COREXA

PRODUCT WORKFLOW STUDY

From critical machine failure to coordinated emergency response and SLA visibility

An emergency workflow showing how Corexa can connect operational impact, technician response, communication, parts and restoration evidence.

Evidence level stated clearly throughout

Repository-reviewed
Capability basis

Emergency response
Primary workflow

Connected record
Operating model

Pilot required
Outcome standard

THE CHALLENGE

Why the existing process breaks down

A critical espresso-machine failure can stop beverage service at a high-volume site. During the first hour, the service business must understand the impact, communicate clearly, assign the right technician and prepare for likely parts without losing routine work across the rest of the day.

01

Impact is not quantified

A complete shutdown and a minor performance issue can enter the same queue.

02

Response ownership is unclear

Several people may see the request while no one becomes accountable for the next action.

03

SLA timing is manual

Acknowledgement, dispatch, arrival and restoration times may be reconstructed after the event.

04

Customer updates are inconsistent

The customer may call repeatedly because status and expected arrival are not visible.

05

Parts readiness is delayed

The technician can arrive before likely components or stock availability have been checked.

06

Restoration evidence is weak

The job may be closed without a clear test result, downtime record or remaining risk.

The central risk In an emergency, communication and coordination failures can extend downtime even when the technical repair itself is straightforward.

THE OPERATING MODEL

A connected workflow around the machine

Corexa can treat an emergency as a timed sequence from acknowledgement through dispatch, arrival, diagnosis, parts decision and verified restoration, with a visible owner at each stage.

1. **Acknowledge** — Confirm the failure, site impact, safe state and responsible coordinator.
2. **Dispatch** — Assign the appropriate technician and communicate expected arrival.
3. **Prepare** — Review machine history, likely systems, stock and alternative options.
4. **Restore** — Diagnose, repair or implement an approved temporary response.
5. **Verify** — Record testing, downtime, follow-up and customer confirmation.

COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Critical priority	Marks the request as operationally urgent.	Emergency work can be separated from routine queue order.
Timestamped status progression	Records acknowledgement, assignment, arrival and completion states.	SLA performance can be derived from system events.
Technician calendar and dispatch	Shows availability and active workload.	The coordinator can make a more informed assignment.
Machine history and diagnostics	Provides previous failures and likely-system context.	Preparation begins before arrival.
Inventory visibility	Checks warehouse and technician stock against likely needs.	Parts risk can be addressed earlier.
Customer communication	Sends status and arrival updates from the same job.	The customer sees progress without repeated calls.

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 job priority/status, dispatch, technician calendars, machine history, diagnostics, stock visibility, notifications and completion evidence.

✓ Connected operating model

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

✓ Credible limitation

A platform can coordinate response but cannot guarantee travel time, parts availability or repair success; emergency commitments must reflect actual business capacity.

✓ 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

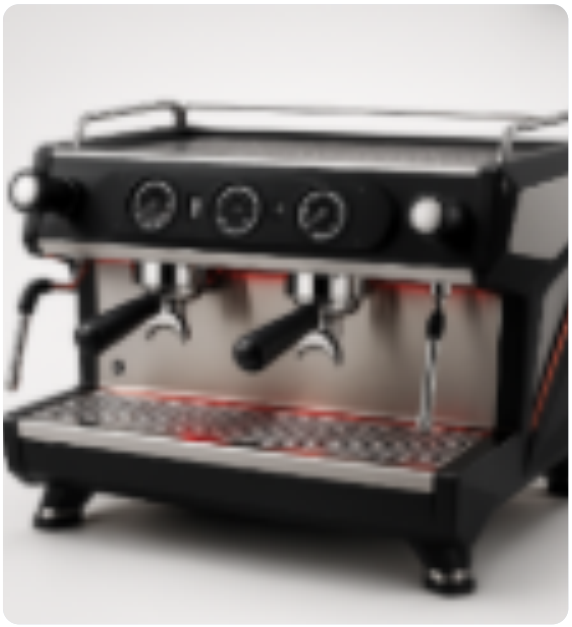
MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Acknowledgement time	Request and first-action timestamps	Median minutes from receipt to accountable acknowledgement.
Dispatch time	Assignment timestamps	Median minutes from acknowledgement to confirmed technician assignment.
Arrival variance	Scheduled and arrival records	Difference between communicated and actual arrival.
Restoration time	Failure and completion timestamps	Median time to verified operational restoration.
Update interval	Notification logs	Time between customer-facing status updates during open emergencies.
Repeat failure	Machine history	Related repeat event within the agreed post-repair period.

> *"Emergency service quality is measured by the whole response, not only the minutes spent turning tools on the machine."*

MAKE THE STORY TANGIBLE

Show the emergency timeline from failure to restored service

Use one incident with exact event timestamps, assigned owner, customer updates, technician evidence and final test result. Avoid implying guaranteed SLA performance before measurement.



Connected workflow Representative view

Acknowledge
Confirm the failure, site impact, safe state and responsible coordinator.

Dispatch
Assign the appropriate technician and communicate expected arrival.

Prepare
Review machine history, likely systems, stock and alternative options.

Restore
Diagnose, repair or implement an approved temporary response.

1. Critical request with site impact and safe-state advice
2. Dispatch view with assigned technician and ETA
3. Machine history and parts preparation
4. Completion record with testing and downtime

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.

corexa.com.au
sales@corexa.com.au

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.