

# TFL Observation User Guide

## [Prerequisites](#)

[TFL Network Observation App](#)

[TFL Network Observation Management App](#)

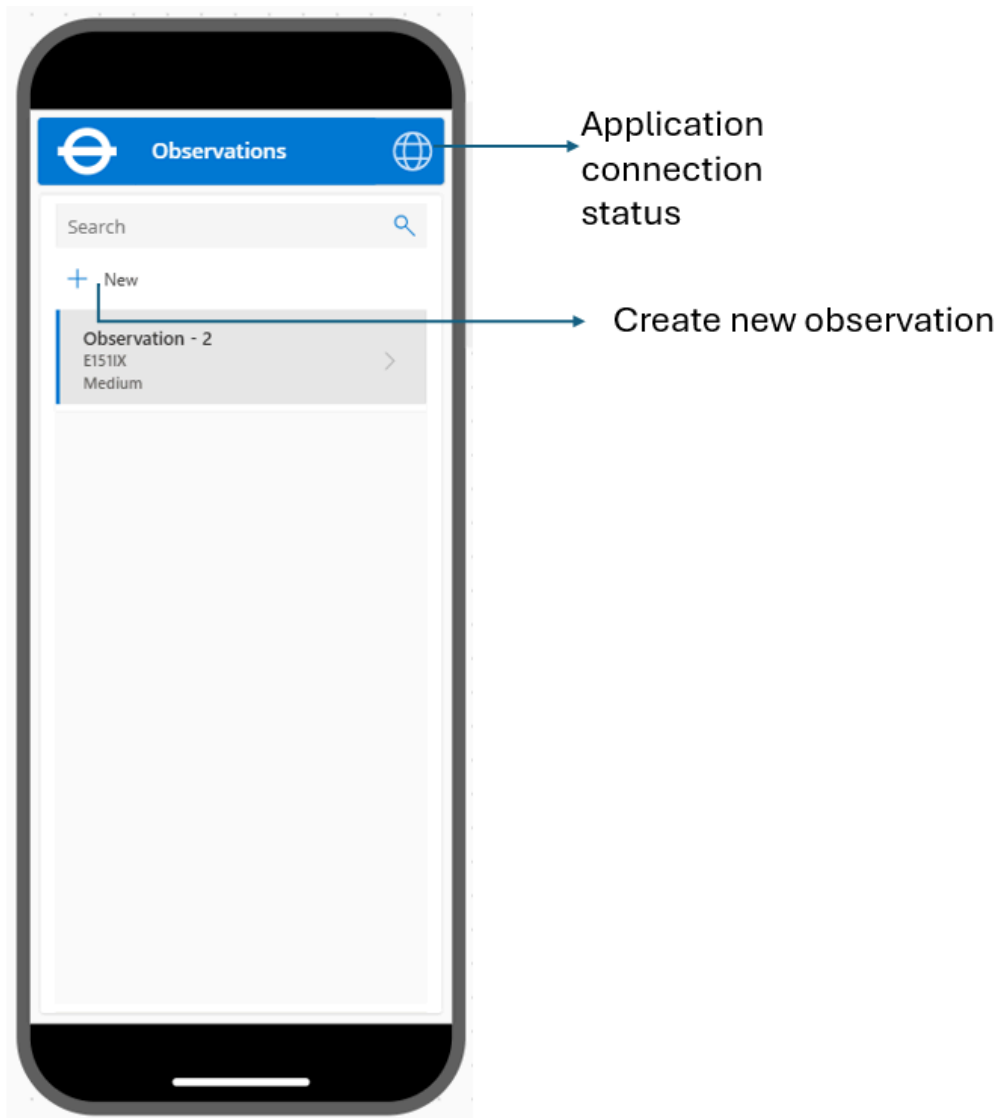
[Enable User Email Mailbox Profile](#)

## Prerequisites

- User must have required licenses based on user role.
  - TFL Network Observation App User - Power App Premium
  - TFL Network Observation Management App User - Dynamics 365 Customer Service Professional/Enterprise/Premium
- User must be part of correct security groups based on user role.
  - TFL Network Observation App User - `TFL-Network-Observation-PowerApps-Users`
  - TFL Network Observation Management App User - `TFL-Network-Observation-ManagementApp-Users`
- User mail box must be enabled in environment.
  - Please follow process for "[Enable User Email MailBox Profile](#)".

