COREXA

PRODUCT WORKFLOW STUDY

From a vague machine symptom to structured diagnostic context and safe escalation

A guided troubleshooting workflow showing how Corexa can connect equipment identity, symptoms, error codes, manuals, diagrams and a service request without presenting guidance as a substitute for a technician.

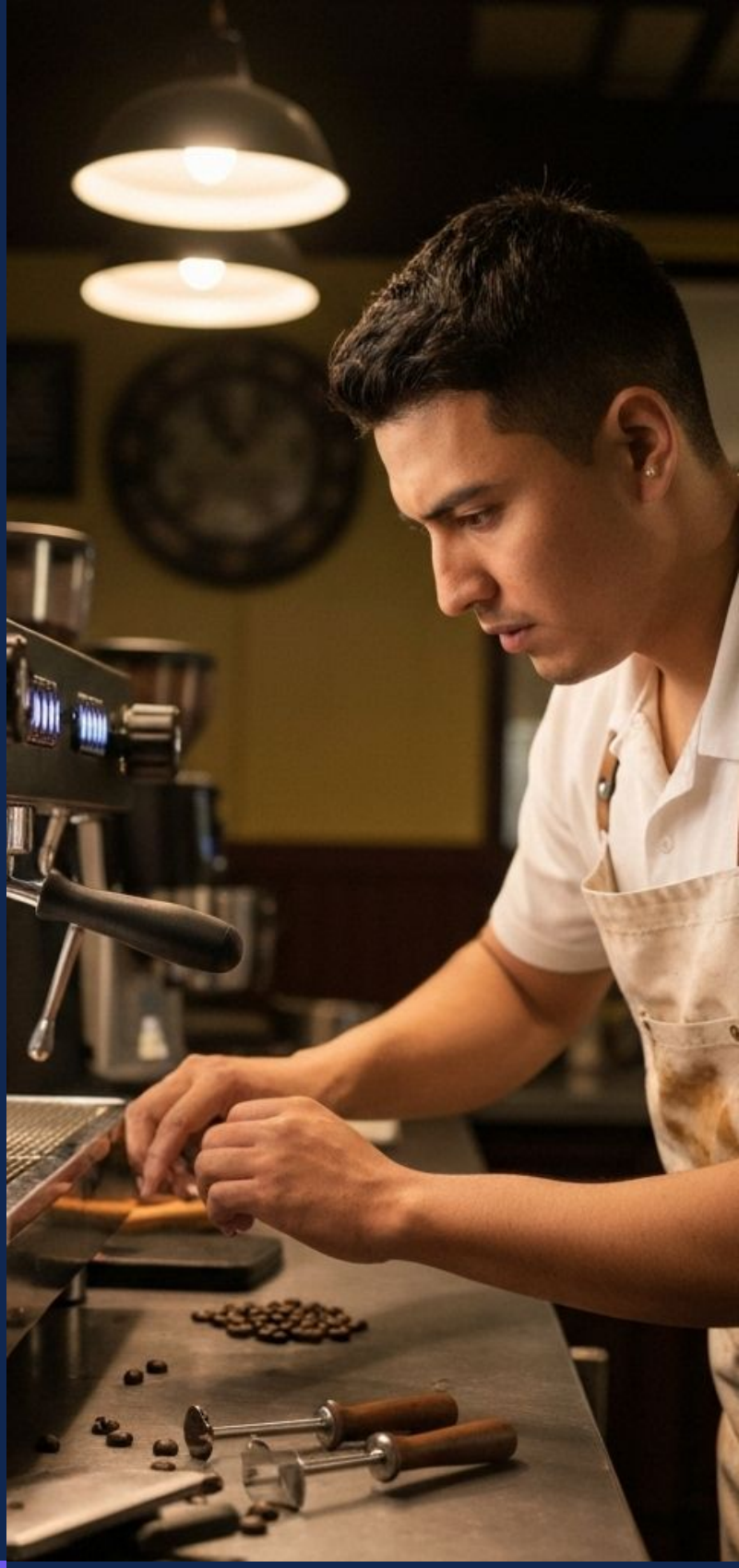
Evidence level stated clearly throughout

Repository-reviewed
Capability basis

Guided diagnostics
Primary workflow

Manuals + codes
Evidence sources

Safety-limited
Credibility standard



THE CHALLENGE

Why the existing process breaks down

Owners and venue staff often describe equipment problems using symptoms such as "not heating" or "coffee tastes wrong". Technicians then spend time identifying the machine, clarifying the symptom and locating manuals or error-code references before meaningful diagnosis can begin.

01

The symptom is too broad

A short message does not capture when the fault occurs, what changed or which system may be involved.

02

Equipment identity is incomplete

Brand, model, serial or configuration details may be missing when guidance or service is requested.

03

Manuals are difficult to locate

Users search manufacturer sites, old folders or general web results without knowing which document applies.

04

Error codes lose context

A code is quoted without the operating condition, previous service or exact model interpretation.

05

Unsafe work may be attempted

Generic instructions can encourage a non-technician to open electrical, pressure or heated equipment.

06

Diagnostic effort is discarded

Questions already answered during troubleshooting are not transferred into the technician service request.

The central risk Troubleshooting creates false confidence or repeated effort instead of a structured, safety-aware record that improves the next service decision.

