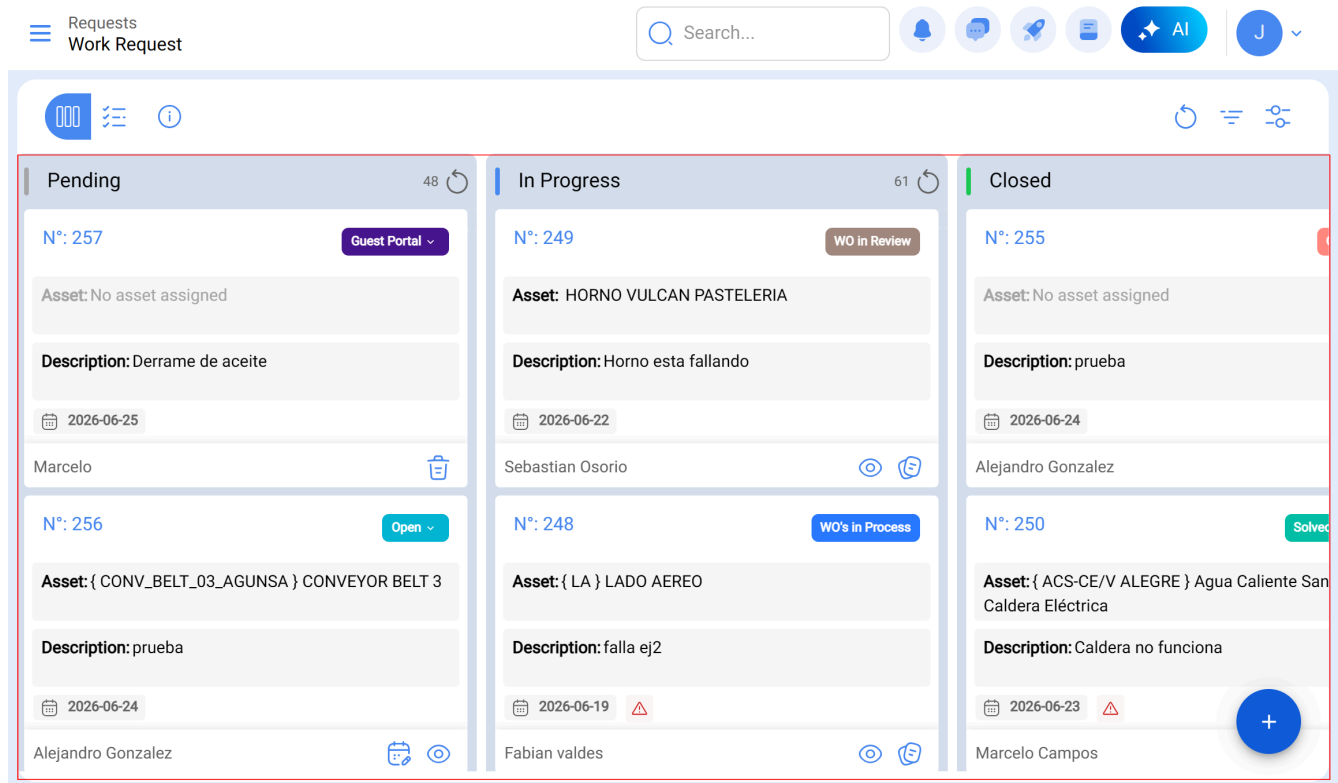


# Kanban View for Work Requests

[help.fractal.com/hc/en-us/articles/29190349282957-Kanban-View-for-Work-Requests](https://help.fractal.com/hc/en-us/articles/29190349282957-Kanban-View-for-Work-Requests)

The Kanban view organizes work requests on a visual board divided into columns, where each column represents a stage in the process. From this view, you can see which stage each request is in, quickly identify those that require attention, and track your team's workflow.



## Understanding the Kanban structure

The Kanban view divides work requests into three key columns:

1. Pending Requests
2. Work Requests in Progress
3. Completed Work Requests

## Exploring the different request states

In the Kanban view, each request is classified into one of the following states, providing a clear view of progress and current status:

# 1. Pending Requests

The stage before execution, where the request is waiting to be assigned as a work order.

The screenshot shows a web interface for managing work requests. At the top, there is a navigation bar with 'Requests' and 'Work Request' tabs, a search bar, and several utility icons. The main content area is divided into three columns: 'Pending' (48 requests), 'In Progress' (61 requests), and 'Closed'. Each column contains a list of request cards. The 'Pending' column is highlighted with a red border and contains two cards: one for request N° 257 (description: Derrame de aceite) and one for N° 256 (description: prueba). The 'In Progress' column contains two cards: N° 249 (description: Horno esta fallando) and N° 248 (description: falla ej2). The 'Closed' column contains two cards: N° 255 (description: prueba) and N° 250 (description: Caldera no funciona). Each card displays the request number, asset name, description, date, and assigned user.

