Work Requests Analysis

help.fracttal.com/hc/en-us/articles/24915589107213-Work-Requests-Analysis

In this tab you can quickly find out the list of assets that have submitted work requests, as well as a count of the number of requests for each of these assets. This type of analysis is extremely important, since it allows you to identify which assets have presented the greatest number of events for which an unplanned work request has been raised.
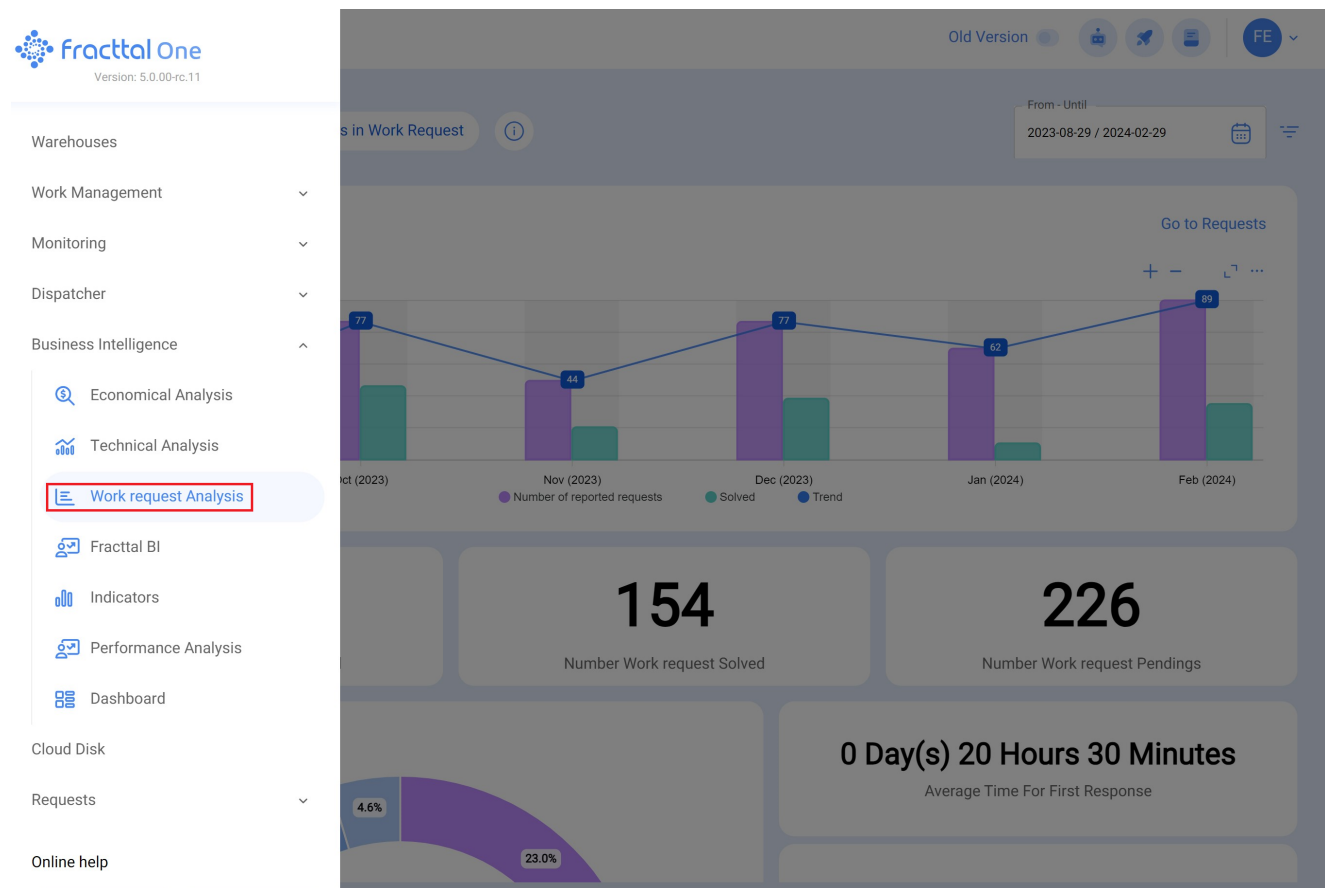

Here you will find sub-modules composed of the following tabs:

Dashboard

Key Indicators in the Dashboard:

1. **Number of Requests Created:** Represents the total number of maintenance requests generated within a specific period.

