

PRODUCT WORKFLOW STUDY

From a natural-language question to a grounded Corexa action with Kori

An assistant workflow showing how Kori can retrieve Corexa evidence, explain what it knows, execute permitted job or admin actions and stop rather than invent an answer when the record is not authoritative.

Evidence level stated clearly throughout

Grounded

Corexa data first

Permissioned

Role-aware actions

Audited

Action ledger

Stops

When evidence is weak



THE CHALLENGE

Why the existing process breaks down

The workflow becomes unreliable when evidence, ownership and next actions are separated across documents, messages, spreadsheets or individual memory.

01

Natural language hides scope

"What happened last time?" depends on the correct customer, site, machine and date context.

02

AI can sound certain without evidence

A fluent answer is unsafe if it silently switches records or fills gaps.

03

Read and write actions have different risk

Summarising history is not equivalent to changing a service interval or starting a job.

04

User identity matters

The same request can be valid for an owner and invalid for a technician.

05

Corrections must be traceable

Voice-driven actions need actor attribution, audit and an undo path.

06

Provider intelligence should not own business t

AI can enhance wording/reasoning but the Corexa record must remain authoritative.

The central risk

Kori becomes unsafe if plausible language can replace verified Corexa context or if actions can run outside the user's permissions.

THE OPERATING MODEL

A connected workflow around the equipment record

Corexa keeps identity, evidence, operational state and the next decision connected so one workflow can carry context into the next.



COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Context-aware retrieval	Kori can use machine, job, site and account context from Corexa.	Follow-up questions can stay on the same verified record.
Evidence-first responses	Authoritative Corexa data is separated from model-generated explanation.	A fluent answer cannot silently become a new source of truth.
Permissioned actions	Job, checklist, parts, maintenance and administration commands respect actor scope.	Natural language does not bypass role security.
Action audit	Executed commands record actor and relevant context.	Who changed what remains visible.
Undo/correction support	Recent evidence/actions can be corrected through governed paths.	Voice convenience does not eliminate recoverability.
Safe refusal	Kori can state that the data is insufficient rather than guessing.	Trust is preserved when the system does not know.

CREDIBILITY STANDARD

What is supported - and what is not yet claimed

The evidence boundary is explicit: product capability, live repository/production evidence and future outcome hypotheses are not treated as the same thing.

✓ Repository action framework

Kori includes governed job, checklist, part, machine, site/customer and maintenance actions.

✓ Actor attribution

Command paths preserve who initiated the action.

✓ Grounding behaviour

Acceptance work explicitly tests that Kori does not silently switch records when

Not yet claimed: This study does not claim that Kori can safely perform every Corexa action, that every natural-language instruction is unambiguous, or that an AI model is the authoritative source of machine or customer data.

✓ Outcome measurement required

Accuracy, task completion and user trust still need controlled production measurement.

Measurement plan for the publishable version

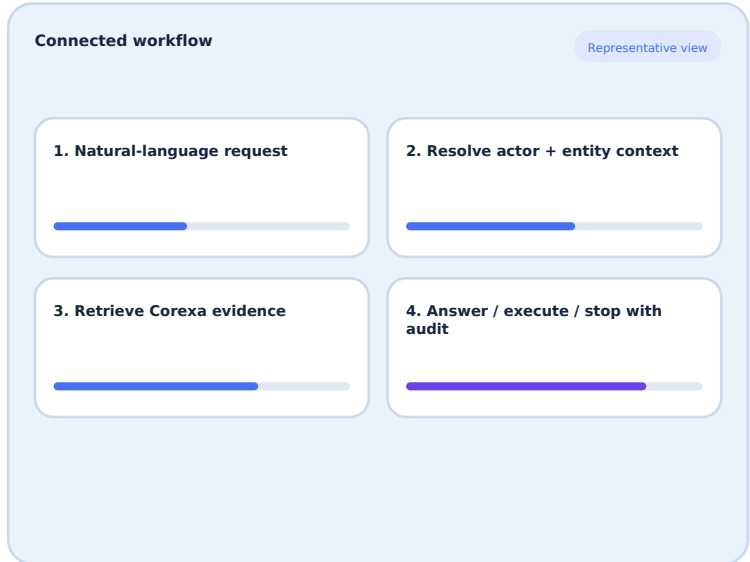
MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Grounded answer rate	Kori response evidence metadata	Answers supported by the intended Corexa records.
Wrong-record rate	Acceptance + production audit	Responses/actions attached to an unintended entity.
Action completion	Action ledger	Permissioned commands completed successfully.
Safe stop rate	Insufficient-evidence responses	Cases where Kori correctly refuses to infer missing facts.
Correction rate	Undo/correction audit	Actions needing user correction after execution.
Time saved	Task completion study	Median time for supported natural-language tasks vs manual navigation.

"Kori should make Corexa easier to operate without becoming a second, less-governed version of Corexa's truth."

MAKE THE STORY TANGIBLE

Show Kori retrieving evidence before it answers or acts

Use the live Corexa interface for publication, keep representative/demo content labelled, and show the exact state transition the workflow is meant to prove.



Recommended evidence-building sequence

Phase 1 - Narrow action set	Phase 2 - Production audit	Phase 3 - Expand by evidence
Build the publishable proof layer Replace representative views with dated interface screenshots, system-derived measures and participant-approved results.		

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

Publication note: capability descriptions are repository/production evidence. Confirm deployed workflow, permissions and data quality before presenting capability as a measured customer outcome.