**Components Used**

**Apps:**

* Canvas App : Used By the Operation Colleagues to capture the Operation
* Model Driven App: Used By managers to Process the Observations .

**Flows:**

* Cases - Send Email For Escalated Observation: triggers the Email On create Of case
* Observation Assign to team: Assigns the Observations to Team
* Observation Photo Assign to team :Assigns the Observation Photo to Team

**Security Role:**

* TFL Observation Capture : This role will be assigned to the Canvas App Users
* TFL Observation Processing: This Will be assigned to Operation Processing Team and All the Model Driven App User will be added to this Team

**Teams:** Owner Type of Security team for all the Model driven App users

**Environment Variable (**sp\_EmailUserGUID**):** Used to Set the Email from in the flows, this is also a Deployment step

**Entities:** Observation , Observation Photo , Case

**Fields**: Storing the All images in the Observation Photos Entities Using Image type Attribute(sp\_photo)

**Relationship :**

* N:1 relationship Between Observation Photos and Observations
* N:1 relationship between Cases and Observations

**SDK Messaging step:** On Create and Update of the Observation Photos