

# How to create a work request in Fracttal GO?

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 [help.fracttal.com/hc/en-us/articles/37776017911053-How-to-create-a-work-request-in-Fracttal-GO](https://help.fracttal.com/hc/en-us/articles/37776017911053-How-to-create-a-work-request-in-Fracttal-GO)

From Fracttal GO, users can create work requests to report incidents or operational requirements without relying on access to the web platform. This action initiates the maintenance flow and ensures traceability from the first point of contact. This article describes how to correctly register the request.

## 1. Access the new request form

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To add a new request, tap the “+” icon located at the bottom right corner of the screen.

By doing so, a window will open where the user must complete the required data in the **General** tab, precisely describing the reason for the request.

## Work Requests



Pending

218



N°: 1330

Created From Guest Portal

Asset: No asset assigned

Description: aire acondicionado no funciona



2025-06-05

fabian

N°: 1328

Open

Asset: { CC-TER } CENTRO COMERCIAL EL TESORO

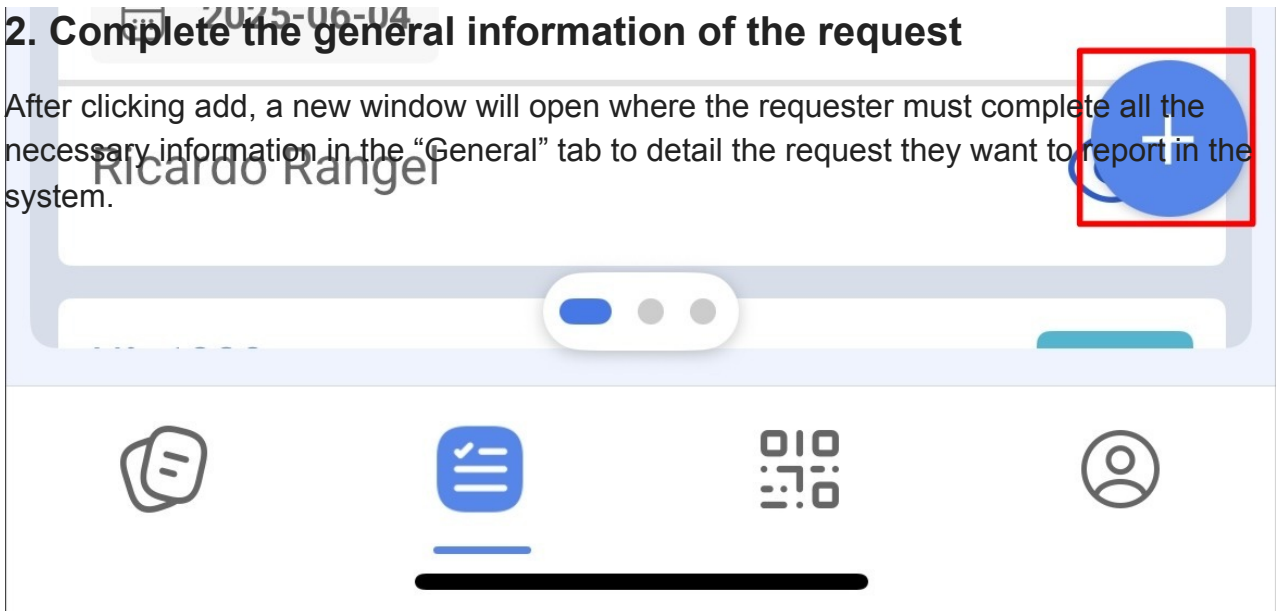
Description: TEST



2025-06-04

## 2. Complete the general information of the request

After clicking add, a new window will open where the requester must complete all the necessary information in the “General” tab to detail the request they want to report in the system.





## New Request



General



Work Request Status



Attachments



Attach Images

Formatos permitidos: SVG, PNG, JPG. Tamaño máximo:  
25MB

Open

Created by  
**Jonas Campos**

Creation Date  
**Jul 02, 2025**

The information that can be added when reporting a work request is as follows:

- **Created by:** Name of the profile of the person who raises the request; this name is taken directly from the access account registered in the system for that person.
- **Creation date:** Date on which the request is being reported in the system.
- **Request description:** Short description identifying the request.





General



Work Request Status



Attachments

Description

Description can't be blank

Do you know the asset?



Asset



Asset can't be blank

Comments

Comments can't be blank

Incident date

Jul 02 2025

- **Do you know the asset?:** Option that allows the user reporting the request to indicate whether they know the name of the asset in question (this option can be set as mandatory in the Configuration-OTs module).
- **Asset:** Name or identification of the asset associated with the work request in the system.
- **Observations:** Detailed description of the work request.
- **Incident date:** Date on which the incident occurred for which the work request is being raised (this date does not necessarily have to match the date on which the request is reported in the system).
- **Is it urgent?:** Option where the urgency level of the request is established as urgent.

