

Fracttal HUB: WhatsApp notification setup when assigning WOs

 help.fracttal.com/hc/en-us/articles/38479875161357-Fracttal-HUB-WhatsApp-notification-setup-when-assigning-WOs

Process automation is key to efficient maintenance management. With the **Fracttal Hub** add-on, **Fracttal One** integrates seamlessly with external services such as **WhatsApp**, optimizing communication within the maintenance team.

This article provides the necessary steps to configure WhatsApp notifications for the assignment of *new WOs*, thus facilitating task coordination and tracking.

Shared data in the integration Data flow between Fracttal and *WhatsApp*:

Fracttal		WhatsApp
Critical alerts (alerts, failures, and readings outside the established range)	→	Notification
Status change or completion of WOs (Work Orders)	→	Notification
Assignment of new tasks	→	Notification
Specific requests and inquiries	→	Notification

The availability of these add-ons depends on your plan. Verify add-on compatibility with your plan, and if you have questions, consult the Customer Success team.

Note: Before starting, make sure you have the Fracttal Hub add-on activated in your account.

Process Overview

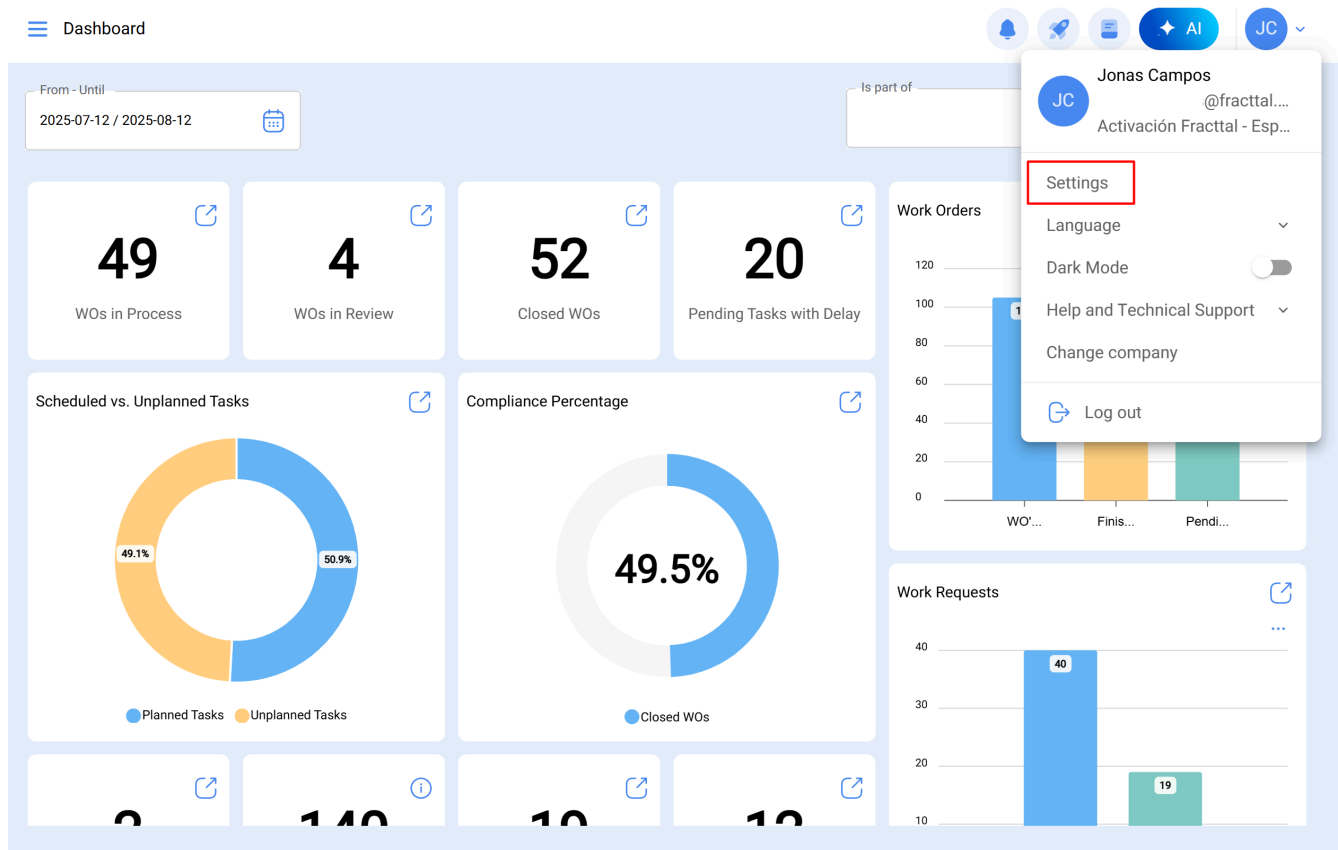
The configuration consists of four steps to create the automation:

- **Permission Group:** Define what the automation can "see" and "do" in Fracttal One.
- **API Connection (OAuth Client):** Create credentials (key and secret) for communication with the Fracttal One API, linking them to the permission group.
- **Flow in Fracttal Hub:** Build the automation logic, defining source (Fracttal) and destination (WhatsApp).

- **Dispatcher Event:** Define the trigger that will start the flow.

The first step is to ensure that our automation has the necessary access securely, without granting excessive permissions.

In the left sidebar menu of Fractal One, navigate to "Settings".



Click on "User Accounts".

General

User Accounts

Business Calendar

Modules

Financial

Auxiliary Catalogs

Document Management

Transactions Log

Security

API Connections

Guest Portal

Account

User Accounts

Permissions

User Accounts
67 / 110Limited technician accounts
6 / 50Request accounts
6 / UnlimitedNumber of read only accounts
1 / Unlimited

☐ Enabled	Name ↑	Email	Use
☐ Yes	Adalbert	adalbert.malaguera@fractal.com	In
☐ Yes	Adrian	adrianpiquer@mail.com	In
☐ Yes	ADRIANA GRANADOS GER	adriana.granados@estrellaroja.com.mx	In
☐ Yes	ADRIÁN ÁVALOS HAL	avalosag@halmex.com.mx	In
☐ Yes	ALBERTO SORIA	alberto.soria@fractal.com	In
☐ Yes	ALEJANDRO	alejandro.llancavil@nefoscorp.com	In
☐ Yes	Alejandro Alarcon	alejandroalarcon96@gmail.com	In

Showing 50 of 80



- At the top of the screen, select the "Permissions" tab.
- Click the addition icon (+) in the upper right corner to create a new group.



