

Field-service parts resolution

Field-service queue

Service Coordinator sees which cases can move, which need evidence, and which require human review.

The queue organizes field resolution by operating consequence, owner, decision window, and current state.

carric.

OPERATING SYSTEM

Frontier Drilling Systems

Service Coordinator

MY WORK

Field Resolution

WORK AND DECISIONS

Cases

Evidence

Activity

Performance

CURRENT SCOPE

Installed rigs · Field evidence, parts, technical review, and service action

Search case, asset, task, role...

NBNoah Bennett
Service Coordinator

Applications / Field Resolution

My queue

Overview

Decision review

Evidence

Activity

Performance

4 FIELD CASES NEED ATTENTION

SAVED VIEW

Field-service queue

STATUS

Open work

PRIORITY

All priorities

VISIBLE CASES

4

Field-service queue

Sorted by operating window and unresolved technical dependency

4 CASES

CASE	PRIORITY	PROCESS	OWNER	DUE	STATE
☒ Rig FD-410-072 · Pressure-loss report SVC-1488	HIGH	Configuration review	Thomas Vega	13:45	REVIEW
☐ Rig FD-320-118 · Rod handler issue SVC-1482	HIGH	Evidence collection	Noah Bennett	14:20	WAITING FOR EVIDENCE
☐ Rig FD-500-033 · Service kit request SVC-1477	MEDIUM	Parts readiness	Aisha Coleman	15:10	EVIDENCE READY
☐ Rig FD-210-204 · Technician follow-up SVC-1470	MEDIUM	Completion confirmation	Jordan Lee	16:00	IN PROGRESS

Selected case

HIGH

SVC-1488 · FIELD RESOLUTION

Rig FD-410-072 · Pressure-loss report

Observed records support a standard service action, but a prior configuration change makes one kit component incompatible.

CURRENT OWNER

Thomas Vega · Technical Service Manager

PROCESS

Configuration and parts review

DUE

Customer update · 13:45

CURRENT STATE

REVIEW

Open governed case →

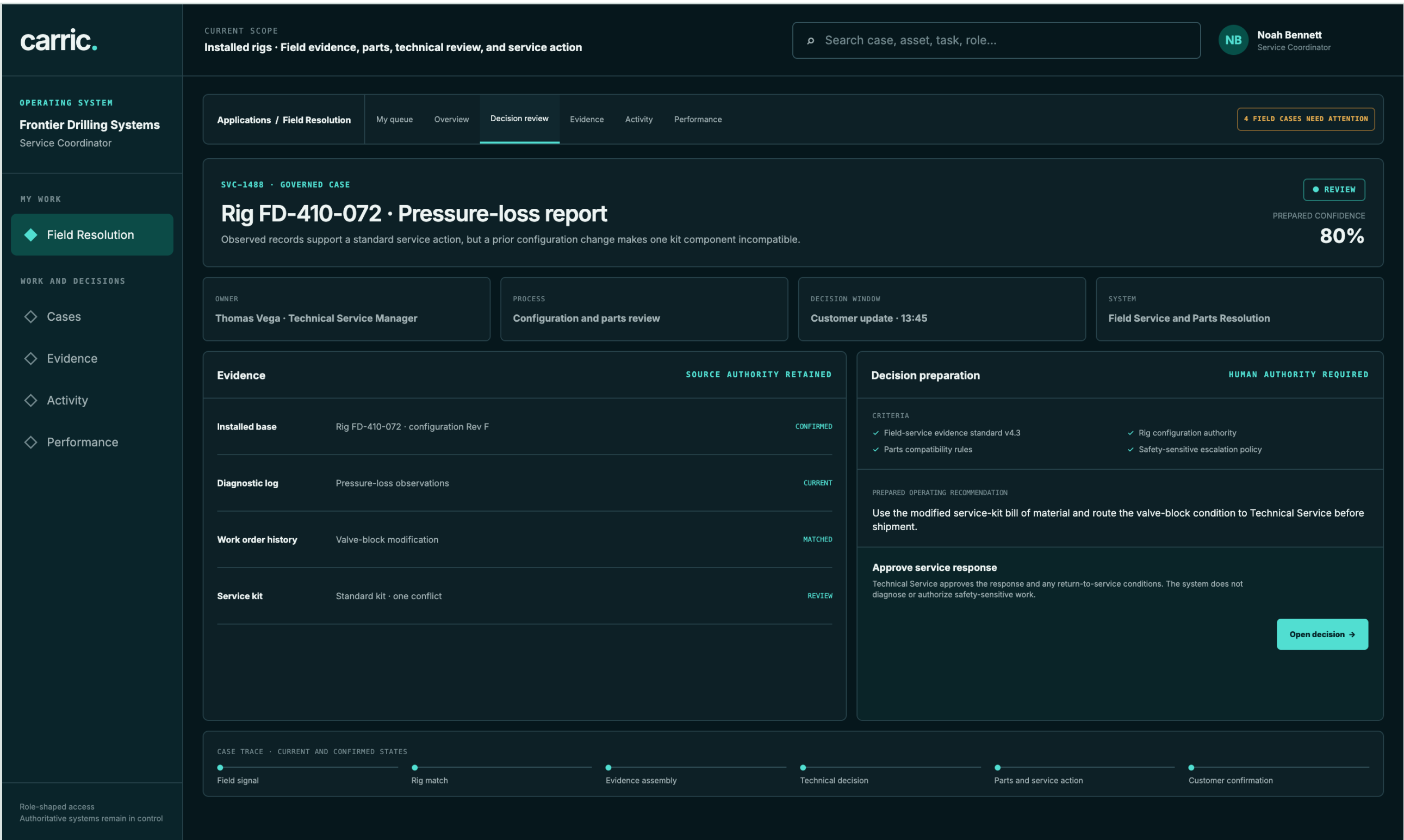
Role-shaped access
Authoritative systems remain in control

Field-service parts resolution

Governed case and decision trace

The governed case brings evidence, criteria, confidence, ownership, authority, and trace into one decision record.

The selected field resolution case keeps source authority and human decision rights visible through confirmed execution.



Illustrative system view. Simulated data. These images do not show client records.