



COREXA

ILLUSTRATIVE USE CASE

From technician arrival to invoice-ready completion

A detailed technician workflow showing how Corexa can capture machine context, field evidence, parts and follow-up without turning the visit into office administration.

● Evidence level stated clearly throughout

Mobile-first

Primary experience

Field evidence

Notes + photos

Machine context

Before diagnosis

Pilot required

No outcome claims



THE CHALLENGE

Why the existing process breaks down

A technician is expected to diagnose the machine, perform the repair, explain the work, record labour, identify parts, capture photos, manage exceptions and leave enough detail for the office to invoice. When the mobile workflow is slow or disconnected, documentation is delayed until the most accurate moment has passed.

01

The job begins without enough context

The technician may need to call the office or another technician to understand previous repairs and recurring faults.

02

Documentation competes with repair time

Long forms encourage delayed or incomplete entry, particularly when the technician is moving between jobs.

03

Parts are easily forgotten

A component can be fitted correctly but never reach the inventory or invoice record.

04

Incomplete work looks complete

When a part is required or a return visit is needed, a simple completed/not-completed model hides the real state.

05

Photos live outside the job

Evidence stored in a phone gallery or message thread is difficult for the next technician or office user to find.

06

The office rebuilds the story

Administration may have to ask what was done, how long it took and what should be charged.

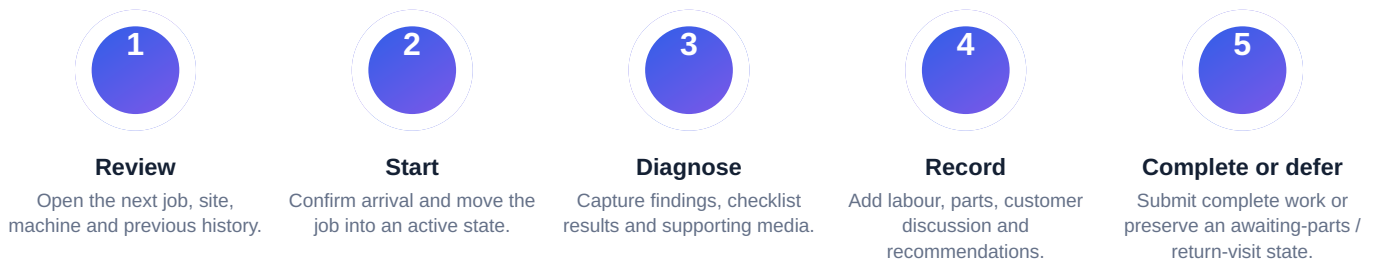
What failure looks like

The machine may be repaired, but the service record is incomplete. That weakens invoicing, inventory accuracy, customer communication and the next diagnosis.

THE OPERATING MODEL

A connected workflow around the machine

Corexa keeps the asset, service event, people, parts and next commercial action in one traceable workflow. The objective is not simply to digitise forms; it is to stop operational context from breaking between steps.



COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Next-job view	Presents customer, site, machine, issue and scheduled time in one mobile entry point.	The technician spends less time navigating before acting.
Machine history	Surfaces previous service, known components and recent parts.	Diagnosis begins with context rather than memory alone.
Progressive completion	Allows notes, media, checklist and parts to be captured during the visit.	Documentation is recorded while details are fresh.
Awaiting-parts state	Keeps incomplete work operationally open and connected to the required component.	The office and customer can distinguish a pause from a completed repair.
Return-visit workflow	Connects additional work to the original machine and service event.	Follow-up does not become an unrelated new job with lost context.
Structured handoff	Provides administration with a consistent completion record.	Invoice preparation relies less on post-visit reconstruction.

CREDIBILITY STANDARD

What is supported - and what is not yet claimed

A credible case study distinguishes observed facts, product capability and future hypotheses. The evidence level below is deliberately explicit.

Product capability

Corexa contains technician, job, machine, parts, media and status workflows designed for field-service use.

Operational problem fit

The workflow addresses known service-business issues: missing notes, parts, media, labour and return-visit context.

Evidence boundary

No named technician or service business is presented as achieving quantified results in this document.

Pilot readiness

The process can be tested with a defined technician group and timestamp-based measures.

Not yet claimed: This is an illustrative workflow brief, not a completed customer result. It should not be titled a customer case study until a pilot participant approves the findings and quotation.

Measurement plan for the publishable version

MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Documentation completion	Required job fields, photos and checklist records	Percentage of completed jobs meeting the agreed completion standard.
Submission delay	Job finish time compared with completion submission time	Median minutes from leaving the site to submitted record.
Office clarification	Messages or calls requesting missing details	Clarifications per 100 completed jobs.
Part capture	Installed parts compared with job-part entries	Percentage of fitted parts recorded before completion.
Technician effort	Timed task plus a weekly 1-5 technician rating	Median documentation time and reported usability.

“The ideal field workflow captures the repair record while the technician still has the machine in front of them.”

Use-case statement. Replace with an approved technician quote after the pilot.

MAKE THE STORY TANGIBLE

Show the workflow, then verify the outcome

Visual credibility comes from real screens with precise captions, not decorative screenshots. Each image should identify the user, the workflow stage and the evidence it proves.



Technician completion view

Representative view

One tap

Next job



Machine-linked

History



Notes + media

Evidence



Structured

Handoff



Use real mobile screenshots in the final version: next job, machine history, completion notes and awaiting-parts state.

Recommended evidence-building sequence

Week 0 - Benchmark

Observe 10-20 jobs using the current process and record completion time, missing information and follow-up calls.

Weeks 1-4 - Pilot

Use Corexa with a small technician group. Review friction weekly and keep the required fields stable.

Week 5 - Evidence review

Compare the baseline, interview technicians and obtain approval for any quotation or quantified result.

Turn the workflow into technician proof

A credible technician attachment needs one real service team, a baseline sample, four product screenshots and an approved quote describing what changed.

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Publication note: Images in this draft are illustrative assets from the Corexa repository. Replace representative interface panels and figures with approved live screenshots and verified data before presenting the document as a completed external customer result.