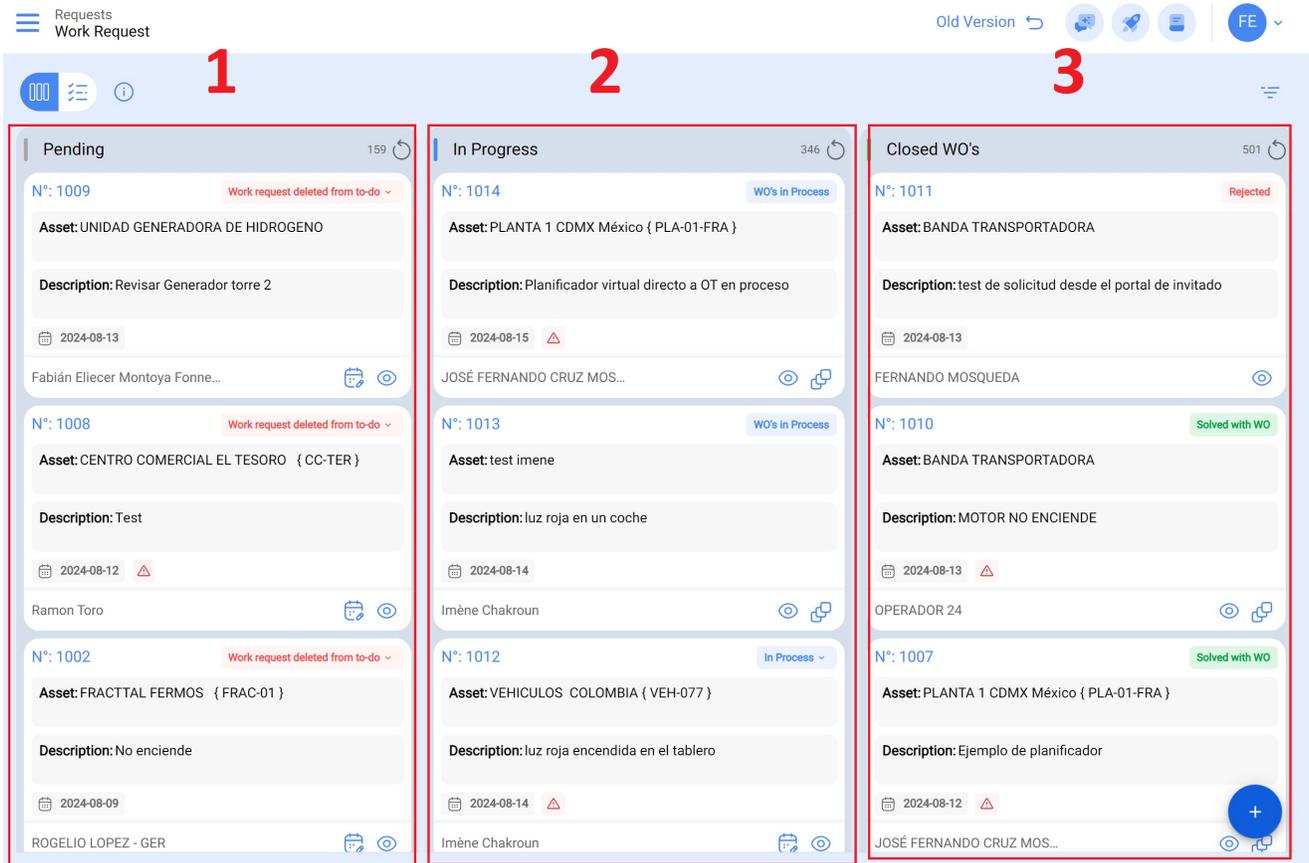


Kanban View of Work Requests

help.fractal.com/hc/en-us/articles/29190349282957-Kanban-View-of-Work-Requests

The Kanban view, a powerful tool for organizing and tracking work requests, is presented as a visual dashboard that organizes them into different states through columns. This article breaks down how to get the most out of this intuitive interface.



Understanding the Kanban Structure

The Kanban view divides work requests into three key columns:

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

Exploring the different application statuses

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

1. Pending Requests

Pre-execution status, where the request is waiting to be assigned as a work order.