## TFL Network Observation App





- **List of Network Observations**

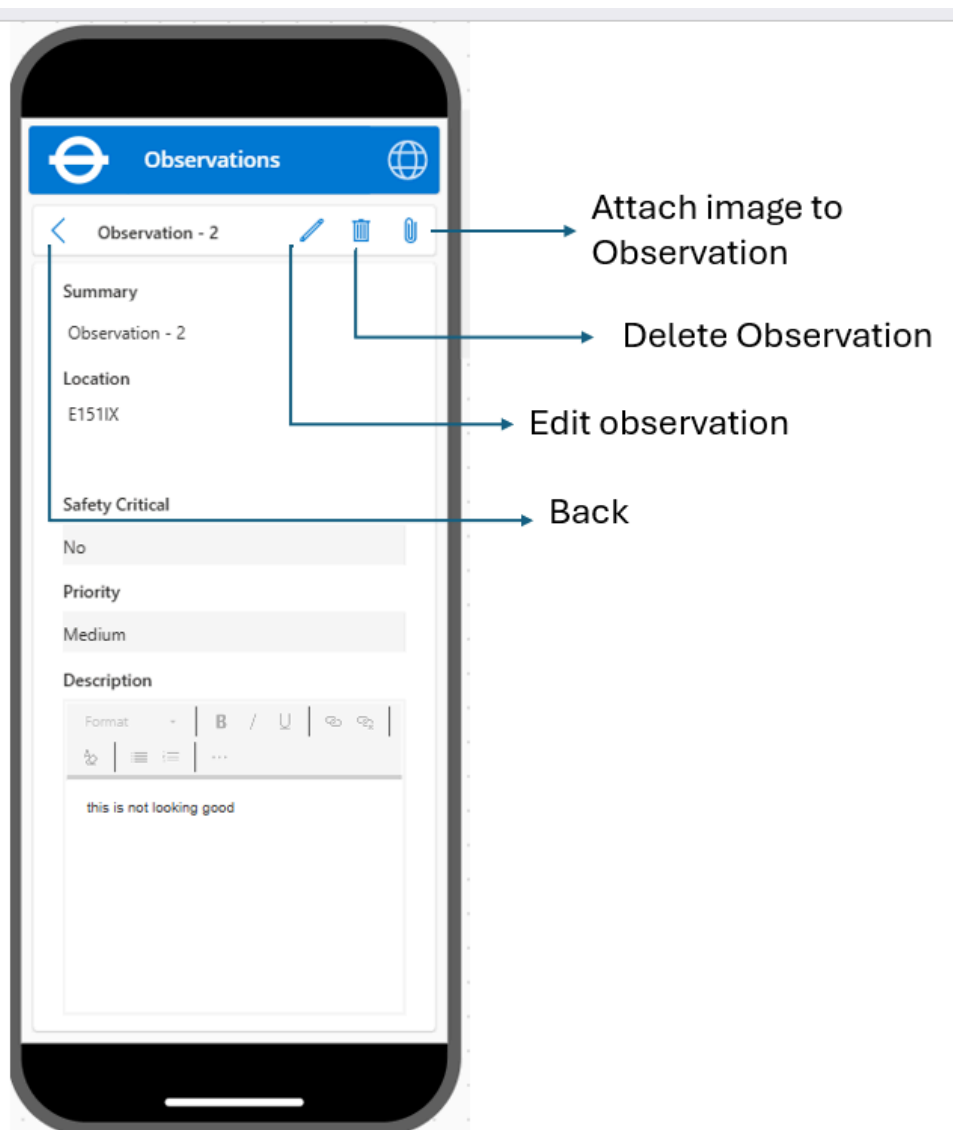


 - Show Network connection and data sync with backend

- **View Observation Details**

- **Buttons**

-  - User can go back to list of observations.
    -  - User can edit details of current observation.
    -  - User can delete current observation if raised in mistake.
    -  - User can attach images( \*.jpg, \*.jpeg) to current observation from camera.



- **Edit Observation Details**

- **Buttons**

- ✓ - Save observation details.
    - ✕ - Cancel observation details changes.

