



ILLUSTRATIVE USE CASE

Giving a home espresso-machine owner a permanent service record

A home-user use case for owners of premium domestic and prosumer machines who need one clear place for service, maintenance, technicians, parts, quotes and invoices.

● Evidence level stated clearly throughout

Machine

Permanent record

Service

Visible history

Maintenance

Suggested actions

Pilot required

Owner feedback



THE CHALLENGE

Why the existing process breaks down

A premium home espresso machine can cost several thousand dollars, but its service history is often managed through paper receipts, emails, text messages, calendar reminders and memory. When the machine stops heating or begins leaking, the owner may not know who attended last, what was replaced or what maintenance is due.

01

The owner does not know where to start

A sudden fault creates uncertainty about the technician, machine details and previous service.

02

History is scattered

Receipts, quotes, notes and parts information do not form one useful ownership record.

03

Maintenance is easy to miss

Filters, cleaning and planned servicing compete with everyday life until performance deteriorates.

04

A new technician begins from zero

The owner must retell the history or search for documents while booking the repair.

05

Quotes lack lifecycle context

The owner sees the immediate repair cost without a clear view of previous work and ongoing condition.

06

Resale records are weak

A well-maintained machine may have no organised evidence of the care it received.

The ownership experience gap

The owner has a valuable, long-life asset but no durable record connecting its condition, service history, maintenance, technicians and costs.

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.



Add the machine

Create the asset record and key details.



Understand

See condition, recent service and suggested maintenance.



Request help

Connect the service request to the exact machine.



Follow progress

Review the technician, open work, quote and invoice.



Keep the history

Preserve parts and service records for the next repair or owner.

COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Home dashboard	Prioritises machines, condition, alerts, recent history and open work.	The owner sees value immediately without navigating business operations.
Machine profile	Stores the machine identity, image and service history.	Future requests begin with consistent asset information.
Service request	Connects the owner, issue and machine to a technician workflow.	The technician receives clearer context before attending.
Recent parts and technician	Shows who last attended and what components were used.	The owner can explain the history without relying on memory.
Quotes and invoices	Keeps commercial records attached to the machine's work.	Repair decisions can be considered alongside previous service.
Suggested maintenance	Provides clear next actions after the immediate repair.	Ownership becomes more proactive and less crisis-driven.

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 supports home-user machine dashboards, machine history, service activity, parts, quotes, invoices and maintenance information.

Problem relevance

The use case reflects the practical ownership challenge of maintaining a high-value home machine over many years.

Evidence boundary

No owner is represented as saving a specific amount or preventing a failure through Corexa.

Pilot readiness

A pilot can recruit premium machine owners and include at least one real service event per participant.

Not yet claimed: No repair saving, resale-value improvement or failure-prevention rate is claimed. Those outcomes require longitudinal use and owner-approved evidence.

Measurement plan for the publishable version

MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Registration completion	Machine profile fields and image upload	Percentage of owners completing an actionable machine record.
Service-request quality	Machine and issue details received by the technician	Percentage of requests not requiring asset clarification.
Maintenance follow-through	Suggested tasks and completion records	Percentage of due tasks completed by the suggested date.
Owner understanding	Pre/post survey with the same machine-history questions	Ability to identify last service, technician, parts and next action.
Ongoing use	Dashboard and service-history activity	Repeat engagement after the initial registration or repair.

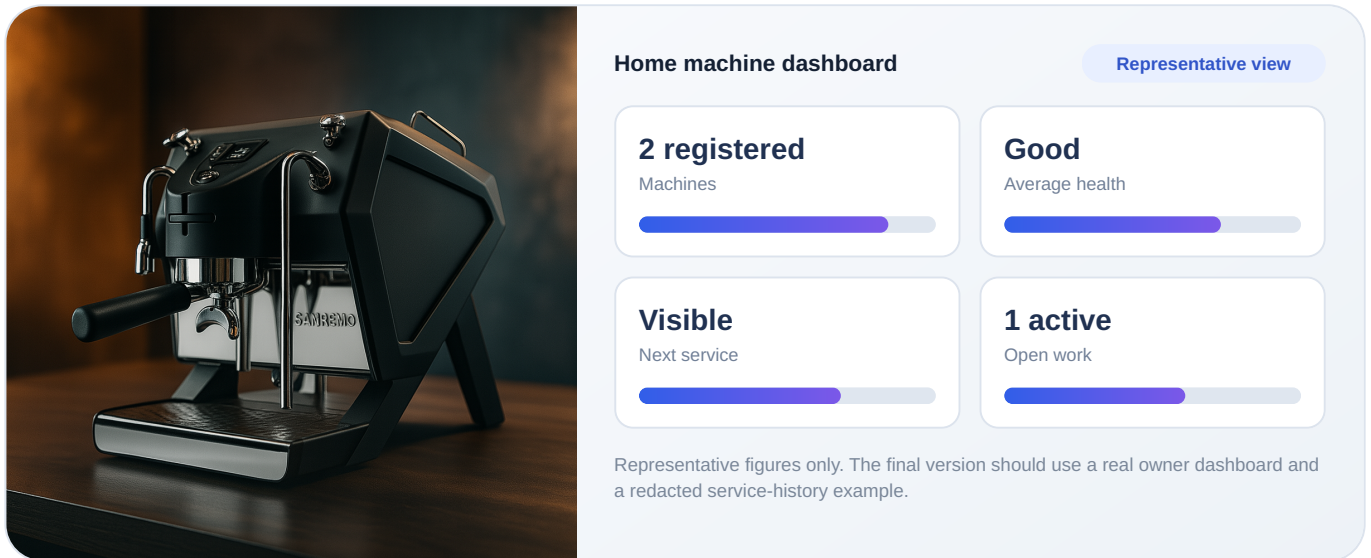
“A valuable machine should have a service history that is as permanent as the machine itself.”

Use-case statement. Replace with an approved home-owner quote after a 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.



Recommended evidence-building sequence

Recruit owners

Select 5-10 owners of premium home machines with recent or upcoming service needs.

Capture the journey

Document registration, service request, technician response and post-service history.

Publish human proof

Use owner-approved screenshots, one real repair story and quotations in the owner's own words.

Make the home-owner story personal and specific

The strongest attachment will follow one named machine through one genuine problem, service event and maintenance decision.

corexa.com.au
sales@corexa.com.au

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.