The screenshot displays a dashboard for 'Requests Work Request' with three main columns: Pending (159 requests), In Progress (346 requests), and Closed WO's (501 requests). The Pending column is highlighted with a red border and contains three request cards:

- N°: 1009**: Asset: UNIDAD GENERADORA DE HIDROGENO. Description: Revisar Generador torre 2. Date: 2024-08-13. Assignee: Fabián Elicer Montoya Fonne...
- N°: 1008**: Asset: CENTRO COMERCIAL EL TESORO { CC-TER }. Description: Test. Date: 2024-08-12. Assignee: Ramon Toro.
- N°: 1002**: Asset: FRACTAL FERMOS { FRAC-01 }. Description: No enciende. Date: 2024-08-09. Assignee: ROGELIO LOPEZ - GER.

Other visible requests in the In Progress and Closed WO's columns include:

- N°: 1014**: Asset: PLANTA 1 CDMX México { PLA-01-FRA }. Description: Planificador virtual directo a OT en proceso. Date: 2024-08-15. Assignee: JOSÉ FERNANDO CRUZ MOS...
- N°: 1013**: Asset: test imene. Description: luz roja en un coche. Date: 2024-08-14. Assignee: Imène Chakroun.
- N°: 1012**: Asset: VEHICULOS COLOMBIA { VEH-077 }. Description: luz roja encendida en el tablero. Date: 2024-08-14. Assignee: Imène Chakroun.
- N°: 1011**: Asset: BANDA TRANSPORTADORA. Description: test de solicitud desde el portal de invitado. Date: 2024-08-13. Assignee: FERNANDO MOSQUEDA.
- N°: 1010**: Asset: BANDA TRANSPORTADORA. Description: MOTOR NO ENCIENDE. Date: 2024-08-13. Assignee: OPERADOR 24.
- N°: 1007**: Asset: PLANTA 1 CDMX México { PLA-01-FRA }. Description: Ejemplo de planificador. Date: 2024-08-12. Assignee: JOSÉ FERNANDO CRUZ MOS...

2. Work in progress requests

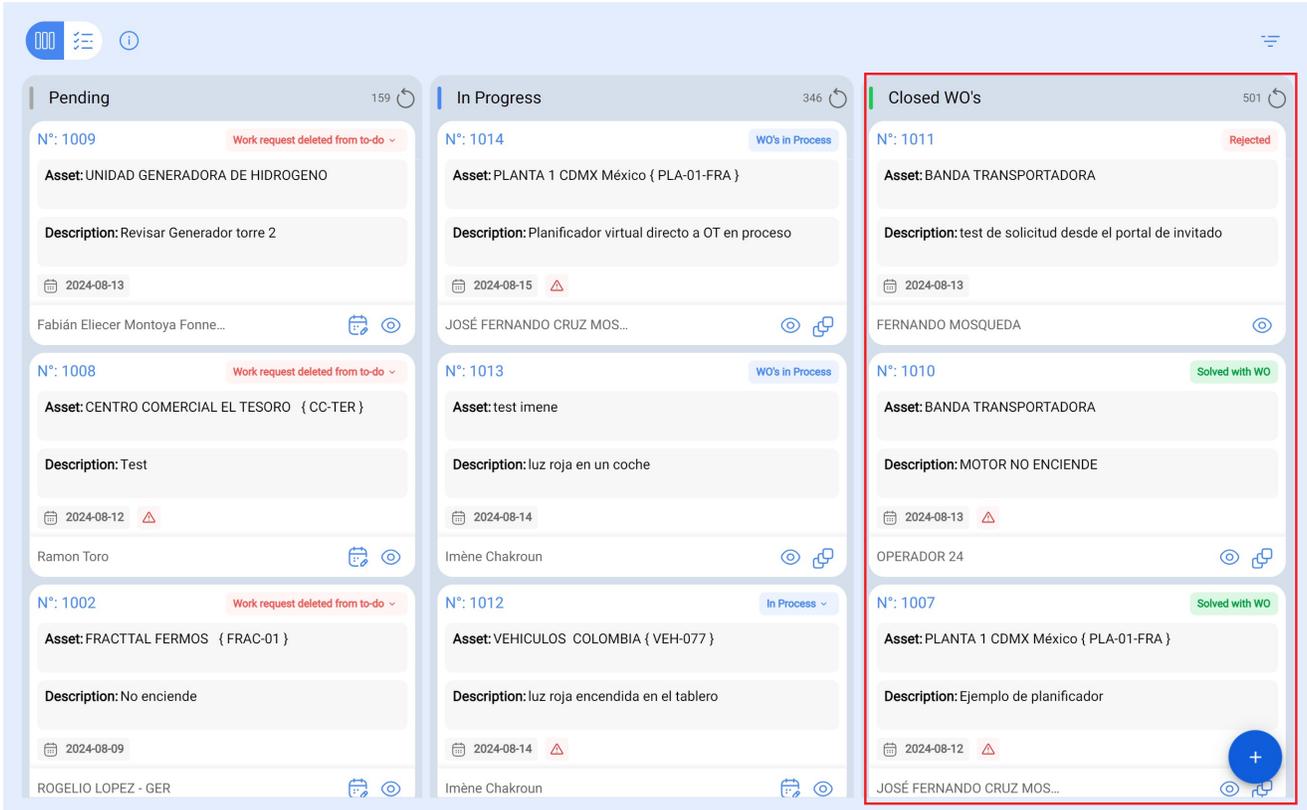
Initial stage of a work request which is in the process of execution.