Request ID	Asset	Description	Date	Assigned To	Status
N°: 257	No asset assigned	Derrame de aceite	2026-06-25	Marcelo	Pending
N°: 256	{ CONV_BELT_03_AGUNSA } CONVEYOR BELT 3	prueba	2026-06-24	Alejandro Gonzalez	Pending
N°: 249	HORNO VULCAN PASTELERIA	Horno esta fallando	2026-06-22	Sebastian Osorio	In Progress
N°: 248	{ LA } LADO AEREO	falla ej2	2026-06-19	Fabian valdes	In Progress
N°: 255	No asset assigned	prueba	2026-06-24	Alejandro Gonzalez	Closed
N°: 250	{ ACS-CE/V ALEGRE } Agua Caliente San Caldera Eléctrica	Caldera no funciona	2026-06-23	Marcelo Campos	Closed

# 2. Work Requests in progress

The initial stage of a work request that is currently being executed.

The screenshot shows a dashboard with three columns: Pending (48 items), In Progress (61 items), and Closed. The 'In Progress' column is highlighted with a red border. It contains two work requests:

- Request N°: 249:** Asset: HORNO VULCAN PASTELERIA, Description: Horno esta fallando, Date: 2026-06-22, Assigned to: Sebastian Osorio. Status: WO in Review.
- Request N°: 248:** Asset: { LA } LADO AEREO, Description: falla ej2, Date: 2026-06-19, Assigned to: Fabian valdes. Status: WO's in Process.

The other columns contain requests N°: 257, 256, 255, and 250.

### 3. Completed Work Requests

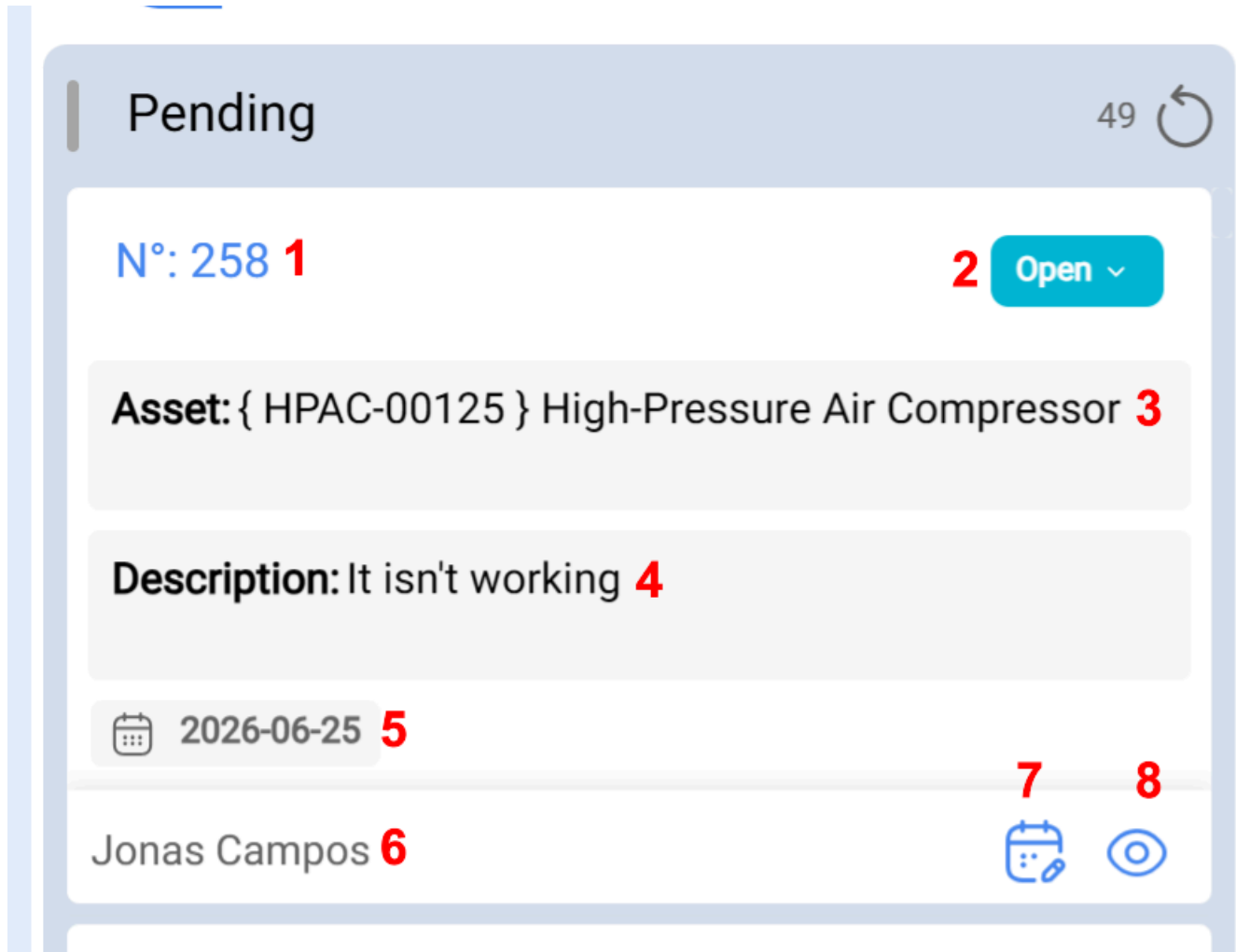
The final stage, marking the completion of the work request and resolving the issue.

