

PRODUCT WORKFLOW STUDY

From hurried technician memory to structured voice, photo and field evidence

A field-documentation workflow showing how Corexa can make fast evidence capture useful to diagnostics, quality review, customer communication and machine history.

Evidence level stated clearly throughout

Repository-reviewed

Capability basis

Field evidence

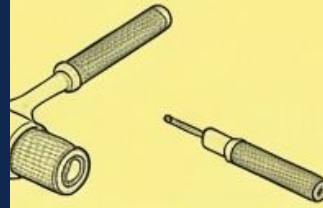
Primary workflow

Connected record

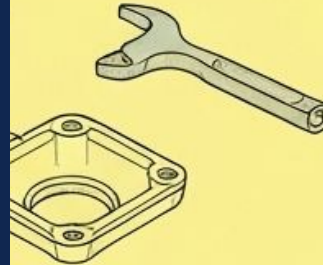
Operating model

Pilot required

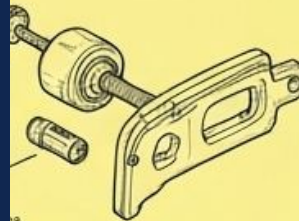
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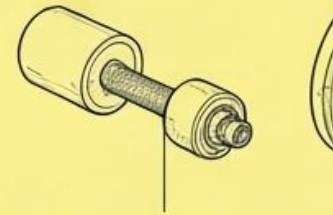


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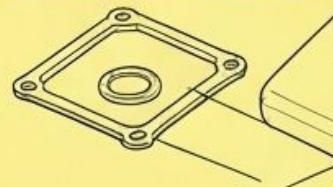
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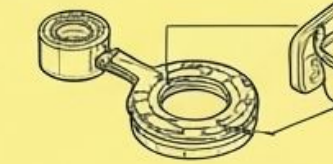
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THE CHALLENGE

Why the existing process breaks down

Technicians often see more than they can comfortably type. Noise, gloves, wet benches and time pressure make long written notes impractical. Voice and photographs can capture detail quickly, but only when they remain organised and connected to the correct machine and job.

01

Details are remembered later

The technician postpones documentation and loses exact measurements, sequence or customer comments.

02

Photos lack explanation

An image exists on a phone but does not state what it shows or why it matters.

03

Voice notes are unstructured

Audio may contain useful findings but remain difficult for the office or next technician to scan.

04

Evidence leaves the system

Media is shared through personal messaging or stored outside the service record.

05

Sensitive content is uncontrolled

Customer areas or personal information may be captured without clear purpose or retention context.

06

Completion remains incomplete

Fast capture does not automatically become a usable technical summary, part request or recommendation.

The central risk

Field evidence creates value only when it can be interpreted, attributed and retrieved within the correct service context.

THE OPERATING MODEL

A connected workflow around the machine

Corexa can let technicians capture voice, dictated text and photographs during the visit, then organise that evidence into findings, work performed and required next actions.

1

Capture

Record voice, text, measurements or images at the point of observation.

2

Describe

Add a concise label explaining what the evidence proves.

3

Attach

Connect the evidence to the correct job, machine and completion section.

4

Convert to action

Create the part, task, recommendation or customer update it supports.

5

Review

Confirm accuracy and relevance before completing the record.

COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Dictation and microphone input	Reduces dependence on long mobile typing.	Technicians can record findings while details are fresh.
Multiple media attachments	Keeps diagnostic and completion images together.	The record can show condition before and after work.
Evidence captions	Adds meaning and purpose to each item.	Photos remain useful outside the original technician's memory.
Job and machine linkage	Stores evidence in the operational record.	The next visit can retrieve the same context.
Completion integration	Turns captured evidence into the final service summary.	Fast input still contributes to a structured handoff.
Review controls	Allows the technician or office to check content before progression.	Errors and irrelevant media can be corrected.

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 dictation/microphone work, media and photo handling, job completion, technician notes, machine history and attachment review components.

✓ Connected operating model

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

✓ Credible limitation

Automatic transcription and image interpretation can be inaccurate; a qualified user must verify any generated or converted technical content.

✓ 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

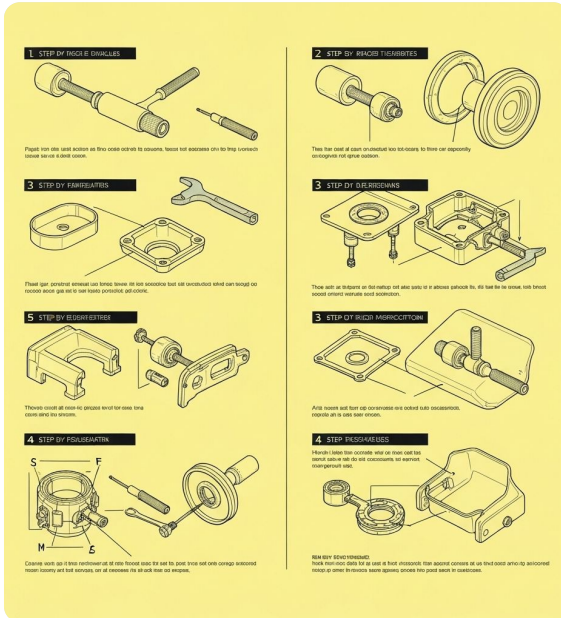
MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Same-visit capture rate	Evidence timestamps	Percentage recorded before the technician leaves the site.
Caption completeness	Attachment audit	Percentage with a clear diagnostic or completion description.
External-media rate	Technician survey	Work images still stored or shared outside Corexa.
Correction rate	Edit history	Transcription or evidence labels materially corrected before completion.
Office comprehension	Review sample	Percentage understood without contacting the technician.
Evidence retrieval time	Timed machine-history task	Time to locate relevant prior images and notes.

"The best field note is the one captured while the technician can still point to the exact thing being described."

MAKE THE STORY TANGIBLE

Show one observation becoming useful operational evidence

Present the original voice or photo capture, its caption, job attachment, resulting action and the way it appears in machine history. Do not imply automated interpretation is infallible.



Connected workflow

Representative view

Capture

Record voice, text, measurements or images at the point of observation.

Describe

Add a concise label explaining what the evidence proves.

Attach

Connect the evidence to the correct job, machine and completion section.

Convert to action

Create the part, task, recommendation or customer update it supports.

1. Technician dictation or photo capture

2. Evidence caption and job association

3. Part, task or recommendation created from finding

4. Evidence visible in completed job and machine history

Recommended evidence-building sequence

Phase 1 - Baseline	Phase 2 - Controlled workflow	Phase 3 - Verified result
Select a representative sample and record the current process, delays, errors and missing evidence.	Apply one agreed Corexa process, ownership rule and completion standard for 8-12 weeks.	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.