Observations

Observation - 2

\* Summary  
Observation - 2

\* Location  
E151IX

\* Safety Critical  
No

\* Priority  
Medium

\* Description  
Format | **B** / U | | | | ...  
this is not looking good

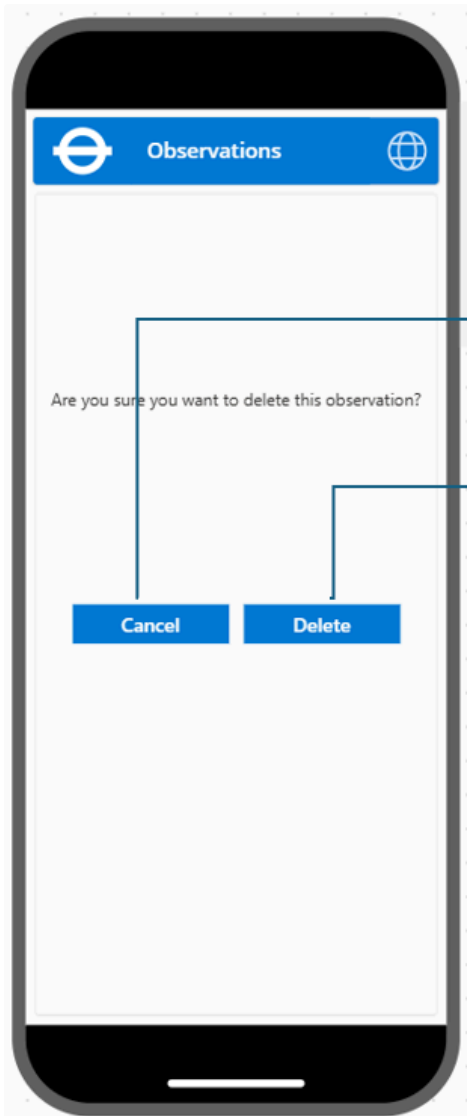
Cancel  
observation  
details  
change

Save observation details

- **Delete observation**

- **Buttons**

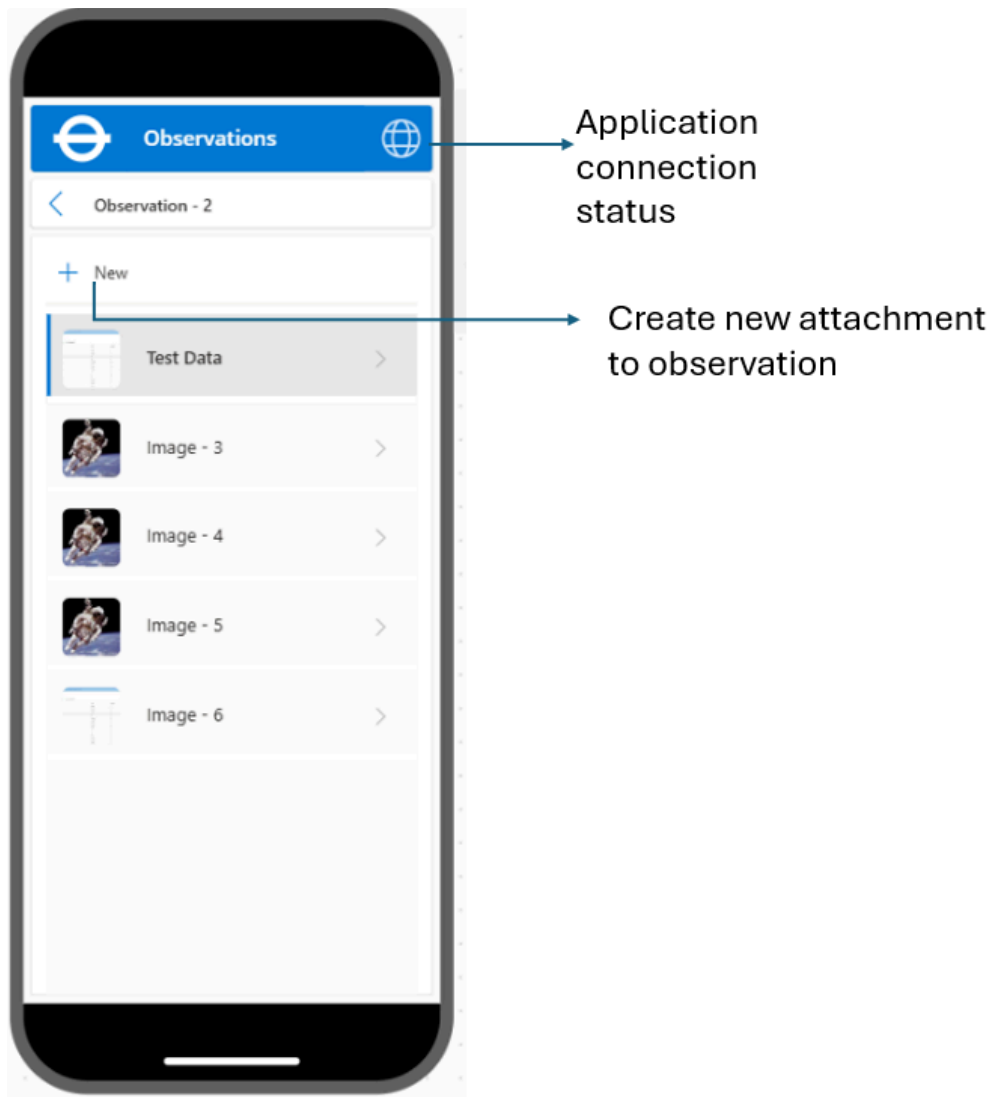
- **Delete** - Delete observation attachment.
    - **Cancel** - cancel delete observation attachment operation.



