

PRODUCT WORKFLOW STUDY

From an incomplete repair to a controlled return visit and accountable follow-up

A continuity workflow showing how Corexa can preserve unresolved scope, parts dependency, customer expectation and the final close-out of multi-visit work.

Evidence level stated clearly throughout

Repository-reviewed

Capability basis

Follow-up control

Primary workflow

Connected record

Operating model

Pilot required

Outcome standard



THE CHALLENGE

Why the existing process breaks down

Not every service visit ends with a fully restored machine. A part may be required, approval may be pending or further observation may be necessary. The operational failure occurs when the first job is closed and the remaining work becomes an informal reminder.

01

Incomplete work looks complete

The visit is finished, but the machine issue or agreed scope remains unresolved.

02

Required parts lose context

A part is ordered without a durable link to the fault, machine and next visit.

03

Return responsibility is unclear

No person owns scheduling the follow-up after the dependency is resolved.

04

Customer expectation drifts

The customer does not know what remains, what is safe to use or when contact will resume.

05

Second visits repeat diagnosis

The next technician cannot see the exact findings and temporary actions from the first attendance.

06

Final outcome is fragmented

The completed repair is spread across multiple jobs without one coherent resolution story.

The central risk

Unresolved work becomes invisible when the visit is treated as the unit of completion instead of the machine problem.

THE OPERATING MODEL

A connected workflow around the machine

Corexa can distinguish a completed visit from a completed outcome, preserve the dependency and create a linked return action with the required context.

1

Record remaining issue

State what is unresolved, the machine condition and any temporary action.

2

Set dependency

Link the required part, approval, observation period or specialist input.

3

Create follow-up

Generate the task or return visit with owner and target timing.

4

Resume with context

Provide the next technician with the prior findings and evidence.

5

Close the outcome

Confirm final repair, testing and customer communication across the linked work.

COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Awaiting-parts and follow-up states	Represents work that remains operationally open.	The business avoids premature closure.
Linked return visit	Connects the next attendance to the original job and machine.	Context carries forward automatically.
Part request linkage	Associates required components with the unresolved job.	Purchasing and scheduling share the same dependency.
Technician notes and media	Preserves diagnosis and temporary measures.	The second visit can continue rather than restart.
Customer status updates	Explains what remains and what happens next.	Expectation remains visible throughout the delay.
Final close-out	Records the completed outcome after all visits.	Machine history tells one coherent repair story.

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 return-to-schedule logic, awaiting-parts states, linked follow-up tasks, parts requests, job history and customer notifications.

✓ Connected operating model

The workflow is designed to keep follow-up control connected to the relevant machine, customer, site, job and responsible user.

✓ Credible limitation

Follow-up automation cannot remove supplier delays or customer approval delays; it can only make ownership and state visible.

✓ 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

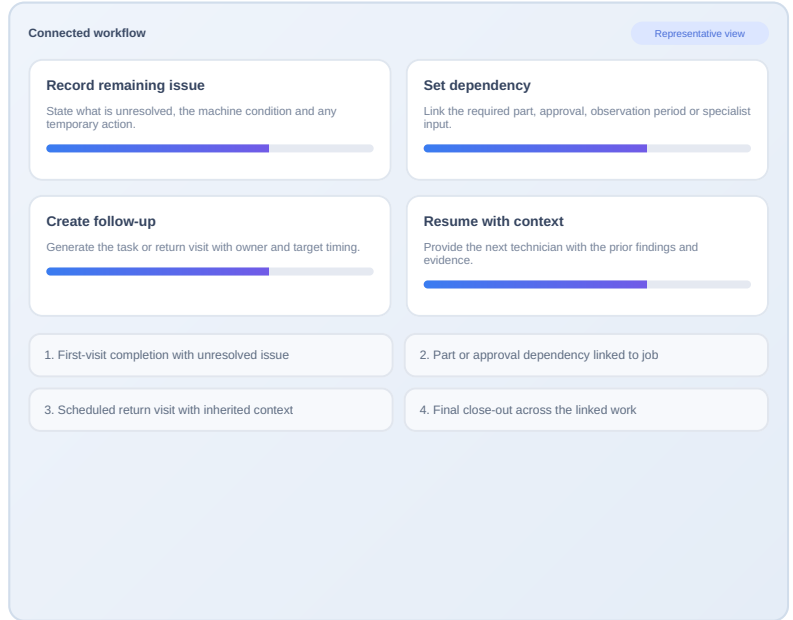
MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Unowned follow-up rate	Open follow-up audit	Percentage without an assigned responsible user.
Follow-up age	Creation and closure timestamps	Median and oldest unresolved follow-up by dependency.
Context completeness	Linked-job review	Percentage carrying diagnosis, evidence and required next action.
Customer update interval	Notification logs	Time between meaningful updates while work is unresolved.
Repeat diagnosis time	Technician sample	Time spent re-establishing findings already known from the first visit.
Final resolution rate	Linked outcome audit	Percentage of multi-visit work reaching verified close-out.

"A return visit should continue the repair story, not begin a new one."

MAKE THE STORY TANGIBLE

Show the thread connecting first visit, dependency and final resolution

Use one genuine multi-visit repair and show the unresolved finding, required part or approval, linked return visit, second technician context and final test result.



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.