2. **Number of Requests Resolved:** Indicates the total number of maintenance requests that have been satisfactorily completed.

3. **Number of Requests Unresolved:** Displays the quantity of requests still requiring attention or resolution.

4. **Average Time for First Response:** Reflects the average period elapsed from the creation of the request until the initial interaction or response from the maintenance team. This time is crucial as it directly impacts the commitment to providing swift responses.

5. **Average Waiting Time for Solution:** Represents the average time users must wait from the creation of the request until its complete resolution by the maintenance team.

6. **Average Solution Time:** Indicates the average duration it takes to resolve a request from the moment of its creation. This indicator influences operational efficiency and internal customer satisfaction.

7. **Percentage of Rated Requests:** Shows the percentage of requests that have been evaluated or rated by users after their resolution. A high rating percentage may indicate good internal customer satisfaction.

8. **Average Rating:** Represents the average score given by users to the solutions provided by the maintenance team. Serves as a key indicator of the quality of the service provided.
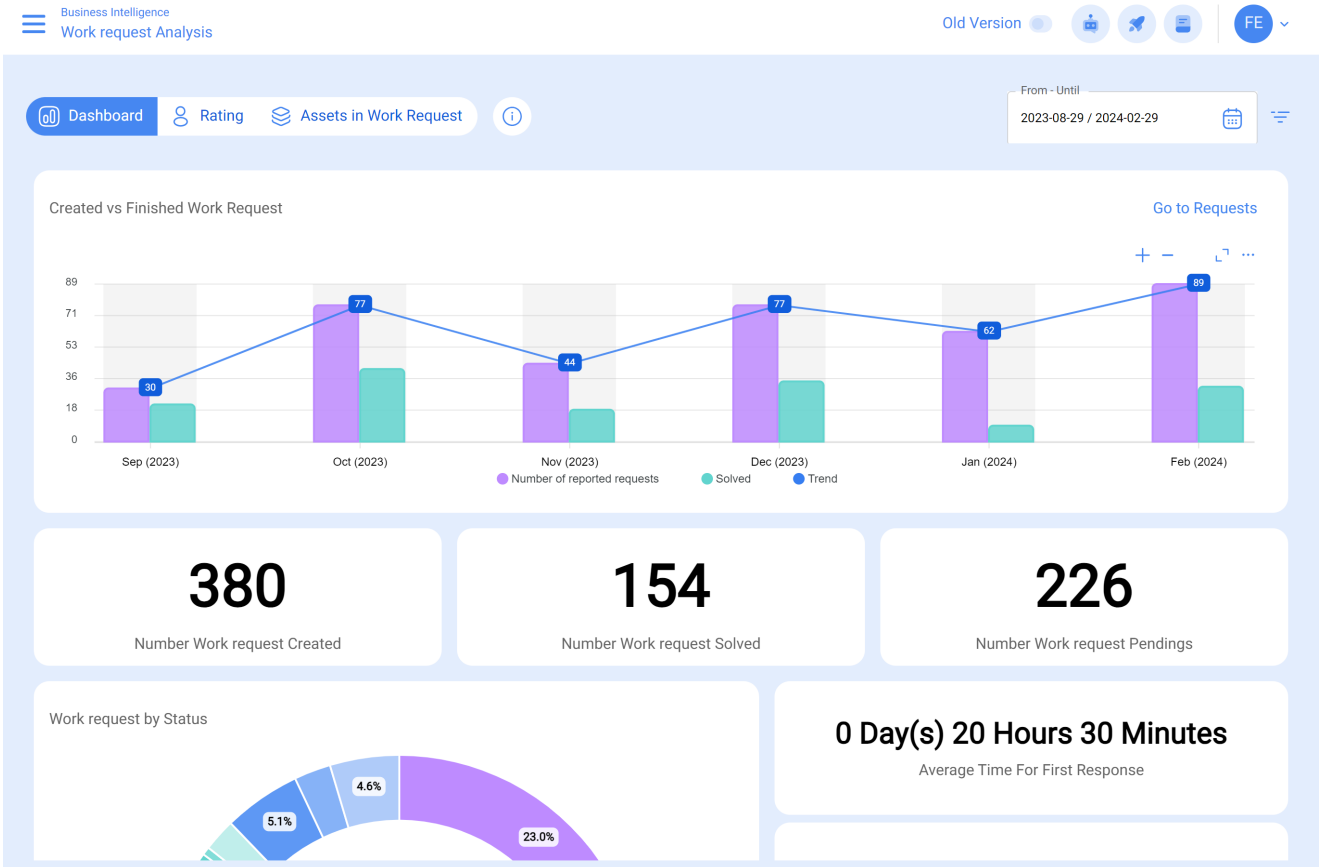
Chart Options:

