COREXA

PRODUCT WORKFLOW STUDY

From uncertain warranty status to a traceable service and evidence record

A warranty workflow showing how Corexa can connect coverage dates, machine identity, service requirements, fault evidence, parts and notifications before a claim or repair decision is made.

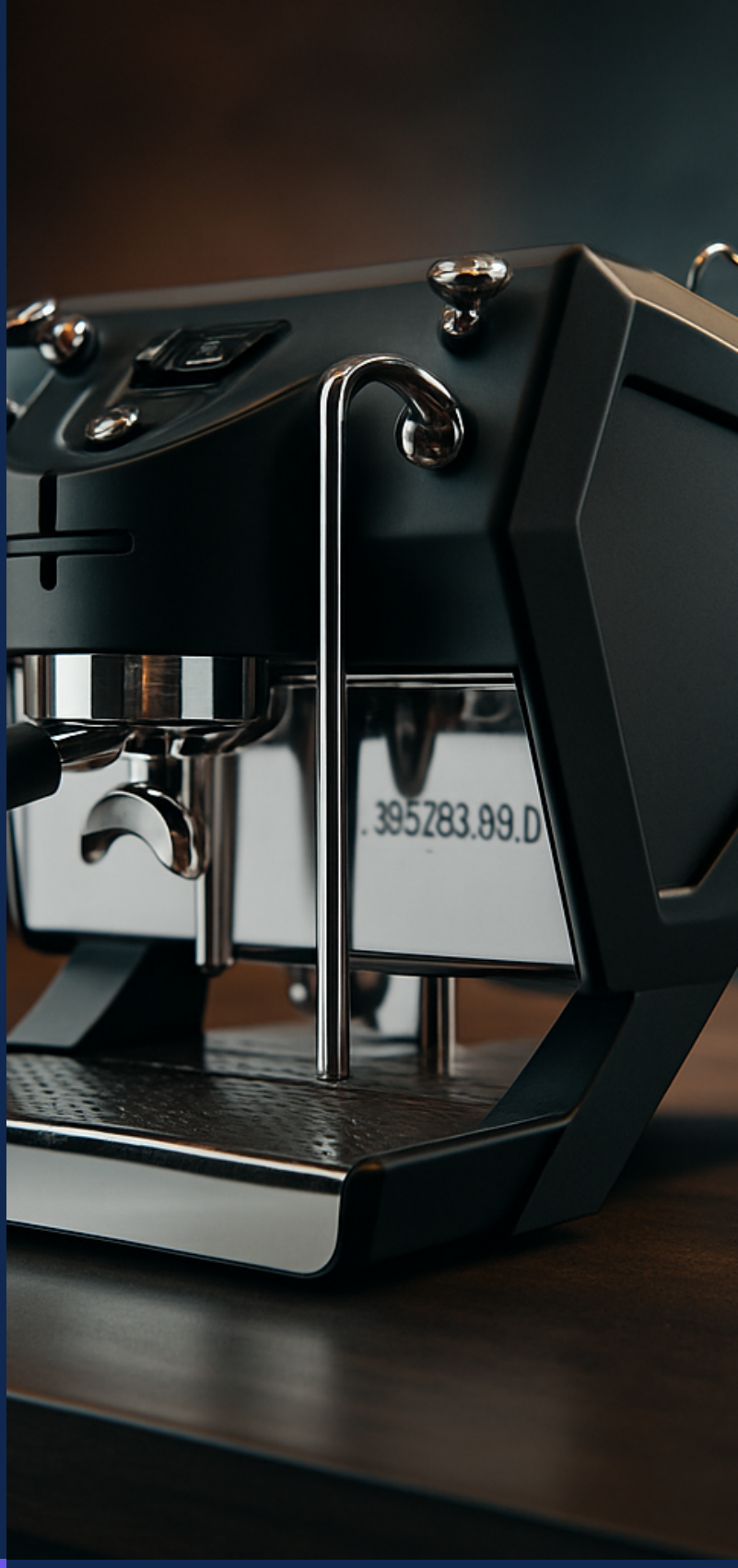
Evidence level stated clearly throughout

Repository-reviewed
Capability basis

Warranty-aware
Primary workflow

Evidence-led
Decision support

Pilot required
Outcome standard



THE CHALLENGE

Why the existing process breaks down

Warranty decisions can fail for administrative reasons even when a fault is genuine. Purchase dates, serial numbers, coverage terms, service history and diagnostic evidence may be scattered across different parties. By the time a claim is prepared, the business may be reconstructing facts that should already exist in the machine record.

01

Coverage dates are uncertain

Purchase, installation and warranty expiry dates may not be stored together or consistently updated.

02

The correct machine is not proven

Serial numbers and ownership details can be missing from the service request.

03

Service obligations are unclear

Required maintenance may not be visible when warranty eligibility is reviewed.

04

Fault evidence is incomplete

Photos, codes, technician findings and failed components may be gathered after the decision is challenged.