Cancel delete observation

Delete observation

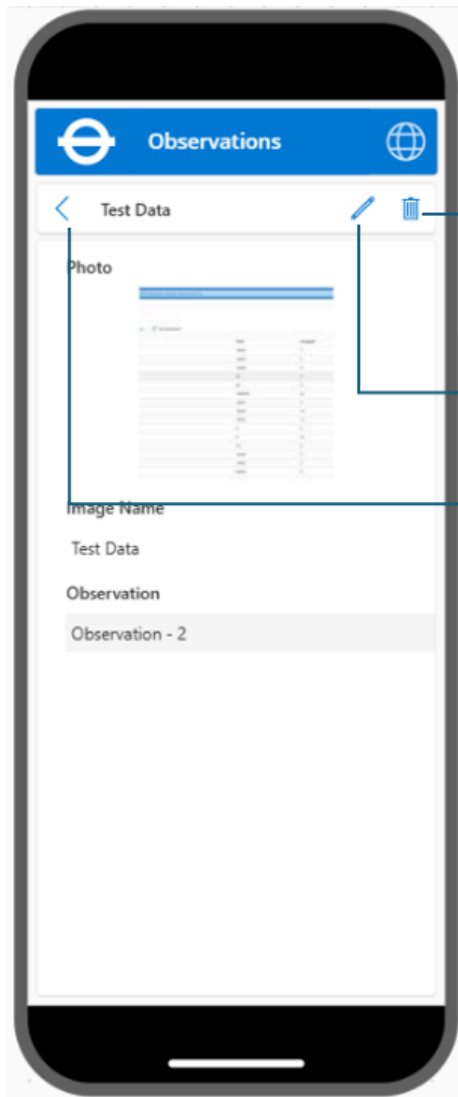
- View Image attached to observation
  - Buttons
    - < - Back to observation.



- **Add/Update Image attachment to Observation**

- **Buttons**

- < - Back to observation.
    - ✎ - Edit attached observation image information.
    - 🗑 - Delete attached image from observation.

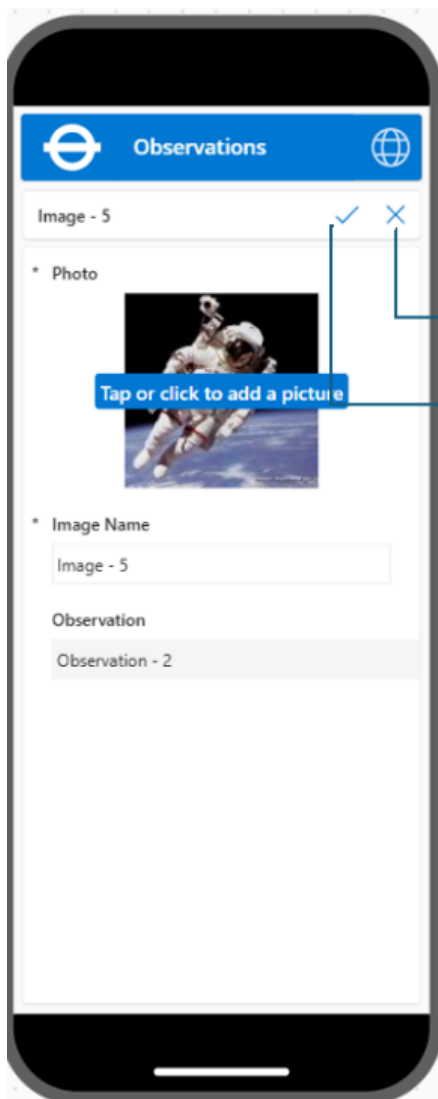


Delete attached  
image from  
observation

Edit attached image

Back to attached images list

- Upload image attachment to Observation
  - Buttons
    - ✓ - Save changes.
    - ✕ - Cancel changes.