Activación Fractal - Español - 477

Save

General

User Accounts

Business Calendar

Modules

Financial

Auxiliary Catalogs

Document Management

Transactions Log

Security

API Connections

Guest Portal

Account

User Accounts

Permissions

☐ Description ↑	Note	Read Only
☐ 010_SUPERVISOR PLANTA_MEC/ELECT	Supervisores de Mantenimie...	No
☐ 7teste		Yes
☐ Access for Newrest Supervisors		No
☐ Admin combustibles		No
☐ administrador de edificios		No
☐ ADMINISTRADORES CUENTAS DEMOS ONBOARDI...	PERMISO ESPECIAL PARA U...	No
☐ Administrador limitado		No
☐ ADMINISTRADOR LIMITADO - CHARLY		No
☐ Administrador limitado ejemplo Fernando		No

Showing 50 of 227



Give it a descriptive name.

Edit Group Permissions

Save

Description

grupo de permiso

Note

☐ Read Only.☐ Select / Unselect All.

No data to show with these parameters

Showing 0 of 0

In the permissions matrix, you must enable at least the view (See) permissions for the modules that will be used in the flow.

[← Edit Group Permissions](#)

Description

grupo de permiso

Note

☐ Read Only.

☐ Select / Unselect All.

☐ Module	Submodule	See	Add	Edit	Remove	Report
☐ Assets	Maps	☒	☒	☒	☒	☒
☐ Inhouse Personnel	General	☒	☒	☒	☒	☒
☐ Inhouse Personnel	Import/Export	☒				
☐ Third Parties	General	☒	☒	☒	☒	☒
☐ Third Parties	Services	☒	☒	☒	☒	☒
☐ Third Parties	Import/Export	☒				
☐ Warehouses	General	☒	☒	☒	☒	☒
☐ Warehouses	Purchase orders	☒	☒	☒	☒	☒
☐ Warehouses	Entries	☒	☒	☒	☒	☒

Showing 79 of 79

Save the permission group.

Step 2: Configure the API Connection (OAuth Client)

Now, create the access credentials that will use the permission group you just defined.

- In the **Settings** menu, click on **API Connections**.
- At the top, click on the *OAuth Clients* tab.

 General User Accounts Business Calendar Modules Financial Auxiliary Catalogs Document Management Transactions Log Security API Connections Guest Portal Account API Connection OAuth consumers App authorizations☐ Name☐ PERMISOS DESTINO☐ AFJ Permisos destino☐ consumidor alex☐ Conexiones API Fractal Imène☐ Permisos destino☐ consumidorfabian09/05☐ Projeto 1212☐ teste API Jonas☐ WFRNAR ATIAI IZACÔFS 2024

Showing 13 of 13



Click the addition (+) button in the lower right corner to create a new connection.

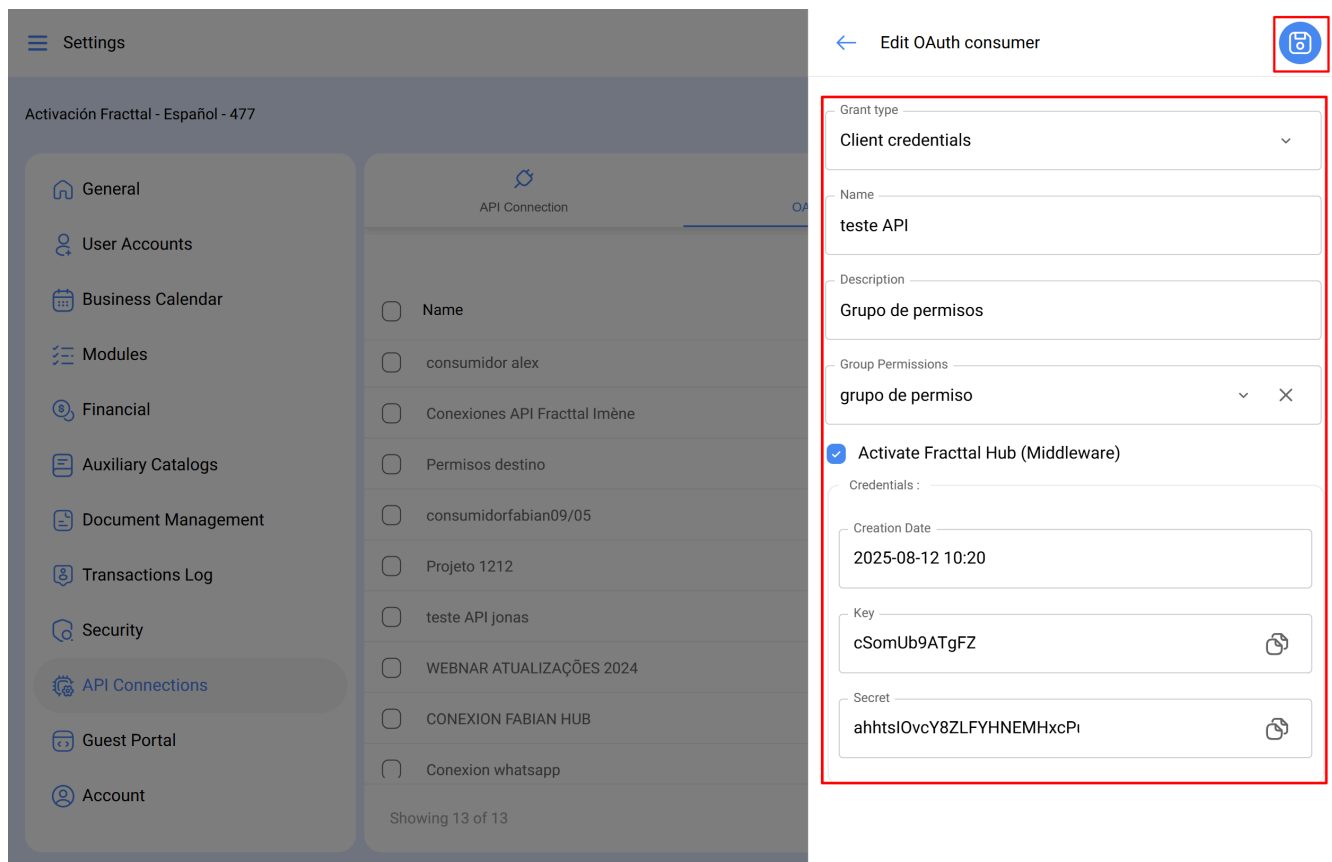
 General User Accounts Business Calendar Modules Financial Auxiliary Catalogs Document Management Transactions Log Security API Connections Guest Portal Account API Connection OAuth consumers App authorizations☐ Name☐ PERMISOS DESTINO☐ AFJ Permisos destino☐ consumidor alex☐ Conexiones API Fractal Imène☐ Permisos destino☐ consumidorfabian09/05☐ Projeto 1212☐ teste API Jonas☐ WFRNAR ATIAI IZACÔFS 2024

Showing 13 of 13



Complete the following fields in the side panel:

- **Authorization Type:** Select Client Credentials.
- **Name:** Provide a clear identification name.
- **Description:** Add a brief detail about its purpose.
- **Permission Group:** Select the group created in Step 1.
- **Enable Fracttal Hub (Middleware):** Check this box. This is crucial to allow Fracttal Hub to use this connection.



