PRODUCT BRIEF

ENDURION ORBIT

Purpose

Endurion Orbit connects handoffs between service intake, dispatch and technicians. Confirmed details, ownership, materials and feedback stay with the case, while critical decisions remain with the responsible staff.

Workflow

01	**Qualify the case**	Capture equipment, site, urgency and contract status from validated details.
02	**Check resources**	Consider availability, skills and required parts through approved systems.
03	**Approve and inform**	Dispatch or service leads confirm critical visits and notify those involved.
04	**Close the loop**	Link field reports, closeout status and remaining tasks to the original case.

Requirements

Customer agreements, shifts, qualifications and safety-critical decisions set the boundaries. Failures, offline use and delayed feedback are defined before the pilot. Automated messages do not replace professional escalation.

Scope limits

Safety-critical dispatch decisions and business priorities remain with dispatchers. Offline devices, missing master data, shifts and qualifications require explicitly defined exceptions.

Orbit integrates into existing service operations. This page does not provide live production dispatch.

Next step

Describe your initiative and unresolved decisions. Scope, access and implementation are agreed before the project starts.

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