COREXA

PRODUCT WORKFLOW STUDY

From an unstructured service request to a prioritised, actionable job

A triage workflow showing how Corexa can translate customer symptoms into urgency, machine context, required skills and the next operational action.

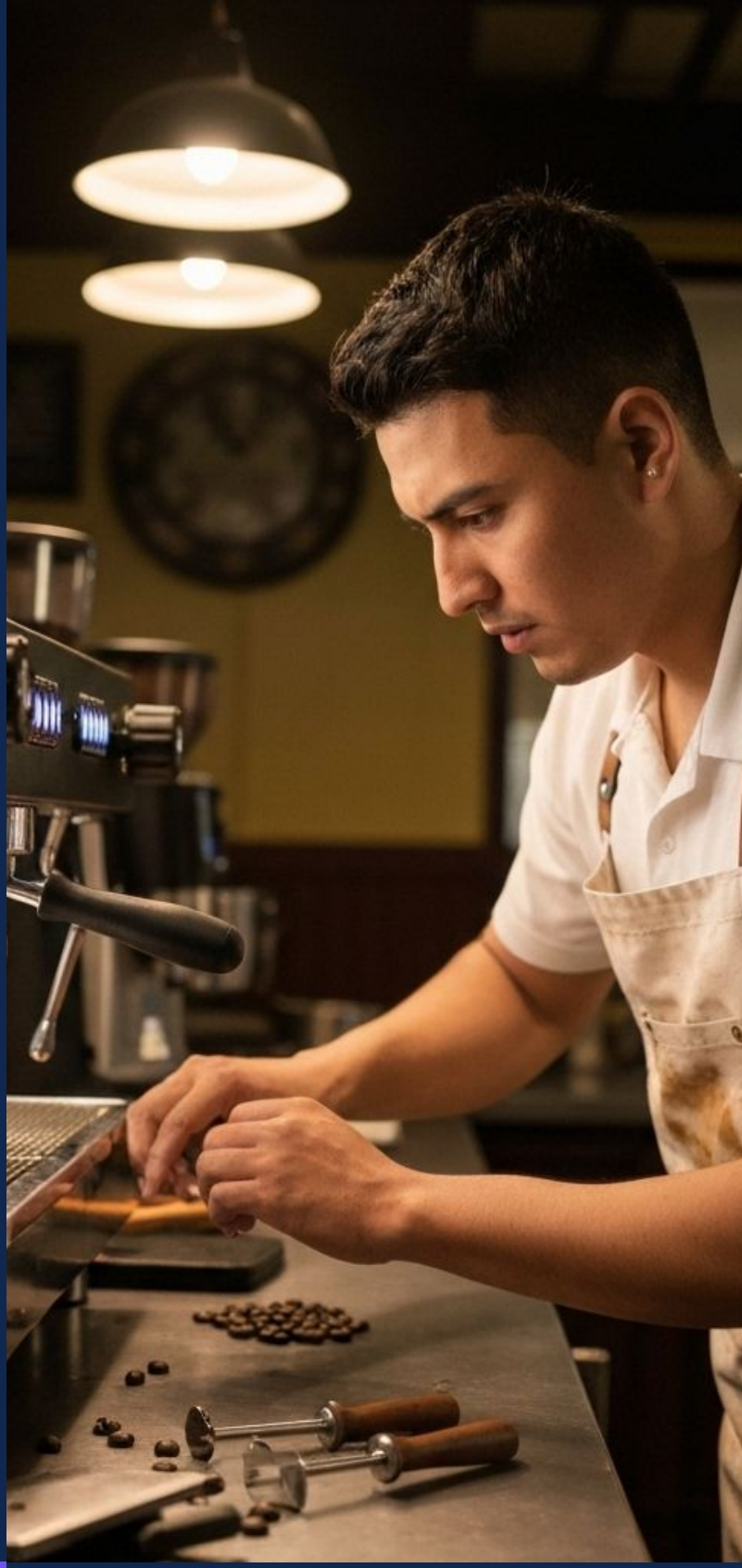
Evidence level stated clearly throughout

Repository-reviewed
Capability basis

Request triage
Primary workflow

Connected record
Operating model

Pilot required
Outcome standard



THE CHALLENGE

Why the existing process breaks down

Customers describe symptoms in their own language. The office must quickly decide whether the issue is urgent, safe to operate, suitable for remote guidance, dependent on parts or ready to schedule. Without a consistent triage process, priority is driven by who calls most often.

01

Symptoms are vague

Requests such as “not working properly” do not explain safety, operational impact or the affected machine system.

02

Urgency is subjective

Different administrators can assign different priorities to the same condition.

03

Machine history is ignored

A recurring fault may be treated as a new issue when previous work is not reviewed.

04

Required capability is unknown

The request may be assigned before the necessary technician skill, tools or parts are considered.