The screenshot shows the 'Edit OAuth consumer' form in the Fracttal Hub settings. The form is titled 'Edit OAuth consumer' and has a 'Save' button in the top right corner. The form fields are:

- Grant type: Client credentials
- Name: teste API
- Description: Grupo de permisos
- Group Permissions: grupo de permiso
- Activate Fracttal Hub (Middleware): ☒
- Credentials:
 - Creation Date: 2025-08-12 10:20
 - Key: cSomUb9ATgFZ
 - Secret: ahhtslOvcY8ZLFYHNEMHxcPi

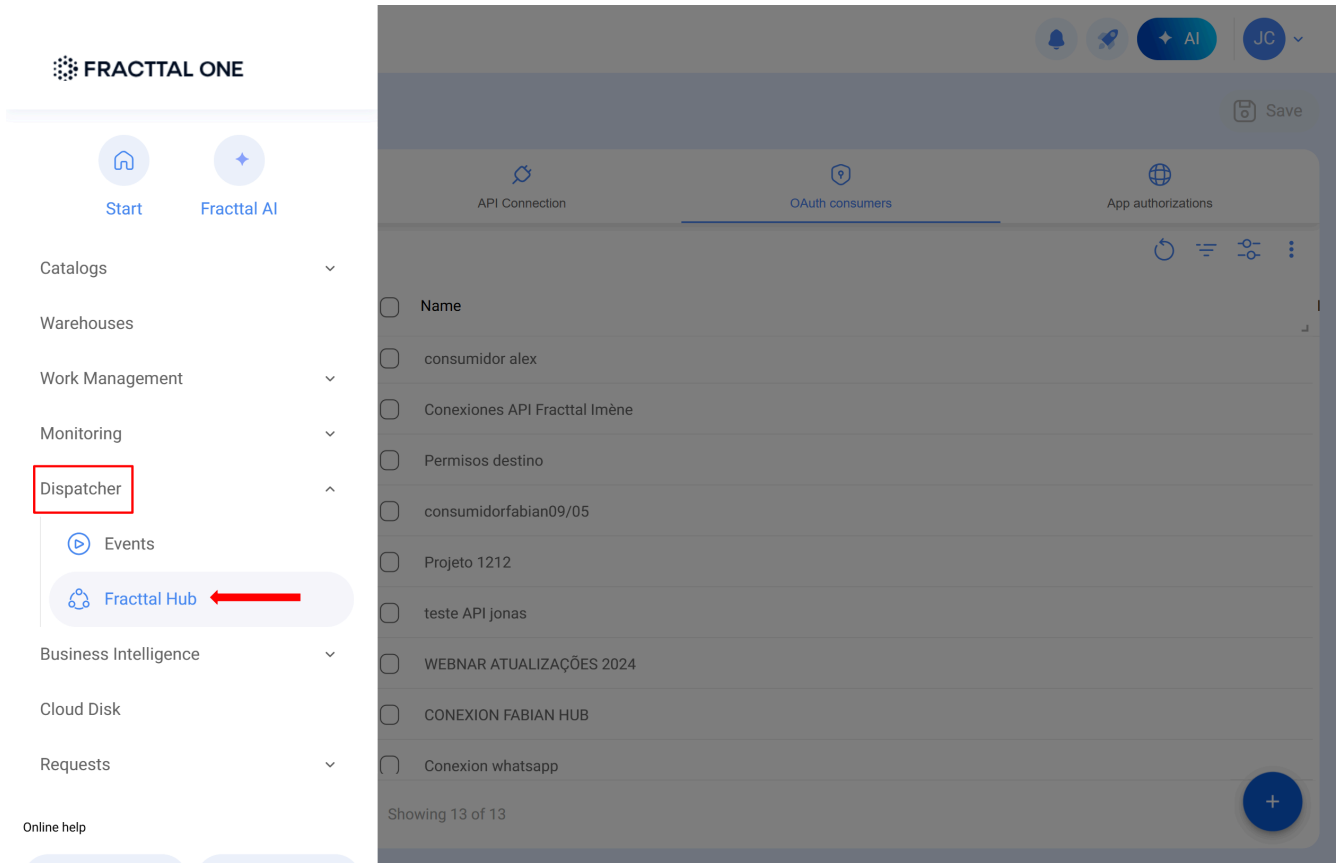
Click Save.

The platform will automatically generate and display a Key and a Secret. These are your API credentials.

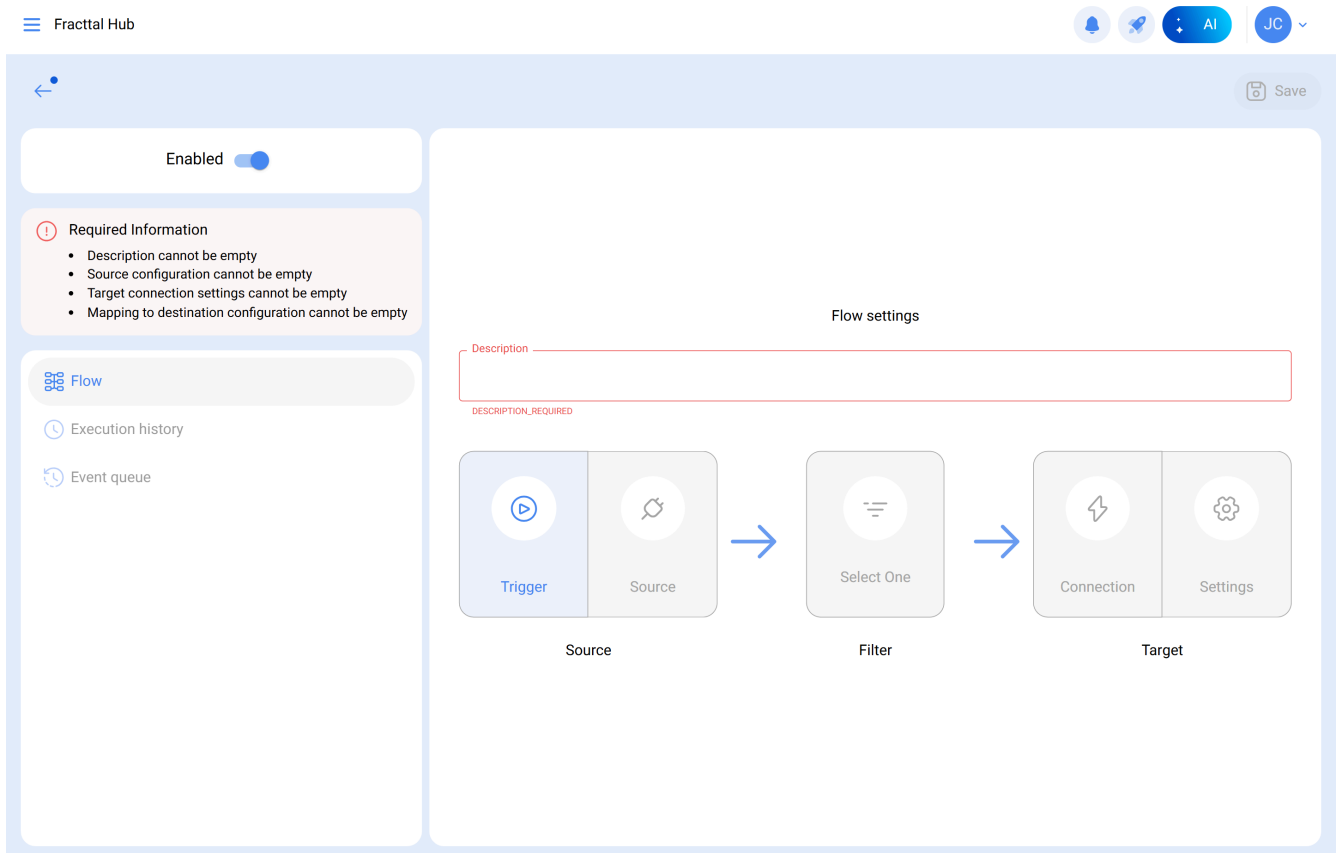
Step 3: Develop the Flow in Fracttal Hub