05

Warranty and chargeable work mix

Covered work, exclusions and customer-paid additions can become difficult to separate.

06

Expiry is noticed too late

The owner or service team may miss the opportunity to act before coverage ends.

The central risk A warranty outcome can depend less on the fault itself than on whether the machine identity, dates, maintenance and evidence can be demonstrated consistently.

THE OPERATING MODEL

A connected workflow around the machine

Corexa can keep warranty context with the machine, alert relevant users before important dates and preserve the technical evidence used to determine whether work is covered, excluded or chargeable.

1. **Register**
   Capture serial number, owner, purchase or install date and warranty terms.
2. **Maintain**
   Keep required service events and machine history connected to the asset.
3. **Alert**
   Surface approaching expiry or maintenance conditions requiring attention.
4. **Assess**
   Record fault evidence, technician findings and proposed coverage treatment.
5. **Resolve**
   Track claim, covered work, exclusions, parts and final customer outcome.

COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Warranty metadata	Stores warranty-relevant dates and asset identity with the machine.	Coverage can be reviewed from the operational record.
Maintenance history	Preserves servicing and component work over the asset lifecycle.	Eligibility questions can be assessed against visible history.
Warranty notifications	Supports scheduled checks and reminder services for warranty events.	Approaching expiry can become an action rather than a forgotten date.
Diagnostic evidence	Connects technician notes, media and fault information to the machine and job.	A claim can be supported by evidence captured at inspection.
Parts and labour separation	Allows covered and chargeable work to be represented distinctly in the commercial workflow.	The customer and business can understand which scope is being funded.
Resolution history	Keeps the final decision and repair outcome with the asset.	Future service teams can see how the issue was handled.

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 includes a maintenance-and-warranty cron route, warranty notification service and machine, job, media, parts and service-history structures.

Evidence foundation

Corexa can connect the technical and chronological information normally required to support a warranty decision.

Credible limitation

Actual coverage is determined by the manufacturer or provider terms; Corexa should not be presented as making a legal warranty determination.

Pilot requirement

A small claim cohort should compare record completeness, preparation time and outcome documentation before publishing results.

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

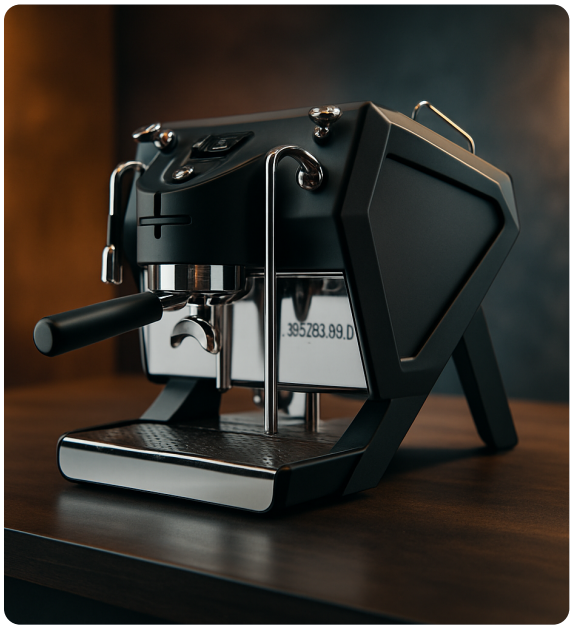
MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Warranty-field completeness	Machine audit	Percentage with serial, coverage dates and owner documented.
Pre-expiry action rate	Notification history	Percentage of relevant assets reviewed before warranty expiry.
Claim evidence completeness	Claim checklist	Percentage with required photos, findings, dates and service history.
Claim preparation time	Timed staff sample	Median administrative time to assemble a claim package.
Coverage classification	Job and invoice audit	Percentage of jobs clearly separating covered and chargeable scope.
Resolution documentation	Closed-claim audit	Percentage with final decision and repair outcome recorded.

> *"Warranty credibility comes from an evidence trail created before the claim is questioned."*

MAKE THE STORY TANGIBLE

Show the evidence chain from registered machine to resolved warranty event

Use a real asset record containing serial number and coverage date, the maintenance history, expiry alert, technician evidence and final coverage decision. Clearly state that terms remain controlled by the warranty provider.



Connected workflow — Representative view

Register	Maintain
Serial + dates	Service history
Assess	**Resolve**
Fault evidence	Coverage outcome

1. Machine record showing warranty identity and dates
2. Warranty or maintenance reminder state
3. Job with diagnostic photos and technician finding
4. Resolved warranty event with covered and chargeable work

Recommended evidence-building sequence

Phase 1 - Record audit

Review recent warranty jobs for missing identity, service and evidence information.

Phase 2 - Controlled claims

Apply one required evidence checklist to a defined warranty cohort.

Phase 3 - Verified result

Report preparation time, completeness and resolution documentation without overstating coverage outcomes.

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.