Cancel observation  
image attachment  
changes

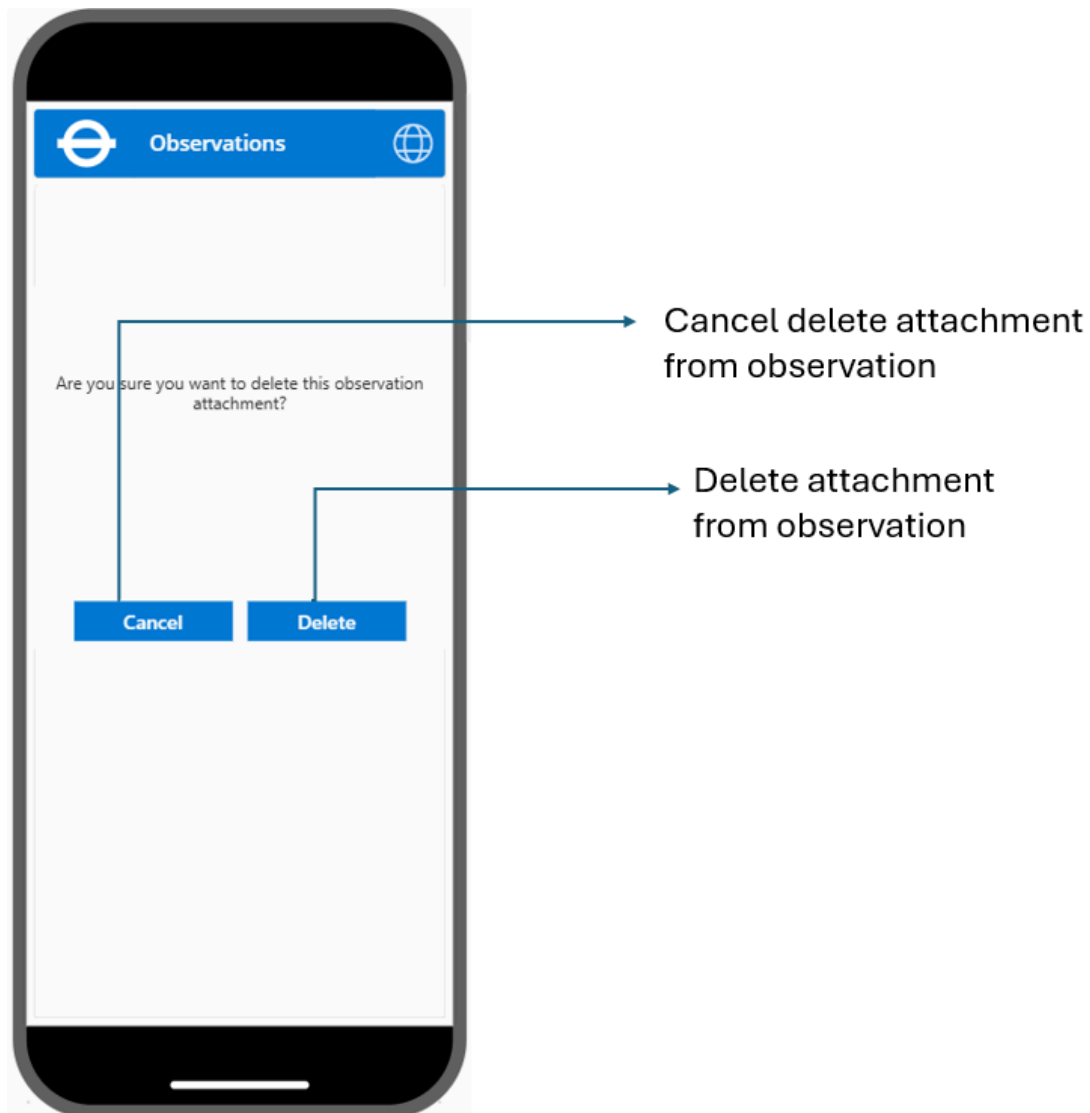
Save observation  
image attachment  
details

- **Delete attachment from observation**

- **Buttons**

- **Delete** - Delete observation attachment
    - **Cancel** - cancel delete observation attachment operation