05

Remote resolution is missed

Simple operating or maintenance issues can consume a field visit unnecessarily.

06

Customer expectation is unclear

The customer may not know whether the request is awaiting information, approval, parts or scheduling.

The central risk Poor triage sends the wrong work to the wrong person at the wrong time while genuinely urgent machines wait.

THE OPERATING MODEL

A connected workflow around the machine

Corexa can connect the reported symptom to machine history, safety questions, priority rules, diagnostic guidance and scheduling readiness before the job enters the technician calendar.

1

Capture symptom

Record the machine, observed condition, operational impact and evidence.

2

Check safety

Identify conditions that require shutdown or immediate escalation.

3

Review history

Compare the request with prior faults, parts and recommendations.

4

Classify response

Choose remote guidance, quote, parts review or technician attendance.

5

Set expectation

Confirm priority, ownership and the next visible status for the customer.

COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Structured request form	Captures machine, site, symptom and urgency information.	Triage begins with consistent evidence.
Machine service history	Provides prior faults, repairs and recommendations.	Recurring issues can be recognised earlier.
Diagnostic pathways	Supports guided questions and likely-system identification.	Simple issues can be clarified before dispatch.
Priority and status fields	Represents urgency and the current triage state.	Teams can distinguish emergency, blocked and routine work.
Technician assignment context	Connects required skill and availability to the request.	The job can be routed more deliberately.
Customer notifications	Communicates the accepted request and next step.	Expectations are visible rather than inferred.

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 public and portal booking, diagnostics, machine history, priority/status handling, assignment and notification workflows.

✓ Connected operating model

The workflow is designed to keep request triage connected to the relevant machine, customer, site, job and responsible user.

✓ Credible limitation

Triage rules require business-specific safety, SLA and escalation standards; software should not replace qualified technical judgement.

✓ Pilot requirement

A defined cohort should be measured from baseline through controlled use before any productivity, cost, revenue or satisfaction outcome is published.

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

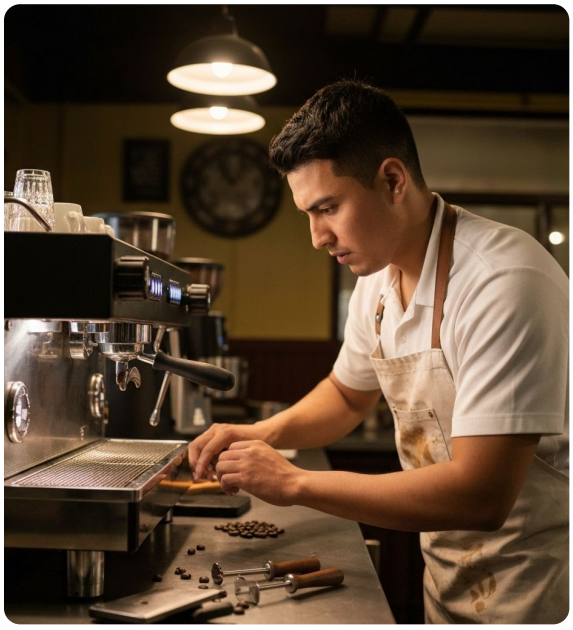
MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Triage completion time	Request and status timestamps	Median time from submission to actionable classification.
Reclassification rate	Priority/status history	Percentage materially reclassified after technician review.
Remote resolution rate	Resolution type	Percentage resolved without a field visit, reported without implying suitability for all faults.
Safety escalation time	High-risk request sample	Time from submission to shutdown advice or responsible-user action.
Assignment fit	Technician reassignment logs	Jobs reassigned because capability or context was wrong.
Customer update coverage	Notification logs	Percentage receiving a clear next-step communication.

> *"Good triage is the point where a customer symptom becomes an operational decision rather than another unread message."*

MAKE THE STORY TANGIBLE

Show the decision path behind one incoming request

Present the original customer wording, safety questions, machine history, priority decision and final next step. The visual proof should explain why the job was classified as it was.



Connected workflow Representative view

Capture symptom
Record the machine, observed condition, operational impact and evidence.

Check safety
Identify conditions that require shutdown or immediate escalation.

Review history
Compare the request with prior faults, parts and recommendations.

Classify response
Choose remote guidance, quote, parts review or technician attendance.

1. Incoming request with symptom and impact
2. Machine history and related previous fault
3. Priority and response classification
4. Customer-facing status and next step

Recommended evidence-building sequence

Phase 1 - Baseline

Select a representative sample and record the current process, delays, errors and missing evidence.

Phase 2 - Controlled workflow

Apply one agreed Corexa process, ownership rule and completion standard for 8-12 weeks.

Phase 3 - Verified result

Report system-derived measures, dated screenshots and a participant-approved quotation.

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.