The screenshot shows a dashboard with three columns: Pending (48 items), In Progress (61 items), and Closed. The 'Closed' column is highlighted with a red border. It contains two work requests:

- Request N°: 255:** Asset: No asset assigned, Description: prueba, Date: 2026-06-24, Assigned to: Alejandro Gonzalez. Status: Closed.
- Request N°: 250:** Asset: { ACS-CE/V ALEGRE } Agua Caliente San Caldera Eléctrica, Description: Caldera no funciona, Date: 2026-06-23, Assigned to: Marcelo Campos. Status: Solved.

The other columns contain requests N°: 257, 256, 249, and 248.

## 4. Iconography:

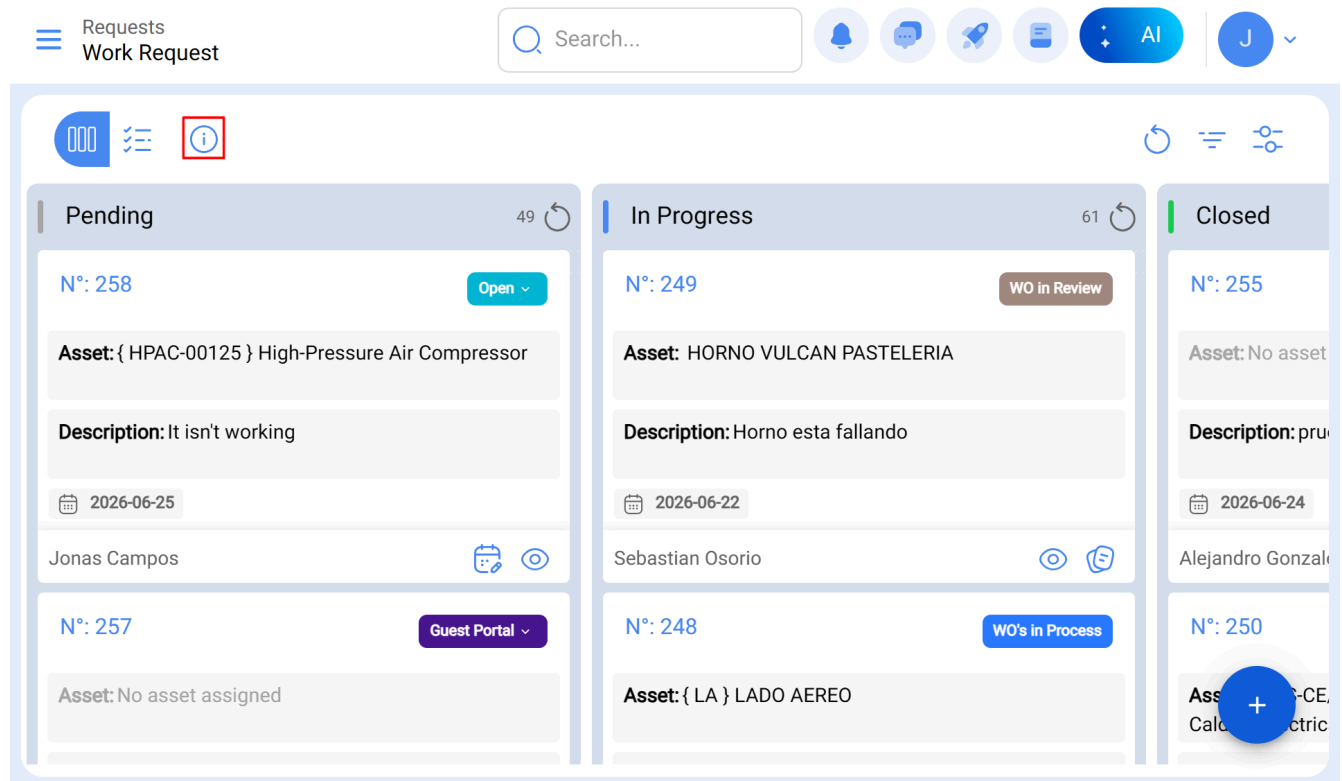


1. **Sequence Number** — Unique number assigned to the request. It automatically increments with each new request created.
2. **Status** — Indicates the current stage of the request within the workflow.
3. **Asset** — Name of the reported asset.
4. **Description** — Text entered by the reporter describing the fault or anomaly.
5. **Date** — Date the request was created.
6. **Requester** — Name of the person who generated the request.
7. **Schedule Task** — Allows you to schedule the request as a pending task or work order. When selected, you can assign the task type and optionally classification, priority, estimated duration, and scheduling date.