The screenshot displays a dashboard for managing work requests, organized into three columns: Pending, In Progress, and Closed WO's. Each column contains a list of work request cards. The 'In Progress' column is highlighted with a red border.

Column	Count	Request ID	Asset	Description	Date	Assignee	Status
Pending	159	1009	UNIDAD GENERADORA DE HIDROGENO	Revisar Generador torre 2	2024-08-13	Fabián Elicer Montoya Fonne...	Work request deleted from to-do
Pending	159	1008	CENTRO COMERCIAL EL TESORO { CC-TER }	Test	2024-08-12	Ramon Toro	Work request deleted from to-do
Pending	159	1002	FRACTAL FERMOS { FRAC-01 }	No enciende	2024-08-09	ROGELIO LOPEZ - GER	Work request deleted from to-do
In Progress	346	1014	PLANTA 1 CDMX México { PLA-01-FRA }	Planificador virtual directo a OT en proceso	2024-08-15	JOSÉ FERNANDO CRUZ MOS...	WO's in Process
In Progress	346	1013	test imene	luz roja en un coche	2024-08-14	Imène Chakroun	WO's in Process
In Progress	346	1012	VEHICULOS COLOMBIA { VEH-077 }	luz roja encendida en el tablero	2024-08-14	Imène Chakroun	In Process
Closed WO's	501	1011	BANDA TRANSPORTADORA	test de solicitud desde el portal de invitado	2024-08-13	FERNANDO MOSQUEDA	Rejected
Closed WO's	501	1010	BANDA TRANSPORTADORA	MOTOR NO ENCIENDE	2024-08-13	OPERADOR 24	Solved with WO
Closed WO's	501	1007	PLANTA 1 CDMX México { PLA-01-FRA }	Ejemplo de planificador	2024-08-12	JOSÉ FERNANDO CRUZ MOS...	Solved with WO

3. Closed Work Requests

Last stage, marking the conclusion of the work request and giving solution to the requirement.



4. Iconography :



1. **Work request consecutive:** The number of the work request is shown here, and its value increases with each new request made.

2. **Status of the request:** Describes the status of the work request.
3. **Asset Name:** This section mentions the name of the asset that is being reported as an anomaly.
4. **Description:** Shows the description provided by the person reporting the failure.
5. **Date of request:** Indicates the date on which the work request was made.
6. **Person requesting:** Displays the name of the person requesting the service.
7. **Schedule task:** From this option, it is possible to schedule the work request in a pending task or work order. You must assign details such as the type of task and other optional descriptions such as: classification, priority, estimated duration, a scheduling date, among others.
8. **Asset Detail:** Selecting this option redirects to the catalog module and displays all the descriptive data of the asset.
9. **Urgent:** This icon appears when, within the work request, it is indicated that the activity is urgent. Therefore, the request should be prioritized whenever possible or an analysis should be performed as soon as possible.