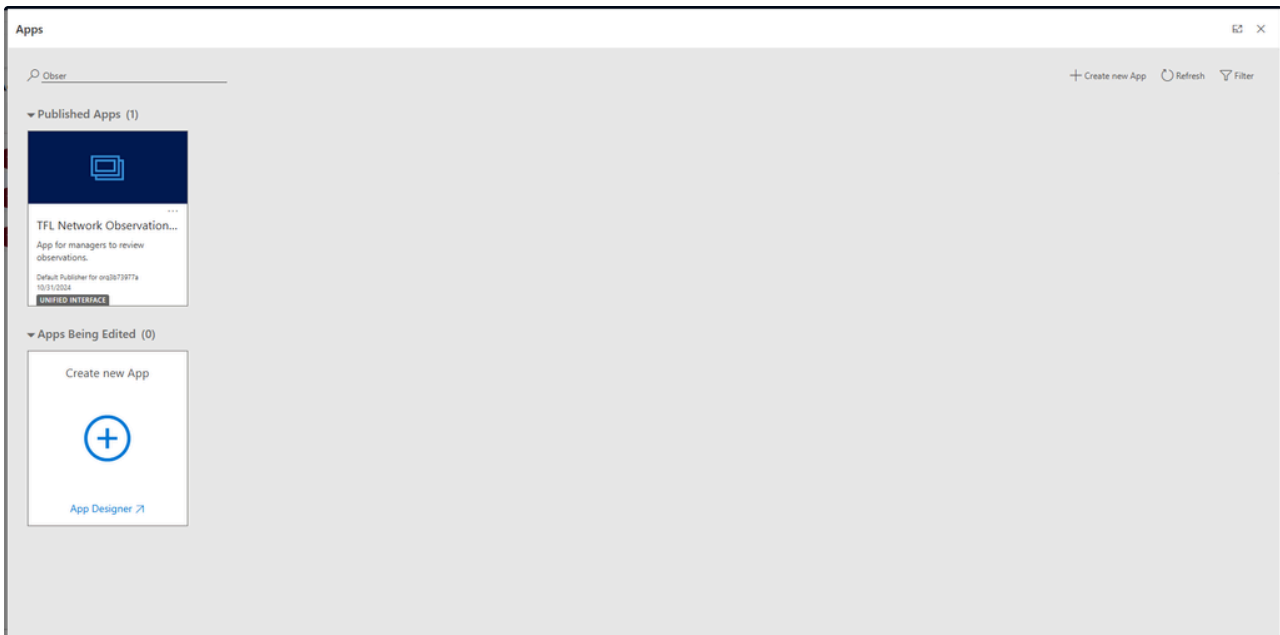




## TFL Network Observation Management App

**Step - 1** - Navigate to Environment URL e.g. <https://org3b73977a.crm.dynamics.com/main.aspx>

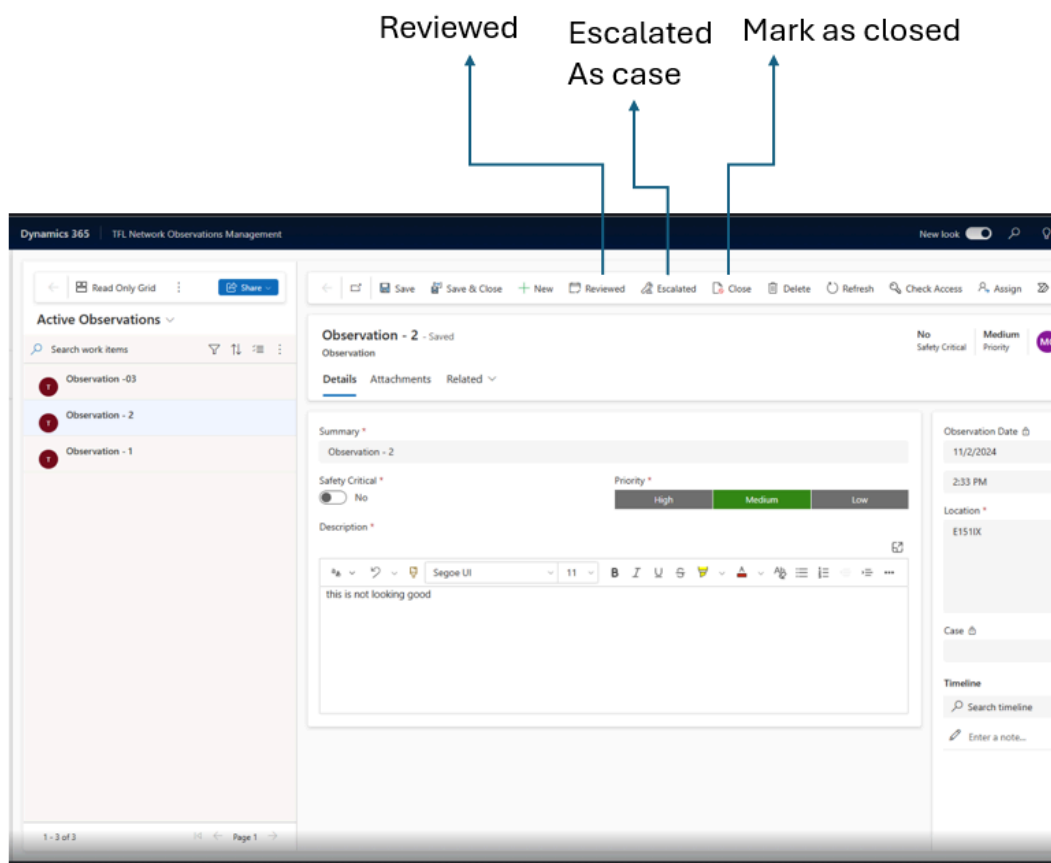
**Step - 2** - Select "TFL Network Observations Management"



**Step - 3 - Manage TFL Network Observation as follow**

- **Buttons**

- **Reviewed** - Once review is completed by manager
- **Escalated** - Manager can escalate the observation to operation team as a case.
- **Close** - Manager can close the observation.



