:18 UTC by mmora