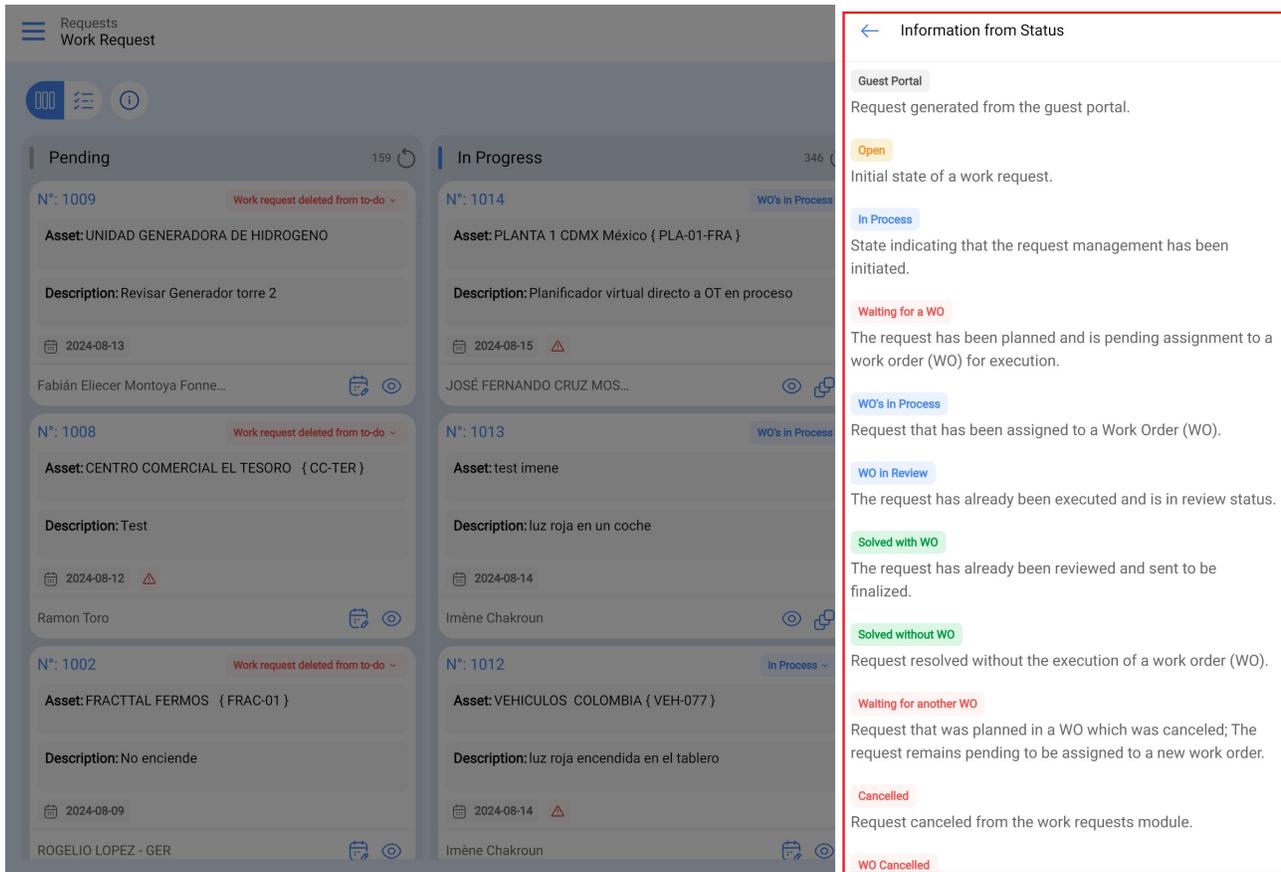
5. Access to detailed information

The screenshot displays a Kanban board interface for 'Requests Work Request'. The board is organized into three columns: 'Pending' (159 items), 'In Progress' (346 items), and 'Closed WO's' (501 items). Each card represents a work request and includes the following information:

- Card Number:** N°: followed by a number (e.g., 1009, 1014, 1011).
- Asset Name:** Asset: followed by the asset name (e.g., UNIDAD GENERADORA DE HIDROGENO, PLANTA 1 CDMX México { PLA-01-FRA }, BANDA TRANSPORTADORA).
- Description:** A brief description of the issue or task (e.g., Revisar Generador torre 2, Planificador virtual directo a OT en proceso, test de solicitud desde el portal de invitado).
- Date:** A date indicating when the request was made (e.g., 2024-08-13, 2024-08-12, 2024-08-14).
- Requester:** The name of the person who reported the issue (e.g., Fabián Elicer Montoya Fonne..., JOSÉ FERNANDO CRUZ MOS..., FERNANDO MOSQUEDA).
- Status Indicators:**
 - 'Work request deleted from to-do' (red text)
 - 'WO's in Process' (blue text)
 - 'Rejected' (red text)
 - 'Solved with WO' (green text)
 - 'In Process' (blue text)
- Urgent Icon:** A red triangle icon indicating an urgent request.
- Information Icon:** A blue circle icon with an 'i' inside, used to access detailed information.

To get detailed information on the different statuses, you can click on the information icon. This action will provide you with an easy-to-understand visual representation, using symbols and colors, to quickly understand the status of the requests present in the Kanban interface.

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



Each status will be displayed in its corresponding column. Below, we clearly explain where each status of the request should appear, so you can easily track the progress of each case.

Pending	In Progress	Completed
Guest Portal	Waiting for a WO	Cancelled
Open	In Process	Solved with WO
Removed from pending tasks	WO's in Process	Solved without WO
-----	WO in Review	-----
-----	Waiting for another WO	-----