This is the central step, where we build the automation logic.

In the main menu, navigate to Dispatcher and select Fracttal Hub.



Create a new flow and give it a name.



The flow screen is divided into parts: Trigger, Source, Connection, and Configuration.

The screenshot shows the Fractal Hub interface for configuring a flow. The top navigation bar includes the Fractal Hub logo, a notification bell, a rocket icon, an AI button, and a user profile (JC). The main interface is divided into a left sidebar and a main content area. The sidebar contains an 'Enabled' toggle switch, a 'Required Information' section with error messages, and a 'Flow' section with links to 'Execution history' and 'Event queue'. The main content area is titled 'Flow settings' and features a 'Description' input field with a red border and the text 'DESCRIPTION_REQUIRED'. Below this is a flow diagram with three stages: 'Source', 'Filter', and 'Target'. The 'Source' stage has a 'Trigger' button (highlighted with a red box) and a 'Source' button. The 'Filter' stage has a 'Select One' button. The 'Target' stage has a 'Connection' button and a 'Settings' button. Arrows indicate the flow from Source to Filter to Target.

Fractal Hub

Enabled ☒

Required Information

- Description cannot be empty
- Source configuration cannot be empty
- Target connection settings cannot be empty
- Mapping to destination configuration cannot be empty

Flow

Execution history

Event queue

Flow settings

Description

DESCRIPTION_REQUIRED

Trigger

Source

Select One

Connection

Settings

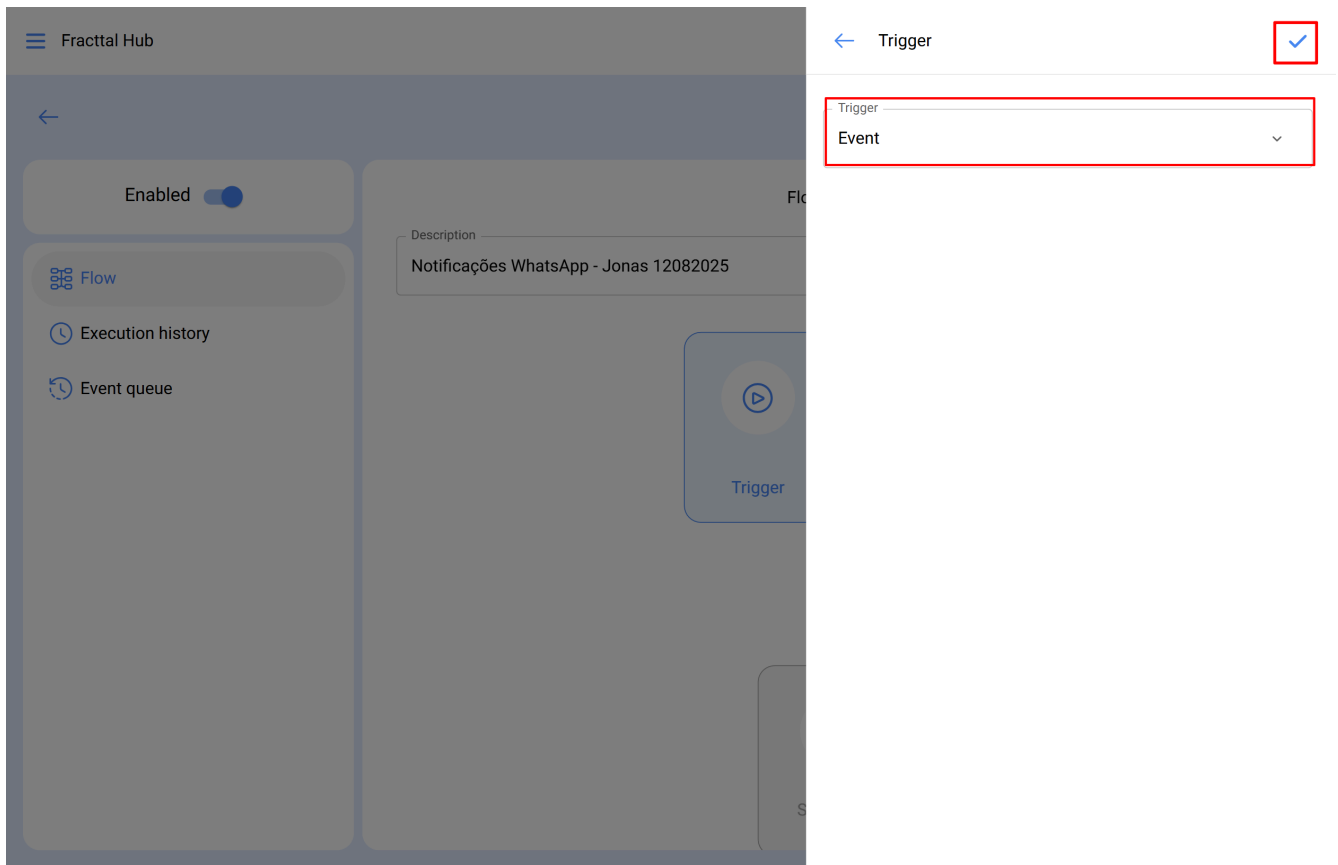
Source

Filter

Target

Trigger:

Click and select **Event**.