- **View Only Safety Critical Observation.**

## Safety Critical Observations

The screenshot displays the Dynamics 365 Observations Management interface. On the left, a sidebar shows a list of observations, with 'Observation -03' selected. The main area shows the details for 'Observation -03'. The form includes fields for 'Safety Critical' (set to 'Yes'), 'Priority' (set to 'High'), and 'Description'. The 'Description' field contains placeholder text 'fdgsdfdsfdgsfdgsfdg'. On the right, there are fields for 'Observation Date' (11/2/2024), 'Time' (2:39 PM), and 'Location' (E151LX). Below these, there is a 'Case' section with a link to 'Observation -03' and a 'Timeline' section with a search bar and a note entry field.

- View Attachments

## Observation Attachments

The screenshot displays the Dynamics 365 Observations Management interface, specifically the 'Attachments' tab for 'Observation -2'. The left sidebar shows a list of observations, with 'Observation -2' selected. The main area shows the 'Attachments' section, which includes a list of attachments: 'Image -3', 'Image -4', and 'Image -5'. 'Image -3' is selected. To the right of the attachment list, a large image of an astronaut in space is displayed. A blue arrow points from the text 'Image water Marked with TFL logo' to the bottom right corner of the image, where a small 'TFL' logo is visible.

## Enable User Email Mailbox Profile

Step - 1 - Navigate to [Power Platform admin center](#)

Step - 2 - Navigate to Environment → Settings

Environments > CustomerService Trial > Settings

Search for a setting

Product

Behavior, Collaboration, Features, Languages

Business

Business closures, Calendar, Connection roles, Currencies

Users + permissions

Application users, Business units, Column security profiles, Hierarchy security

Audit and logs

Audit settings, Audit summary view, Entity and field audit settings, System jobs

Templates

Access team templates, Article templates, Contract templates, Data import templates

Updates

App update settings (Preview)

Email

Email settings

Email tracking

**Mailboxes**

Server profiles

Integration

Document management settings, Synchronization, Teams integration settings, Yammer

Data management

Auto numbering, Automatic record creation policies, Bulk deletion, Data import wizard

Encryption

Data encryption

Resources

All legacy settings, Dynamics 365 App for Outlook

Step - 3 - Open User mail box for approval and configure mail box.

NEW FORWARD MAILBOX

DELETE

EMAIL LINK

FLOW

EXPORT TO EXCEL

VIEW

NEW SYSTEM VIEW

SYSTEM VIEWS

My Active Mailboxes

	Name	Email Address	Regarding	Test Run Status	Incoming Email	Outgoing Email	Appointments	Mailbox Test C	Incoming Email	Outgoing Email	Appointments	Server Profile	Owner	Owning Business	Verbose Logging
	Contoso Coff...	contosocoffee...	Contoso Coffee	Not Run	Not Run	Not Run	Not Run	1/1/1900 12:00:00	Server-Side S...	Server-Side S...	None	Microsoft Exchange	Mahul Chandio	org3673977a	0
	Contoso Coff...	contosocoffee...	Contoso Coffee	Not Run	Not Run	Not Run	Not Run	1/1/1900 12:00:00	Server-Side S...	Server-Side S...	None	Microsoft Exchange	Mahul Chandio	org3673977a	0
	Customer Ser...	customerserv...	Customer Serv...	Not Run	Not Run	Not Run	Not Run	1/1/1900 12:00:00	Server-Side S...	Server-Side S...	None	Microsoft Exchange	Mahul Chandio	org3673977a	0
	Default Grou...	Default Group 1	Default Group 1	Not Run	Not Run	Not Run	Not Run	1/1/1900 12:00:00	Server-Side S...	Server-Side S...	None	Microsoft Exchange	Mahul Chandio	org3673977a	0
	Default Indiv...	Default indivi...	Default indivi...	Not Run	Not Run	Not Run	Not Run	1/1/1900 12:00:00	Server-Side S...	Server-Side S...	None	Microsoft Exchange	Mahul Chandio	org3673977a	0
	Default voice...	Default voice q...	Default voice q...	Not Run	Not Run	Not Run	Not Run	1/1/1900 12:00:00	Server-Side S...	Server-Side S...	None	Microsoft Exchange	Mahul Chandio	org3673977a	0
	Fallback - cha...	Fallback - chat i...	Fallback - chat i...	Not Run	Not Run	Not Run	Not Run	1/1/1900 12:00:00	Server-Side S...	Server-Side S...	None	Microsoft Exchange	Mahul Chandio	org3673977a	0
	Fallback - voi...	Fallback - voice	Fallback - voice	Not Run	Not Run	Not Run	Not Run	1/1/1900 12:00:00	Server-Side S...	Server-Side S...	None	Microsoft Exchange	Mahul Chandio	org3673977a	0
	Mahul Chandio	amul@contoso...	Mahul Chandio	Success	Success	Not Run	Not Run	10/31/2024 1:00:00	Server-Side S...	Server-Side S...	None	Microsoft Exchange	Mahul Chandio	org3673977a	0
	Smart brew 1...	Smart brew 10C	Smart brew 10C	Not Run	Not Run	Not Run	Not Run	1/1/1900 12:00:00	Server-Side S...	Server-Side S...	None	Microsoft Exchange	Mahul Chandio	org3673977a	0