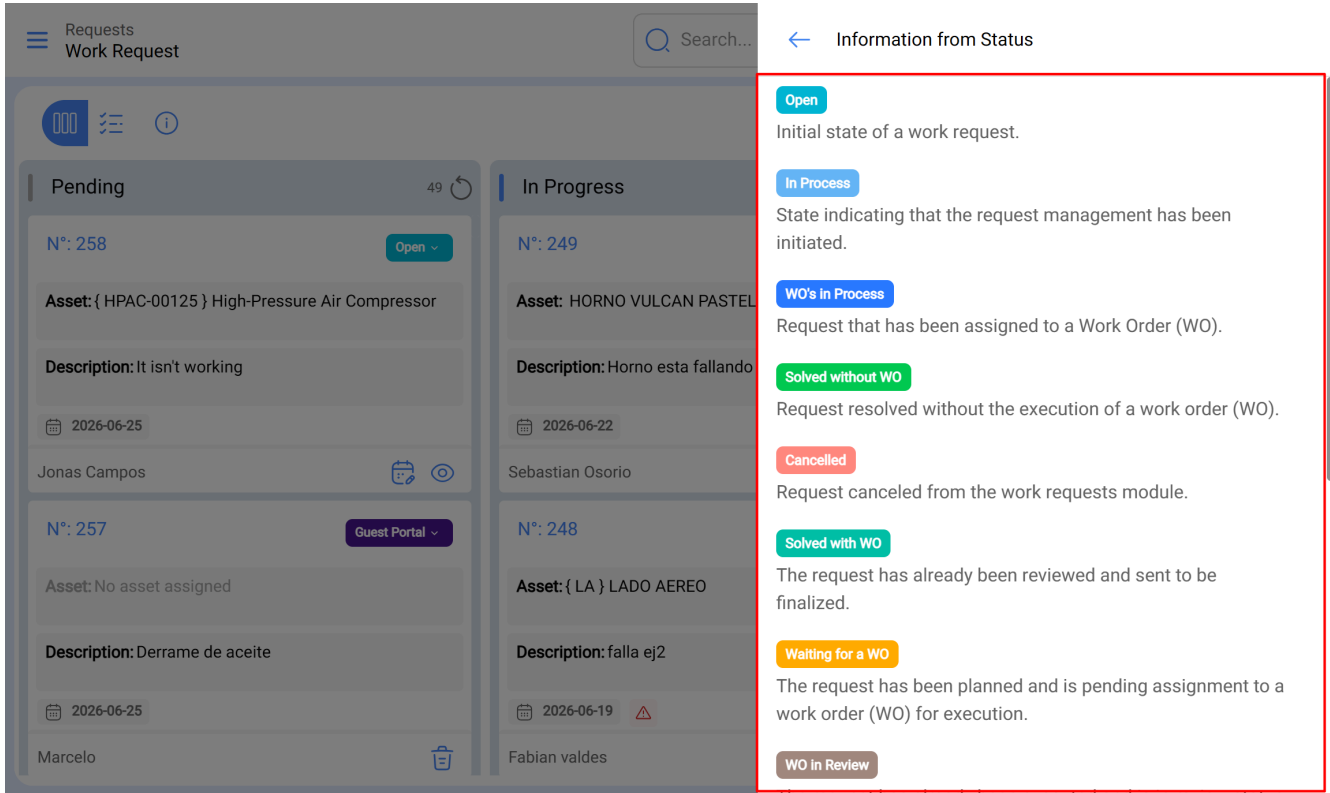
8. **View Asset Details** — Redirects to the catalog module with all descriptive information about the reported asset.

## 5. Access to detailed information

To obtain detailed information about the different states, you can click the information icon. This action provides an easy-to-understand visual representation using symbols and colors to quickly grasp the status of requests shown in the Kanban interface.



This view not only offers an effective way to organize tasks but also provides quick access to crucial details, enabling you to optimize the management of your projects and resources.



Each status will be displayed in its respective column. Below, we clearly explain where each request status will appear so you can quickly and easily identify the progress of each case.

Pending	In Progress	Completed
Created from guest portal	Awaiting a work order	Rejected
Open	In process	Canceled
Removed from pending tasks	Work order in progress	Resolved with work order
-----	Work order under review	Resolved without work order
-----	Waiting for another work order	-----