Source:

Click to configure.

Enabled ☒

Required Information

- Description cannot be empty
- Source configuration cannot be empty
- Target connection settings cannot be empty
- Mapping to destination configuration cannot be empty

Flow

Execution history

Event queue

Flow settings

Description

DESCRIPTION_REQUIRED

Trigger

Source

Select One

Connection

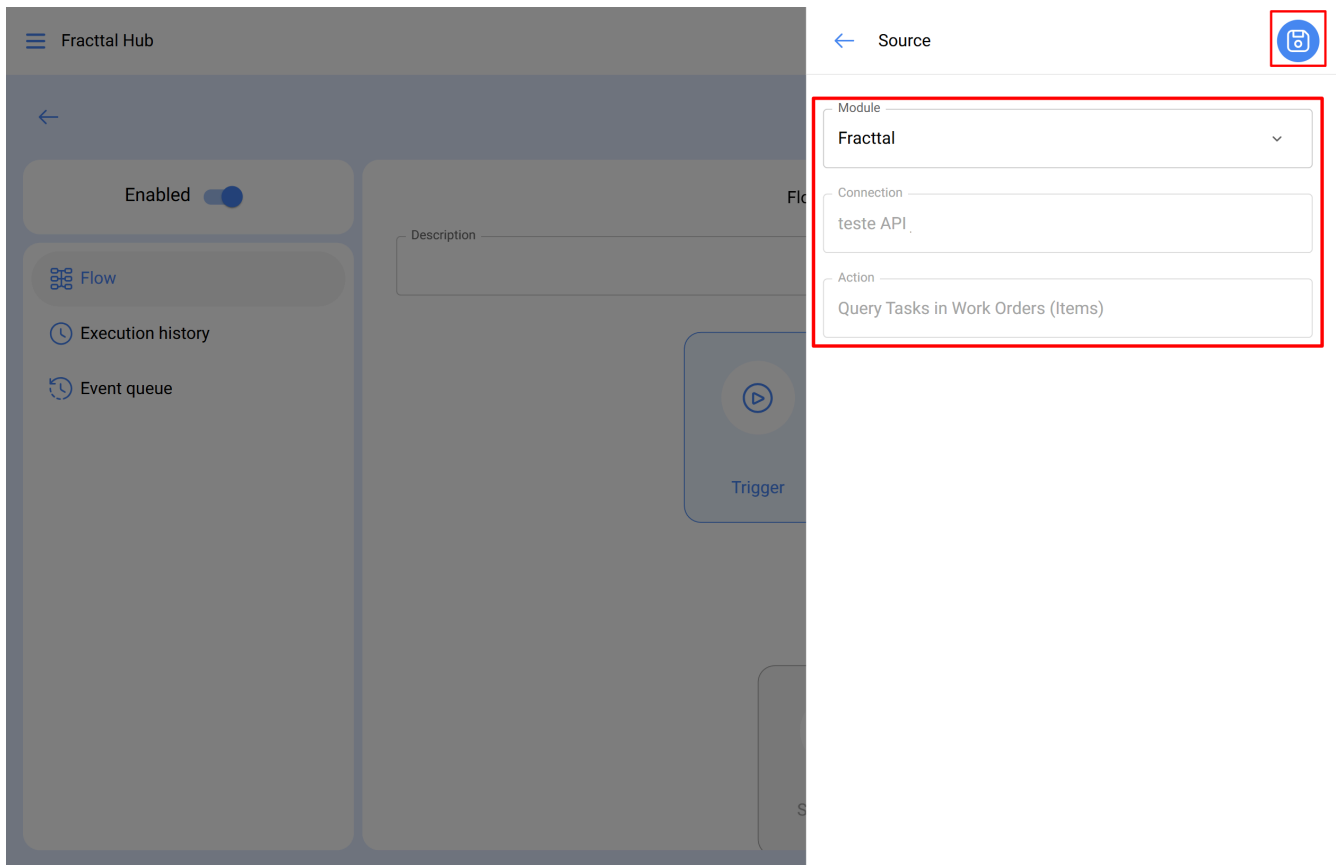
Settings

Source

Filter

Target

- **Module:** Select Fractal.
- **Connection:** Choose the API connection created in Step 2.
- **Action:** Select the action that will provide the data.



Connection:

Click to configure.

Fractal Hub

Enabled ☒

Required Information

- Description cannot be empty
- Source configuration cannot be empty
- Target connection settings cannot be empty
- Mapping to destination configuration cannot be empty

Flow

Execution history

Event queue

Flow settings

Description

DESCRIPTION_REQUIRED

Trigger Source

Select One

Connection Settings

Source Filter Target

- **Module:** Select **WhatsApp**.
- **Connection:** Choose your preconfigured WhatsApp connection.
- **Action:** Select the action that will provide the data.
- **Template Name / Content SID:** This is a unique identifier for the text to be sent.
- **Recipient phone number:** Enter the phone number that will receive the notification, in international format (country code + area code + number, without spaces or special characters. Example: 5511999991234).

Fracttal Hub

←

Enabled ☒

Flow

Execution history

Event queue

Description

Trigger

← Target

WhatsApp

whatsapp nt

WO Assignment (pt)

HX5af59819c03e99cb0b3c221d

Recipient Phone Number *

5511999991234

Configuration:

Click to detail.

Enabled ☒

Required Information

- Description cannot be empty
- Source configuration cannot be empty
- Target connection settings cannot be empty
- Mapping to destination configuration cannot be empty



