

PRODUCT WORKFLOW STUDY

From a difficult technician question to reusable, moderated service knowledge

A community workflow showing how Corexa can connect peer discussion, diagnostic evidence, accepted resolution and future retrieval without treating forum advice as manufacturer instruction.

Evidence level stated clearly throughout

Repository-reviewed

Capability basis

Peer knowledge

Primary workflow

Connected record

Operating model

Pilot required

Outcome standard



THE CHALLENGE

Why the existing process breaks down

Technicians regularly encounter unusual faults, legacy machines and incomplete documentation. Peer communities can solve problems quickly, but valuable answers disappear inside message threads and unverified advice can be repeated without context.

01

Questions lack technical detail

Machine model, symptoms, measurements and work already attempted are omitted.

02

Advice quality is uncertain

Confident replies may not be supported by manuals, evidence or qualified experience.

03

Solutions are not linked to outcomes

The thread ends without confirming what actually resolved the fault.

04

Search returns noise

Future technicians cannot easily find the same machine, symptom and verified answer.

05

Unsafe guidance spreads

Electrical, pressure or gas-related advice may be followed without appropriate qualifications.

06

Knowledge stays separate from service history

The useful thread does not become part of the job or machine record.

The central risk

A community becomes less trustworthy when speed of response is mistaken for technical authority or verified resolution.

THE OPERATING MODEL

A connected workflow around the machine

Corexa can structure the question, attach relevant evidence, support moderated discussion and preserve an accepted outcome with safety and source context.



COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Technical forum	Organises questions, replies and categories.	Peer experience can be shared beyond one business.
Media and evidence	Adds photos and diagnostic context to the question.	Responders can reason from more than a symptom label.
Notifications and unread counts	Surfaces replies to the relevant user.	Useful discussion is less likely to be missed.
Moderation and safety framing	Supports reporting and controlled guidance boundaries.	High-risk advice can be challenged or removed.
Accepted resolution	Identifies the outcome that was actually tested.	Future readers can distinguish suggestions from the result.
Diagnostics integration	Connects reusable knowledge to structured troubleshooting.	The community can improve later problem-solving workflows.

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 forum posts and replies, notifications, unread counts, media, diagnostics integration, issue reporting and help/knowledge components.

✓ Connected operating model

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

✓ Credible limitation

Community content is not a substitute for manufacturer documentation, qualified technical judgement or electrical and safety requirements.

✓ 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

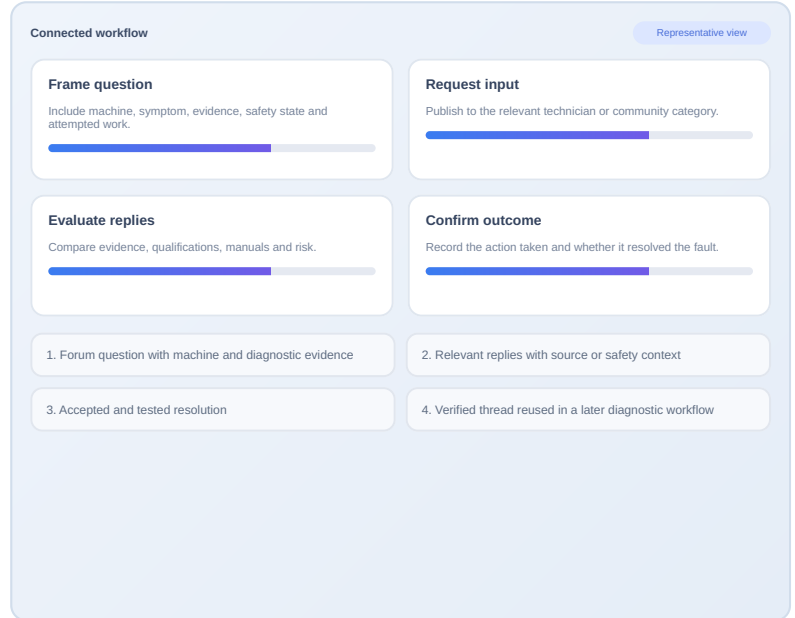
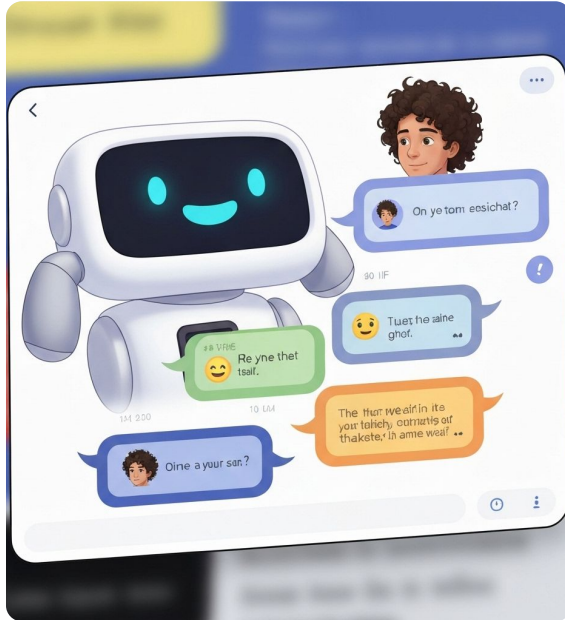
MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Complete-question rate	Post audit	Percentage containing machine, symptom, evidence and attempted work.
Response time	Post and reply timestamps	Median time to first relevant reply.
Verified-resolution rate	Accepted outcome records	Threads confirming the tested result rather than ending without closure.
Unsafe-content interventions	Moderation log	Posts edited, flagged or removed for safety reasons.
Knowledge reuse	Search and diagnostic links	Verified threads opened from later related issues.
Repeat-question rate	Topic similarity review	New posts duplicating an existing accepted solution.

"Peer knowledge becomes an asset when the question is well evidenced, the advice is bounded and the actual result is recorded."

MAKE THE STORY TANGIBLE

Show one difficult question becoming a verified reusable answer

Present the structured question, evidence, peer replies, safety or source context, accepted resolution and later retrieval through diagnostics or search.



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.