### 3. Add advanced information (optional)

Additionally, the system allows adding advanced information to the work request where the following can be detailed:



General



Work Request Status



Attachments

Incident date  
**Jul 02, 2025**

Is it urgent?



### Advanced Information



Requested By  
**Jonas Campos**

Requested email

Reference



Buscar ubicación...



- **Reference:** Name or reference code that can be added to the request.
- **Location:** Option that allows setting the geolocation of the site where the request was raised (this information is taken from the GPS system of the device used to raise the request).
- **Group 1 and 2:** These are free fields left by the platform to be completed as required. (Configuration is done from the Configuration-catalogs module).
- **Keywords (Multiple Selection):** Catalog where identification keywords can be set when creating a work request. (Configuration is done from the Configuration-catalogs module).





## New Request



General

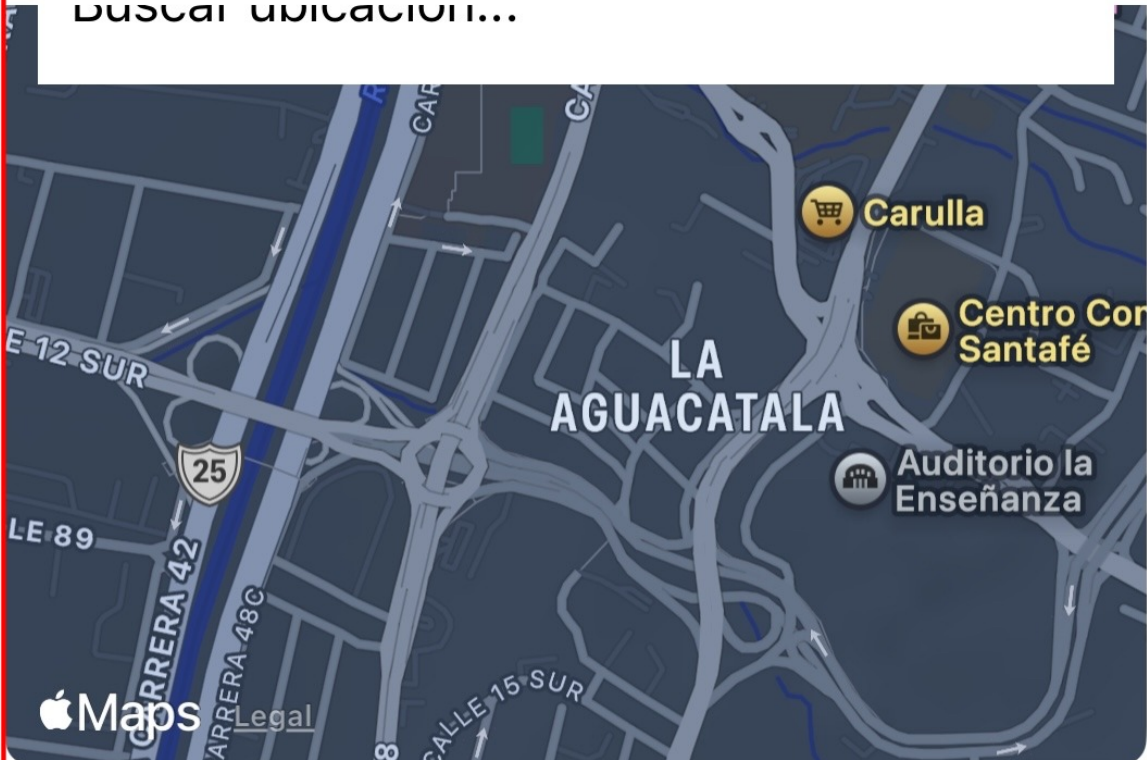


Work Request Status



Attachments

Buscar ubicación...



Group



Group 1



Group 2



**Note:** It is possible to set which fields are mandatory when opening a request in Fractal One. To do this, you must enter the settings menu, in the submenu 'modules - work requests' and make the corresponding adjustments.

#### 4. Save and manage the request

Finally, after completing the necessary information, the request will be generated, which must subsequently be managed as appropriate.

**New Request**

General Work Request Status Attachments

Do you know the asset? ☒

Asset  
Fractal Sense 1

Comments  
solicitud de trabajo

Incident date  
Jul 02, 2025

Is it urgent? ☐

Advanced Information

Requested By  
Jonas Campos

Requested email

Once the request registration is completed, it will be available in the list of pending requests and its progress can be monitored through the status.

## Work Requests



Pending

219



Nº: 1345



Open

Asset: { Fracttal Sense }

Description: solicitud de trabajo



2025-07-02

Jonas Campos



Nº: 1330

Created From Guest Portal

Asset: No asset assigned

Description: aire acondicionado no funciona



2025-06-05

fabian