Flow

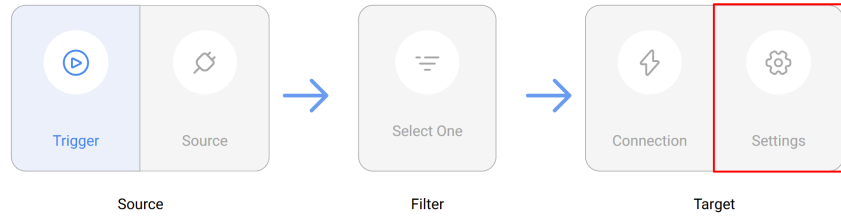
Execution history

Event queue

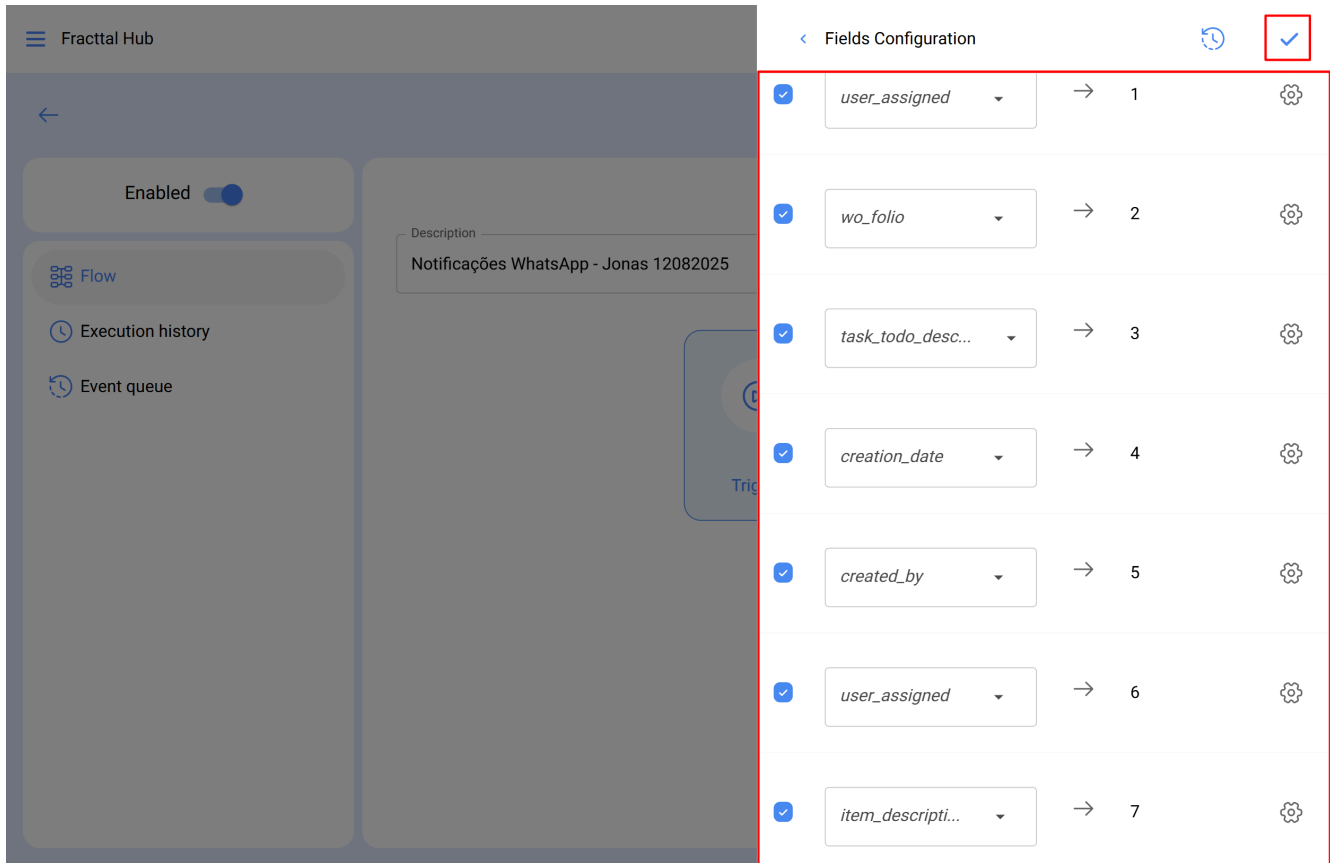
Flow settings

Description

DESCRIPTION_REQUIRED

**Fields:**

Perform a detailed mapping of the data corresponding to each of the fields.

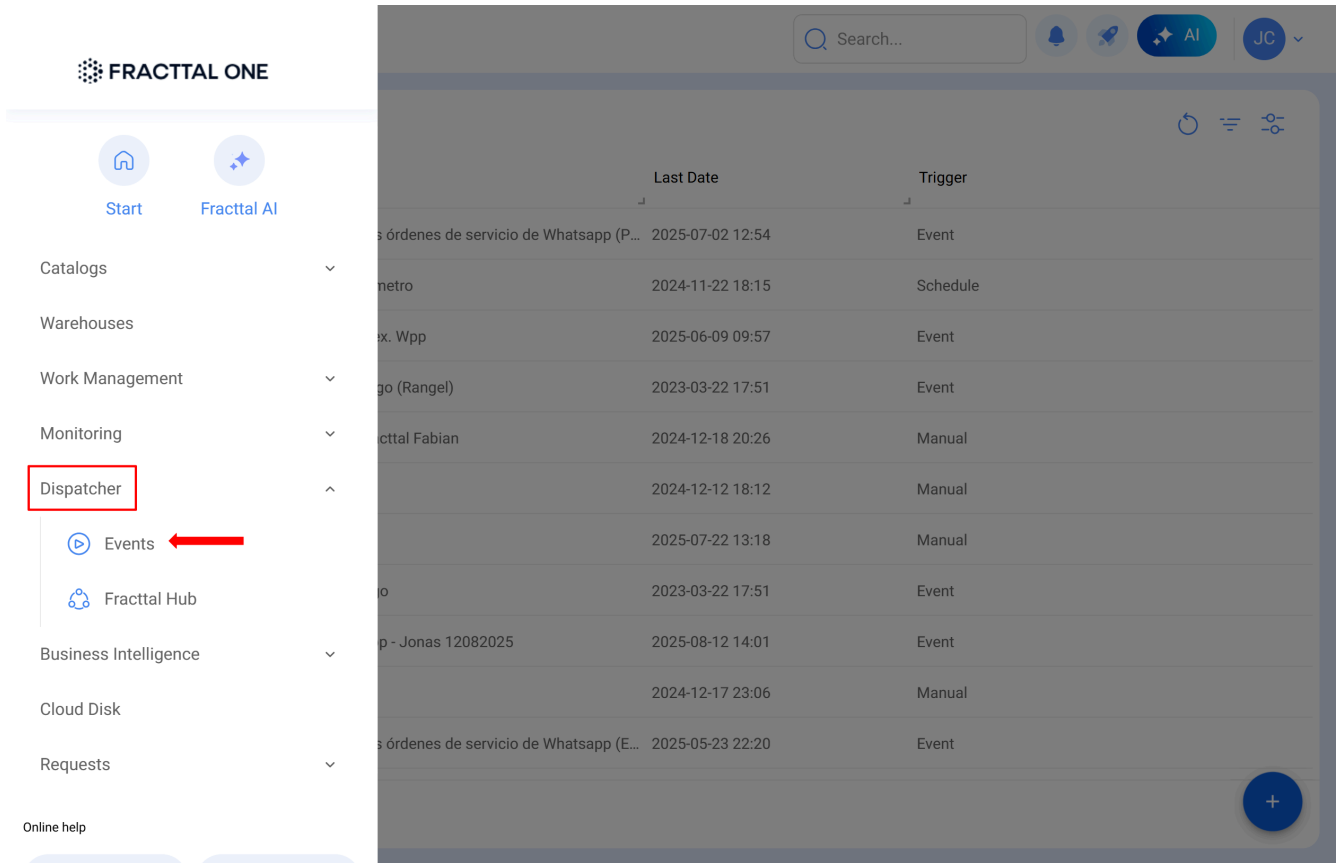


Note: The exact names of the **Fields** will depend on how you configured your source. If you use a source other than the recommended one, you must review the available fields to perform the mapping correctly.

