

PRODUCT WORKFLOW STUDY

From missed messages to visible, job-linked customer and technician communication

A communication workflow showing how Corexa can connect messages, attachments, unread alerts and operational notifications to the customer, technician and service event that require action.

Evidence level stated clearly throughout

Repository-reviewed

Capability basis

Two-way messaging

Primary workflow

Action alerts

Attention control

Pilot required

Outcome standard



THE CHALLENGE

Why the existing process breaks down

Service communication is often distributed across personal phones, email, voicemail and social messages. Even when the conversation is successful, it may not remain attached to the job or visible to the next person responsible. The operational issue is not message volume; it is whether the right person sees the right message in time and in context.

01

Messages use personal channels

Important customer or technician information can remain in a private device or inbox.

02

Context must be repeated

A message may not identify the job, machine or previous conversation that explains it.

03

Unread work is invisible

A new reply exists but no reliable badge, notification or ownership signal prompts action.

04

Attachments become detached

Photos, documents or part details sent in conversation may never become part of the service record.

05

Status updates are inconsistent

Customers receive different levels of communication depending on which staff member manages the job.

06

No communication audit exists

The business cannot easily confirm what was sent, when it was read or whether a reply remains outstanding.

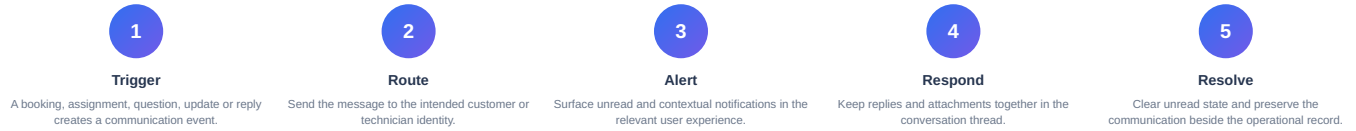
The central risk

A technically correct service workflow can still fail when a message requiring approval, clarification or attendance is not seen by the person who must act.

THE OPERATING MODEL

A connected workflow around the machine

Corexa can connect customer and technician conversations to a controlled messaging and notification layer. Unread indicators, templates, attachments and contextual alerts help communication progress with the service record.



COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Customer-technician threads	Provides two-way message views for the relevant participants.	The conversation is less dependent on personal communication channels.
Unread counts and badges	Surfaces messages that have not yet been reviewed.	Required attention is visible before the user opens the full thread.
Contextual notifications	Generates alerts from job, assignment or service events.	Communication can occur because the workflow changed, not only because someone remembered.
Message attachments	Allows supporting material to travel with the conversation.	Photos and documents can remain available to the service team.
Templates	Supports consistent reusable messages for common service events.	Customers can receive clearer and more reliable updates.
Preference controls	Allows notification channels or categories to be configured.	Users can receive relevant alerts without treating every event identically.

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 customer and technician messaging routes, message threads, templates, unread handling and an extensive notification layer.

✓ Multiple channels

Corexa includes in-app, push and notification-dispatch concepts, although deployed configuration must be confirmed.

✓ Credible limitation

Delivery success, device permissions and user response behaviour cannot be inferred from repository presence alone.

✓ Pilot requirement

A live communication cohort should measure delivery, read time, response time and unresolved-message volume.

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

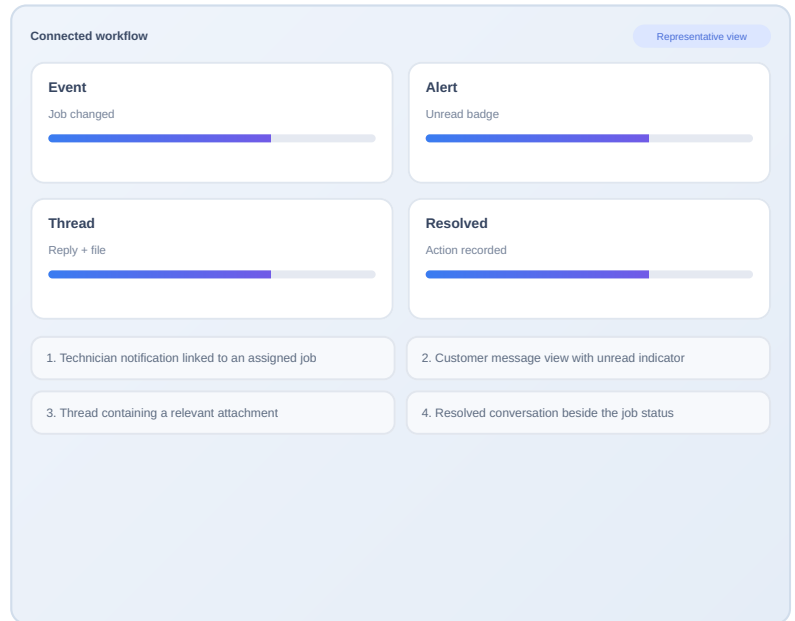
MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Delivery success	Notification delivery logs	Percentage of attempted notifications accepted by the configured channel.
Time to first read	Unread timestamps	Median time from message creation to recipient read.
Response time	Thread timestamps	Median time from question to meaningful reply.
Unresolved message age	Unread and ownership report	Number and age of messages still requiring action.
Off-platform contact volume	Call and email sample	Service contacts that still occur outside the connected workflow.
Customer update consistency	Template and event audit	Percentage of defined status events generating the expected update.

"A notification is valuable only when it reaches the correct person, explains the required action and remains connected to the service context."

MAKE THE STORY TANGIBLE

Show one conversation moving between customer and technician views

Demonstrate the same job-linked thread from both sides, including an unread badge, attachment, reply and resolved state. Add the event that triggered the notification so the message has operational meaning.



Recommended evidence-building sequence

Phase 1 - Communication audit

Identify common service messages, current channels and missed-response examples.

Phase 2 - Controlled events

Enable a defined notification and template set for selected jobs and participants.

Phase 3 - Verified result

Publish delivery, read, reply and unresolved-message measures with participant consent.

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.