Within this section, users have the ability to download the graphic in different formats, such as SVG (Scalable Vector Graphics), PNG (Portable Network Graphics) and CVS (Comma-Separated Values). This functionality is designed to provide flexibility and ease in the management of visual information.

The ability to download the graphic in SVG format offers a significant advantage by allowing optimal scalability without loss of quality, making it ideal for use on a variety of platforms and display sizes. The PNG format, known for its ability to represent images with high quality and transparency, offers an effective solution for sharing graphics in a clear and crisp manner.

Additionally, the CVS download option facilitates the availability of the underlying chart data in a tabular format. This allows users to perform more detailed analysis, share specific information and collaborate effectively with other team members or stakeholders.

These charting options not only strengthen the user experience by providing flexibility in data visualization, but also promote collaboration and effective dissemination of information across different channels, engaging a wider audience in the decision-making process.
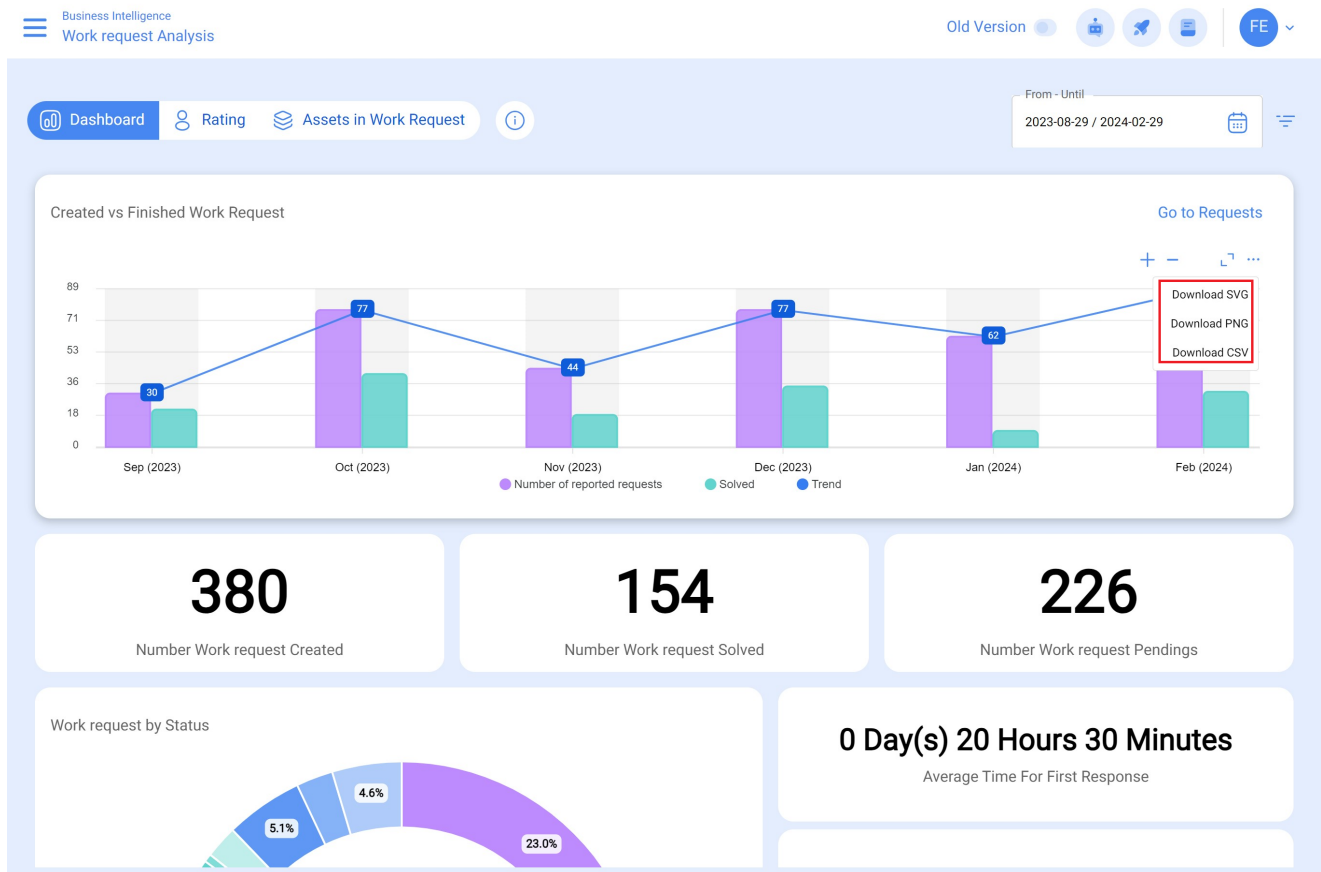
Informative Table:

