

PRODUCT WORKFLOW STUDY

From individual technician knowledge to a reusable learning and discussion system

A workforce development workflow showing how Corexa can connect training modules, guided technical content, forum discussions and field experience without treating learning as a separate annual event.

Evidence level stated clearly throughout

Repository-reviewed

Capability basis

Technician training

Primary workflow

Knowledge sharing

Team model

Pilot required

Outcome standard



THE CHALLENGE

Why the existing process breaks down

Technical service businesses rely heavily on knowledge held by experienced people. New technicians need practical guidance, while senior technicians repeatedly answer the same questions. Formal training, manufacturer material and real field experience often remain separated, so the organisation learns slowly even while individuals become more capable.

01

Knowledge lives with individuals

Model-specific lessons and diagnostic shortcuts may never become accessible to the wider team.

02

Training is disconnected from work

A technician completes a course but cannot easily apply or revisit it at the relevant service moment.

03

The same question repeats

Senior staff answer recurring questions through calls or messages that are not reusable.

04

Informal advice lacks context

A tip may omit model, symptom, safety boundary or evidence required to use it correctly.

05

Participation is invisible

Management cannot see which modules, discussions or topics technicians are using.

06

Field learning is not captured

A difficult repair produces valuable insight but no structured contribution back to the team.

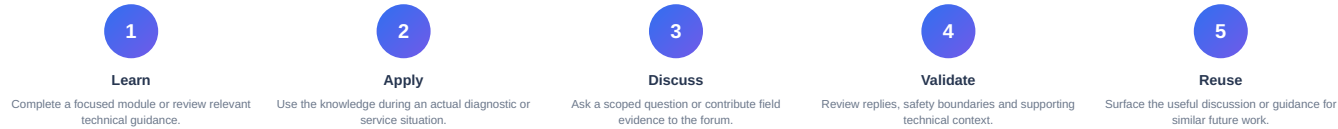
The central risk

The business can employ skilled technicians while still failing to build a durable organisational knowledge base.

THE OPERATING MODEL

A connected workflow around the machine

Corexa can combine structured technician training with searchable discussion and related technical content. Learning can begin with a module, continue through a field question and become reusable guidance for the next technician.



COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Technician training area	Provides structured modules and learning content for technicians.	Knowledge can be delivered consistently rather than only through shadowing.
Discussion forum	Allows posts, replies, categories, images and engagement.	Field questions and answers can become reusable team or community knowledge.
Related discussions	Can surface relevant forum content beside technical subjects.	A technician can discover prior experience without starting a new conversation.
Visual attachments	Supports images that clarify symptoms, components or repair context.	Discussion can be grounded in the actual equipment condition.
Unread and notification handling	Alerts users to replies or new discussion activity.	A question is more likely to progress to an answer.
Training module structure	Represents learning topics as reusable units.	The business can build a progressive development path.

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 a technician training page, training modules, forum categories, posts, replies, images, unread counts and related-discussion components.

✓ Connected learning model

Structured content and peer discussion both exist within the Corexa product scope.

✓ Credible limitation

Repository features do not prove technical accuracy, moderation quality, completion or improved repair outcomes.

✓ Pilot requirement

A defined technician group should use selected modules and discussion topics while knowledge reuse and support demand are measured.

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

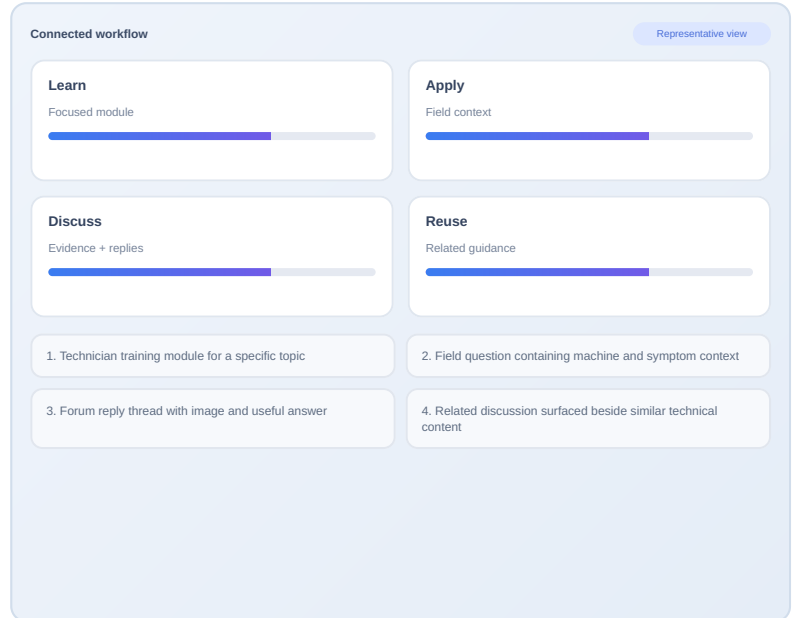
MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Module completion	Training activity	Percentage of assigned modules completed by the target date.
Knowledge check	Pre/post assessment	Change in validated understanding for the selected topic.
Repeated question rate	Support and forum review	Frequency of the same technical question before and after content creation.
Response usefulness	Participant feedback	Percentage of discussions rated useful and technically applicable.
Time to answer	Forum timestamps	Median time from scoped question to accepted useful response.
Field reuse	Related-content interactions	Instances where existing content resolves a later service question.

"A service business becomes more scalable when field experience is converted into knowledge that another technician can safely reuse."

MAKE THE STORY TANGIBLE

Show one technical question becoming reusable team knowledge

Begin with a training topic, show the technician applying it, document a field question with evidence, then show the validated discussion appearing as related guidance for a later user.



Recommended evidence-building sequence

Phase 1 - Topic selection

Identify recurring questions, costly mistakes and high-value training gaps.

Phase 2 - Learning cohort

Assign focused modules and require scoped forum use for selected technicians.

Phase 3 - Verified result

Report completion, repeated-question, response and reuse measures with technical review.

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.