Step - 4 - Setup Server Profile, Incoming Email and Outgoing Email.

Microsoft Dynamics 365 - Google Chrome

org3b73977a.crm.dynamics.com/main.aspx?etc=9606&pagetype=entityrecord&extraqs=%3fetc%3d9606%26id%3d%257b2658AA51-6B81-EF11-AC21...

FILE MAILBOX

Save Save & New Delete

Save Save & Close Deactivate Book

Sign In To Gmail Test & Enable Mailbox Apply Default Email Settings Actions

Approve Email Reject Email Download Mailbox Details Analytics

Mailbox : Information

Configuration Test Results

General

Notes

Related

Common

Alerts

Audit History

Mailbox

Mehul Chandroliya

By enabling this command, you consent to share your data with an external system. Data imported from external systems into Microsoft Dynamics 365 are subject to our privacy statement that can be accessed [here](#). Please consult the feature technical documentation for [more information](#).

Configuration Test Results

Incoming Email Status Success Outgoing Email Status Success

Appointments, Contacts, and Tasks Status Not Run Mailbox Test Completed On 10/31/20

General

Mailbox Information

Name \* Mehul Chandroliya Owner \* Mehul Chandroliya

Email Address admin@718s72.onmicrosoft.com Is Forward Mailbox \* Yes No

Regarding Mehul Chandroliya Delete Emails after Processing Yes No

Credentials

Allow to Use Credentials for Email Processing Yes No

User Name Password

Synchronization Method

Server Profile Microsoft Exchange Online

Incoming Email Server-Side Synchronization or Email Router

Outgoing Email Server-Side Synchronization or Email Router

Appointments, Contacts, and Tasks None

Notes

Status Active

**Step - 5 - Click "Save" button and Click on Approve Email**

Mailbox: Mehul Chandroliya - Microsoft Dynamics 365 - Google Chrome

org3b73977a.crm.dynamics.com/main.aspx?etc=9606&pagetype=entityrecord&extraqs=%3fetc%3d9606%26id%3d%257b2658AA51-6B81-EF11-AC21...

FILE MAILBOX

Save Save & New Delete

Save Save & Close Deactivate Book

Sign In To Gmail Test & Enable Mailbox Apply Default Email Settings Actions

Approve Email Reject Email Download Mailbox Details Analytics

Mailbox : Information

Configuration Test Results

General

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Mehul Chandroliya

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Configuration Test Results

Incoming Email Status Success Outgoing Email Status Success

Appointments, Contacts, and Tasks Status Not Run Mailbox Test Completed On 10/31/20 11:03

General

**Step - 6 - Click on "Test & Enable Profile"**

Mailbox: Mehul Chandroliya - Microsoft Dynamics 365 - Google Chrome

org3b73977a.crm.dynamics.com/main.aspx?etc=9606&pagetype=entityrecord&extraqs=%3fetc%3d9606%26id%3d%257b2658AA51-6B81-EF11-AC21...

FILEMAILBOX

Save

Save & Close

Save & New

Deactivate

Delete

Signin To Gmail

Test & Enable Mailbox

Apply Default Email Settings

Approve Email

Reject Email

Download Mailbox Details

Save

Actions

Analytics

Mailbox : Information

Configuration Test Re...

General

Notes

Related

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Alerts

Audit History

Mailbox

Mehul Chandroliya

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Configuration Test Results

Incoming Email Status

Success

Outgoing Email Status

Success

Appointments, Contacts, and Tasks Status

Not Run

Mailbox Test Completed On

10/31/20

11:03

General

Mailbox Information