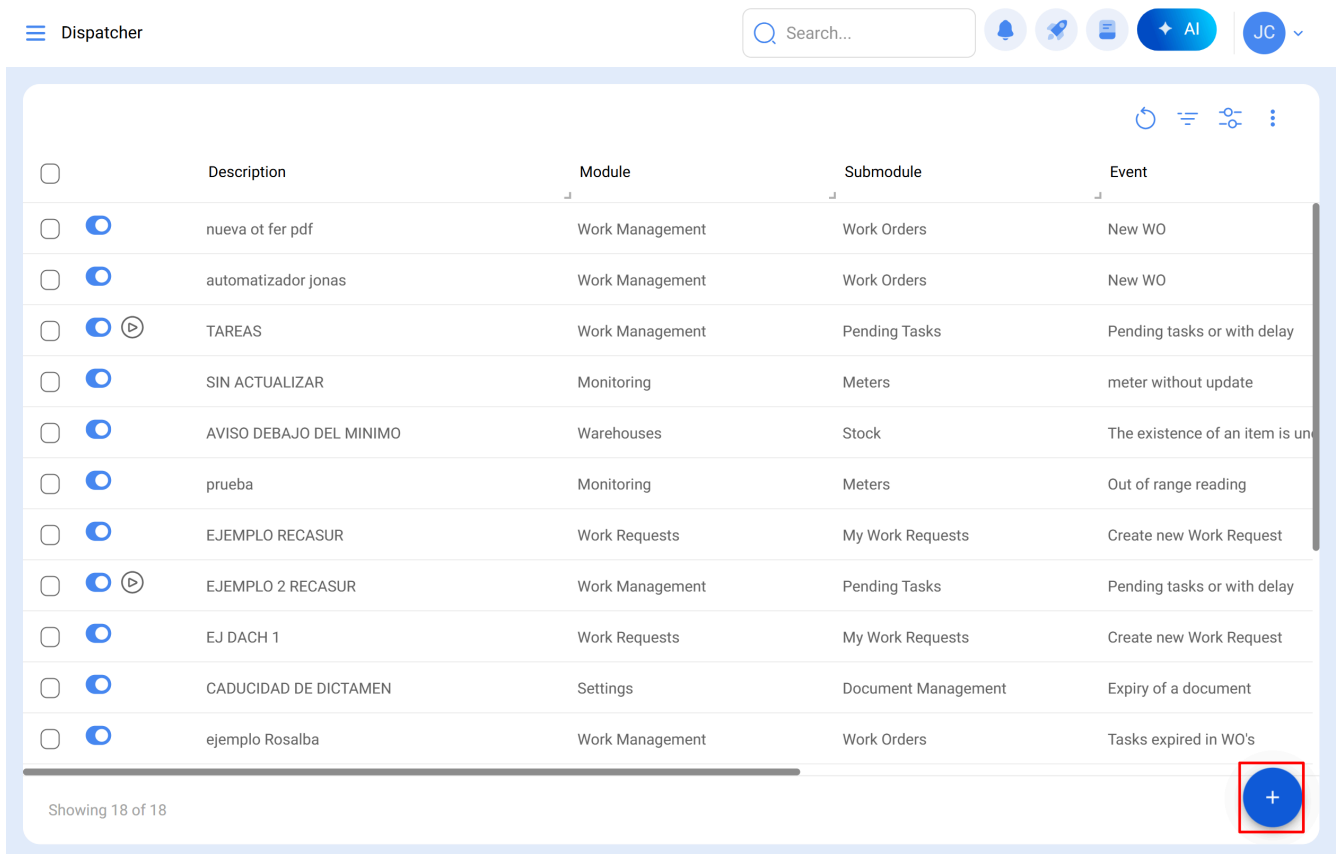
Step 4: Create the DispatcherEvent

Finally, configure the trigger that starts the entire process.

In the main menu, go to Dispatcher and select **Events**.



Create a new event by clicking the addition button (+).



Enabled

!

Required Information

- Description can't be blank
- Module can't be blank
- Submodule can't be blank
- Event can't be blank

 General



 Terms

 Actions

Module

Submodule

Event

Description

Description can't be blank

General Tab:

- **Module:** Select Tasks.
- **Submodule:** Select Work Orders.
- **Event:** Choose New WO.
- **Description:** Give a clear name, such as "WhatsApp Notification".

← automatizador
Save

Enabled ☒

[General](#)

[Terms](#)

[Actions](#)

Module
Work Management

Submodule
Work Orders

Event
New WO

Description
automatizador

Conditions Tab:

To add the condition, click the **(+)** icon in the lower right corner.

← automatizador Save

Enabled ☒

General

Terms

Actions

When the event meets these conditions :