THE OPERATING MODEL

A connected workflow around the machine

Corexa can begin with the machine identity and guide the user through symptoms, observable checks, error-code references and relevant documents. When professional service is required, the captured context can follow the machine into the request.

1
Identify
Select equipment type, brand, model and the affected machine record where available.

2
Describe
Capture symptom, timing, error code, recent changes and observable conditions.

3
Guide
Present safe checks, diagrams, manuals and model-relevant reference information.

4
Decide
Resolve a safe user-level issue, continue observation or recommend professional service.

5
Escalate
Create a service request with the diagnostic answers and machine context attached.

COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Equipment-specific diagnostics	Provides separate diagnostic experiences for machines, grinders, tampers and water filtration.	Questions and checks can match the equipment category.
Troubleshooting guidance	Supports interactive diagnostic and guidance interfaces.	The user can provide more structured information than a free-text fault description.
Manual library	Connects brand and model information to manuals and reference documents.	Users and technicians spend less time locating applicable documentation.
Error-code reference	Presents brand-linked error-code information.	A code can be interpreted within a more relevant equipment context.
Diagrams and visual instruction	Includes machine, grinder, tamper and water-filter diagrams.	Users can identify components and observations more accurately.
Service escalation	Allows unresolved or unsafe issues to progress into a job or enquiry pathway.	Diagnostic effort can become useful technician context instead of being discarded.

CREDIBILITY STANDARD

What is supported - and what is not yet claimed

A credible case study distinguishes repository evidence, real workflow scope and future outcome hypotheses. The evidence level below is deliberately explicit.

Repository capability

The repository contains dedicated diagnostics for several equipment types, troubleshooting interfaces, manuals, error-code pages, diagrams and job or enquiry pathways.

Safety positioning

Corexa terms and product language acknowledge that generated guidance may be incomplete and is not a substitute for professional service.

Credible limitation

A digital diagnostic flow cannot verify every observation, model variation or internal fault. High-risk work must remain with qualified technicians.

Pilot requirement

A labelled test set of common symptoms should be reviewed by technicians for relevance, escalation quality and safety.

Not yet claimed: this case study does not present a measured productivity, revenue, accuracy or customer-satisfaction improvement. A controlled baseline and participant-approved result are required before those claims are published.

Measurement plan for the publishable version

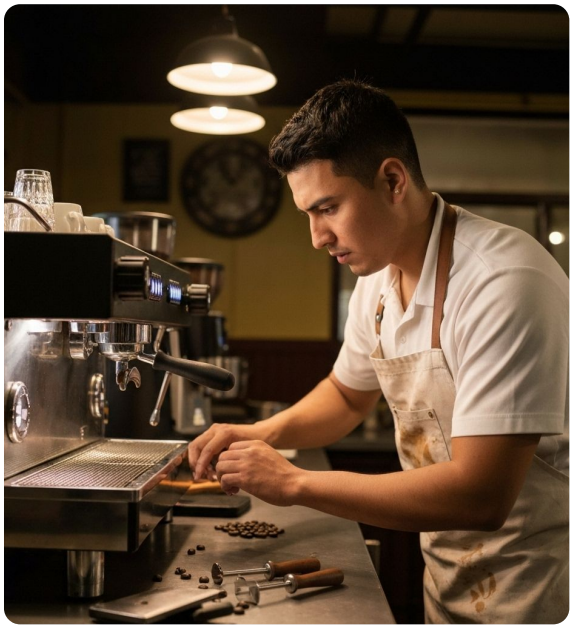
MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Diagnostic completion	Flow analytics	Percentage of users who reach a clear safe action or service escalation.
Equipment identification quality	Request audit	Percentage of escalated requests with usable brand, model and machine information.
Technician context usefulness	Technician review	Percentage of diagnostic summaries judged useful before attendance.
Correct escalation	Expert-labelled test cases	Cases appropriately referred to a technician rather than unsafe user action.
Manual retrieval success	Document analytics	Users opening the applicable manual or diagram for the selected equipment.
Repeat clarification	Service communication log	Additional questions required after a diagnostic summary reaches the service team.

> *"The purpose of guided diagnostics is not to replace the technician. It is to make the symptom clearer, the safe next step more obvious and the escalation more useful."*

MAKE THE STORY TANGIBLE

Show the symptom becoming a structured technician brief

Use one realistic fault from start to escalation. Include the equipment selection, diagnostic questions, relevant manual or diagram, safety boundary and final service request summary.



Connected workflow Representative view

Identify
Brand + model

Diagnose
Symptoms + code

Reference
Manual + diagram

Escalate
Service brief

1. Machine or equipment selection step
2. Guided questions with a real symptom or error code
3. Applicable manual, diagram or safe check
4. Escalated job request containing the diagnostic summary

Recommended evidence-building sequence

Phase 1 - Expert test set

Select common faults and have qualified technicians define safe observations and escalation rules.

Phase 2 - Guided pilot

Run the flows with a small group of owners, venue staff and technicians.

Phase 3 - Safety evidence

Report completion, context quality, correct escalation, false reassurance and required revisions.

Build the publishable proof layer

Replace representative views with dated interface screenshots, a defined baseline, system-derived measures and an approved participant quotation.

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Publication note: capability descriptions are based on the Corexa repository supplied in July 2026. Confirm the deployed workflow, permissions, integrations and data quality before presenting a capability as a completed customer outcome.