

AxiomField

Role Reference — Technicians & Supervisors

What this product is

AxiomField is a voice-first field reporting platform for infrastructure teams (utilities, telecom, HVAC, energy, industrial). Field technicians use their phone to **speak** their inspection notes instead of typing them on a tiny keyboard in dirty gloves. The app **transcribes the voice into text using OpenAI Whisper-1, runs an AI compliance check using Claude Sonnet 4.5** to score the report against safety and quality standards, and routes it to a supervisor's web dashboard for review, approval, PDF export, and emailing — with every action logged in an immutable audit trail.

The three pains it solves

- **Technicians hate paperwork.** They speak — the app types.
- **Reports vary in quality.** AI auto-scores every report 0–100 on compliance and flags issues.
- **Compliance audits are painful.** Every approve, reject, export, email, and login is recorded immutably.

// ROLE 1

TECHNICIAN

Field workers — line technicians, HVAC techs, transformer inspectors, telecom installers. Mostly on a phone, often in remote sites, often with gloves on.

Where they live

/ (the mobile-first phone-frame UI)

What they can do

Record a voice journal	Big orange microphone button. Real browser MediaRecorder captures their voice. Live waveform animation and tabular timer while recording.
Get instant transcription	When they stop, audio is uploaded to backend → OpenAI Whisper-1 transcribes it → returns text within seconds.
Listen back	The review screen has an HTML5 audio player so they can replay what they said before submitting.
Edit the transcript	They can clean up Whisper's text — fix names, correct technical jargon, add detail — before submitting.
Tag job context	Asset ID is pre-populated from the job-context strip; selectable in future iterations.

Submit to supervisor	One tap → backend creates a Report, runs Claude Sonnet 4.5 compliance analysis, and returns a confirmation reference ID.
See their own reports	Server-side scoping ensures technicians see ONLY their own submissions, never another technician's.

What they CANNOT do

- See reports filed by other technicians (even in their own company)
- Approve or reject anything
- Export PDFs or email reports
- View the audit log
- Invite teammates
- See data from other companies (multi-tenant isolation enforced server-side)

Their day in 30 seconds: Arrive at site → tap the app → tap mic → say *"Inspected transformer T-403, oil level normal, no signs of arcing, PPE worn throughout, panel returned to service"* → tap stop → review the AI-transcribed text → tap **Submit** → move to the next job. Total time: **~45 seconds**. Compared to typing the same on a phone keyboard: ~5 minutes.

// ROLE 2

SUPERVISOR

Field operations managers, safety officers, compliance leads. Sitting at a desk on a laptop, watching a queue of incoming reports from the team in the field.

Where they live

`/supervisor` (the desktop-grade dashboard with sidebar navigation)

What they can do

See ALL reports in their company	Pending, approved, rejected — every report from every technician in their tenant, sorted newest first.
Read AI compliance analysis	Each report carries a Claude Sonnet 4.5 generated card with: compliance score (0–100) , risk level (LOW/MEDIUM/HIGH), summary, flagged issues, and recommended actions.
Re-run AI analysis	One click to ask Claude to re-analyze (e.g. if a tech updated the transcript).
Approve reports	Sets status to Approved + writes an audit log entry.
Reject reports	Sets status to Rejected + writes an audit log entry.
Export to branded PDF	Client-side jsPDF generates a branded report with the company logo, transcript, AI analysis, and audit trail. Export itself is audit-logged.
Email reports via Resend	One-click Email modal sends a branded HTML email (optionally with the PDF attached) to any address. Audit log captures who sent what to whom.
View the audit log	<code>/supervisor/audit</code> shows every login, create, approve, reject, reanalyze, export, email, invite, and invite-accept event with timestamp and actor identity. Filter by action or report.
Invite teammates	<code>/supervisor/team</code> — invite new supervisors or technicians by email. A Resend-powered invitation goes out with a private link. They set their own password and join the same tenant instantly. Copy-link + revoke supported.
Also record voice journals	Supervisors can use the technician recorder too — they have full access to <code>/api/transcribe</code> .

What they CANNOT do

- See another company's data (strict per-tenant isolation, enforced on every Mongo query)
- Invite users with an email that already exists in any tenant (prevents account collisions)
- Modify a technician's transcript directly (technicians own their own text; supervisor's job is to approve/reject + comment via re-analysis)
- Bypass the audit log — every state change is recorded

Their day in 30 seconds: Open laptop → coffee → see 14 pending reports in the queue → click the highest-priority one (red **HIGH risk** badge) → read transcript + AI analysis (Claude flagged: *"no PPE mentioned"* + *"missing torque spec"*) → either approve, reject with a reason, or re-analyze after pinging the tech → next. End of day: export the day's approved reports as PDFs and email them to the compliance team.

The end-to-end flow

TECHNICIAN (phone)	SUPERVISOR (laptop)
1. Tap the big orange mic	6. Open dashboard — sees new report
2. Speak job notes	7. Reads transcript + Claude AI analysis
3. Tap stop	8. Approves, rejects, or re-analyzes
4. Whisper transcribes audio	9. Exports PDF / emails via Resend
5. Reviews text → taps Submit	10. Every action recorded in the audit log

Between every step, Mongo persistence + JWT-scoped tenant isolation guarantee that no data ever crosses between customer companies.

What surrounds the two roles

Multi-tenant isolation	Every signup creates a private company workspace. One company can never see another's data — even though they share the same backend, database, and AI keys.
Demo tenant	tech@axiomfield.io and supervisor@axiomfield.io (password axiom123) are seeded inside an “AxiomField Demo” workspace so you can showcase the product to prospects without exposing real data.
Public voice demo	Visitors to the landing page can try the voice recorder without signing up — capped at 5 transcripts/hour per IP to control costs.
Claude Sonnet 4.5	Compliance scoring and recommendations engine.
OpenAI Whisper-1	Speech-to-text transcription engine.
Resend	Outbound email — invitations + report delivery.
jsPDF	Client-side branded PDF generation for exports.

The simplest mental model

TECHNICIAN = mouth	SUPERVISOR = brain + eyes
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Technicians speak their work — the app types it and scores it. Supervisors review the AI's judgment, approve or reject, and ship reports out to whoever needs them (operations, compliance, customers, regulators).

Without AxiomField: ~30 minutes of paperwork per tech per day across a 50-person crew = **25 hours/day of paperwork eliminated.** That's the pitch.