

PRODUCT WORKFLOW STUDY

From a scheduled job to a prepared, traceable technician arrival

A field-mobility workflow showing how Corexa can connect route context, site access, customer communication and arrival status to the service job.

Evidence level stated clearly throughout

Repository-reviewed

Capability basis

Field mobility

Primary workflow

Connected record

Operating model

Pilot required

Outcome standard



THE CHALLENGE

Why the existing process breaks down

The time between jobs is operational work. Technicians must know where they are going, whether the site is open, who to meet, what access restrictions apply and whether the customer expects an arrival update. Missing context creates avoidable calls and late starts.

01

Addresses are incomplete

A venue name without a verified service address can lead to navigation errors or arrival at the billing office.

02

Access instructions are buried

Parking, loading, security and contact details may exist only in historic notes.

03

Travel is invisible

The calendar can show appointment duration while ignoring the practical gap required between sites.

04

Customers lack arrival confidence

The customer may not know whether the technician is assigned, travelling or delayed.

05

Technicians arrive unprepared

Machine details, required parts and site conditions are reviewed only after arrival.

06

Actual arrival is not recorded

Service response and utilisation reports rely on scheduled rather than real timestamps.

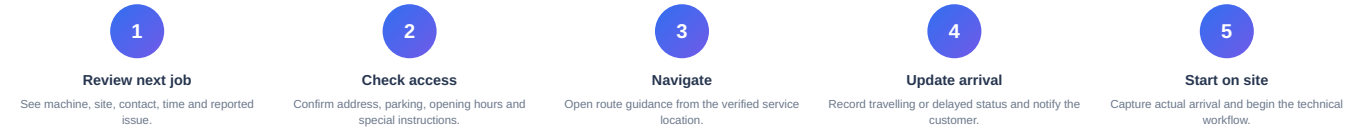
The central risk

A technically efficient visit can still become commercially inefficient when travel, access and arrival coordination are treated as outside the job.

THE OPERATING MODEL

A connected workflow around the machine

Corexa can place navigation, site context, next-job information and arrival communication inside the technician workflow, then record the transition from scheduled to travelling to on site.



COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Next-job view	Presents the immediate job and essential context.	Technicians do not need to search across multiple screens.
Verified site address	Uses the service location associated with the job.	Navigation is less likely to use the wrong customer address.
Site instructions	Stores access and contact details with the location.	Preparation includes practical arrival requirements.
Navigation action	Opens directions from the job context.	Travel begins from the same record used for service.
Arrival notifications	Communicates assignment, travel or delay status.	The customer can prepare for the visit.
Actual time capture	Records arrival and start events.	Response and utilisation reports can use observed times.

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 technician job views, address and site details, navigation actions, calendar/dispatch components, notifications and time/status capture.

✓ Connected operating model

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

✓ Credible limitation

Routing accuracy depends on verified addresses and external mapping data; Corexa should not claim route optimisation without measured implementation.

✓ 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

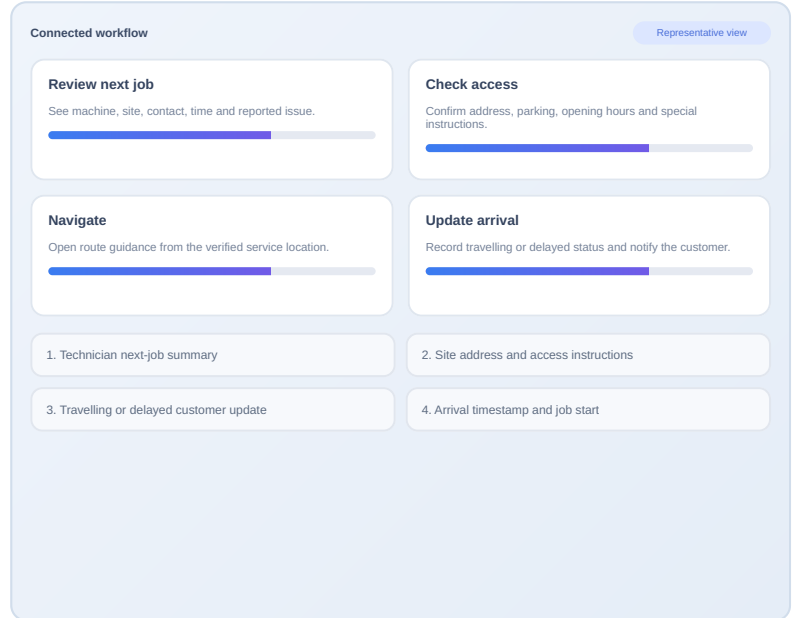
MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Wrong-location events	Issue log	Count of arrivals at an incorrect or incomplete address.
Access-delay rate	Technician notes	Visits delayed by parking, security, closure or unavailable contact.
On-time arrival	Scheduled and actual timestamps	Percentage arriving within the defined window.
Customer update coverage	Notification logs	Percentage receiving an arrival or delay update.
Travel gap realism	Calendar and actual times	Difference between planned and observed inter-job travel.
Pre-arrival preparation	Job audit	Percentage where machine history or required parts were reviewed before start.

"The service visit begins before the technician touches the machine; it begins with a correct destination and a prepared arrival."

MAKE THE STORY TANGIBLE

Show the technician journey from next-job card to on-site start

Use one real route and show the next-job summary, access information, navigation action, customer update and actual arrival timestamp.



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.