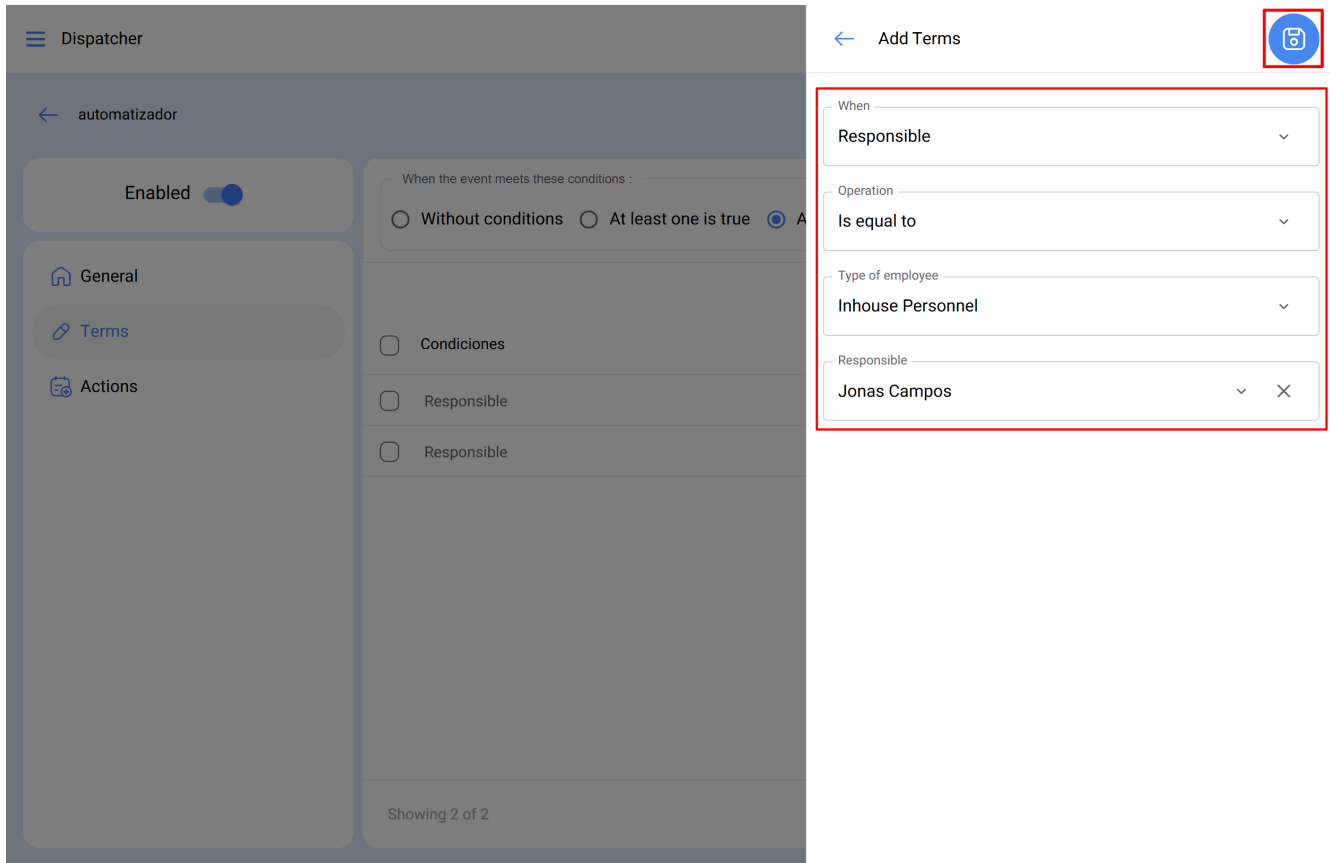
☐ Without conditions ☐ At least one is true ☒ All be true

Showing 1 of 1



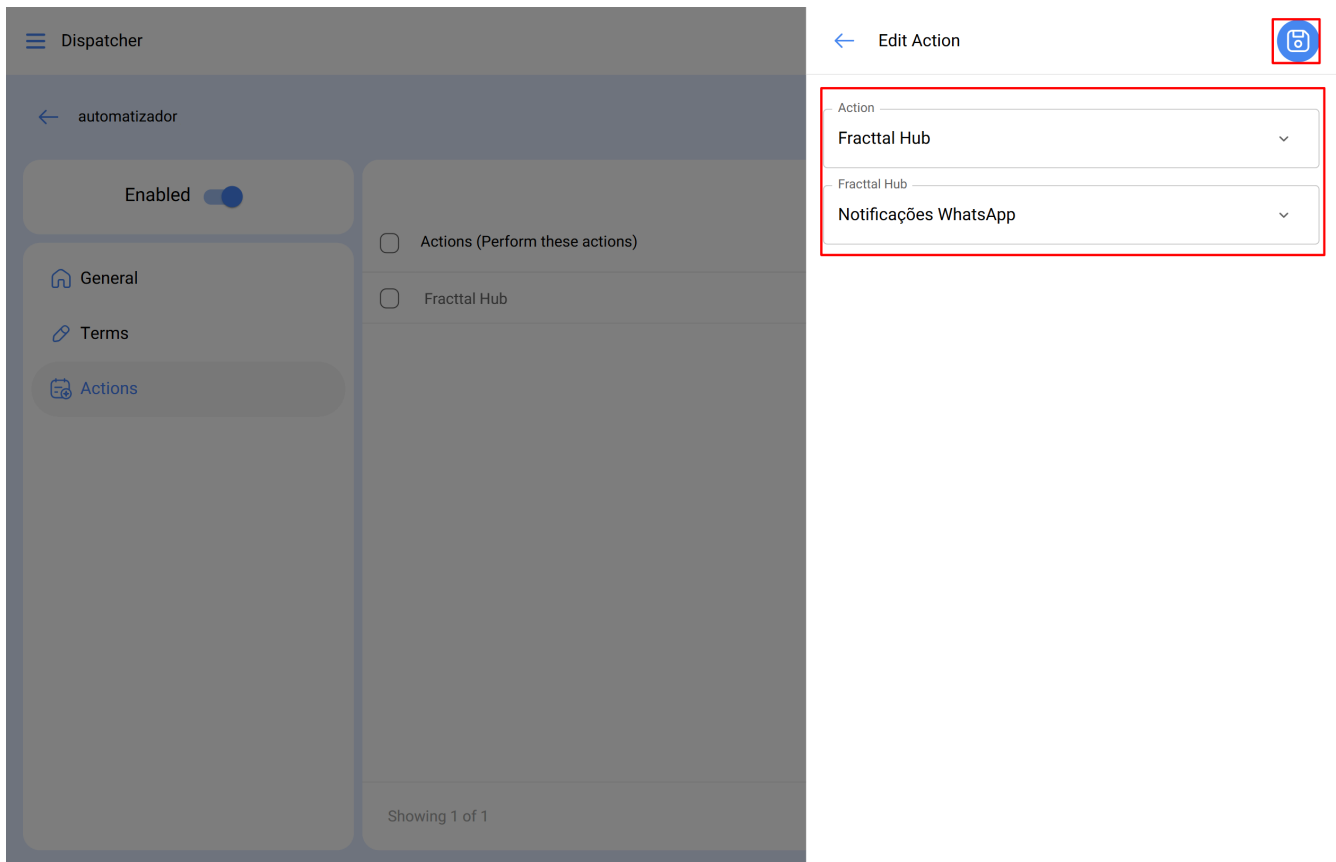
Define the rule that must be met for the event to trigger. For example:

- **Condition:** Responsible
- **Operation:** Is equal to
- **Type of responsible:** Human Resources
- **Value:** Name of the responsible person who will receive the notification



Actions Tab: Define what will happen when the condition is met.

- Action: Select Fracttal Hub.
- Fracttal Hub: Select the flow you created in Step 3 (Sending WhatsApp notification).



To finish the process, click the **Save** button.

Notes:

- **Integration available in:** Portuguese (BR), Portuguese (EU), Spanish, English, French, and Italian.
- **Requirements:** You need to have a WhatsApp account and have the **Fracttal HUB** Add-on activated.