Within this interface, we provide our users with a detailed information table that comprehensively explains the origin of the data analyzed in the dashboard. This resource seeks to make transparent and clarify the origin of the information, ensuring reliability and full understanding by users.

Qualification by Responsible :

"Responsible Rating" refers to a system or process by which the individual performance of a responsible person, whether an employee, team leader or any person assigned to a specific task, is evaluated and assigned a score.

Old Version

FE

Dashboard	Rating	Assets in Work Request		From - Until
				2023-08-29 / 2024-02-29

Responsible	Count Work Request Solved	Rating Average Work Request
Abelardo 123	14	0.79
JOSE FERNANDO CRUZ MOSQUEDA	8	0.63
Adrian Vargas	8	0.63
Magno Vignoli	7	0.00
Igor	6	0.00
Alexander Sanchez	5	3.00
Diego Souza	4	0.00
John Smith	4	0.00
Elias Alves	4	0.00
ANAY PENICHE	4	0.00
Gisele Priscila	3	3.33

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Reported Assets :

"Reported Assets" refers to those assets that have been officially reported in the work requests module.

Old Version

FE

Dashboard | Rating | Assets in Work Request | ⓘ

From - Until
2023-08-29 / 2024-02-29

Assets	Number of reported requests
{ 0000-4 } VENTILADOR MECANICO MAQUET CRITICAL CARE	1
{ 1993 } Medellín	2
{ 1995 } cali	1
{ 9658524 } Cisternas prueba	1
AC 1 { AC1 }	2
{ AC-ZC-001 } AIRE ACONDICIONADO	3
{ ADV-CUN } ALQUILADORA CANCUN	1
{ Aevo 01-IN02 } INVERSORES	1
AIRE ACONDICIONADO 01 { AC-01 } MARCA X HH1000	1
AIRE ACONDICIONADO { AA-46 } HH1000 MARCA X	1
ALQUILADORA DE VEHICULOS AUTOMOTORES S.A. DE CV	2

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