

How to create a Work Request?

help.fractal.com/hc/en-us/articles/25142814250253-How-to-create-a-Work-Request

In the platform there are two ways to make a work request, the first is to make it directly from the work request module and the second option is to add it from the quick action button located in the main bar of the platform.

From the work request module:

To add a new work request, you must click on the add symbol located at the bottom right of the platform.

The screenshot displays the 'Requests' module in the Fractal platform. The interface is organized into three columns: 'Pending' (158 items), 'In Progress' (345 items), and 'Closed WO's' (497 items). Each column contains several work request cards. Each card includes a request number (e.g., N°: 1008), an asset name (e.g., CENTRO COMERCIAL EL TESORO), a description (e.g., Test), a date (e.g., 2024-08-12), and the requester's name (e.g., Ramon Toro). A blue plus button is highlighted in a red box in the bottom right corner of the interface, indicating the 'Add' function.

After clicking on add, a new window will open where the requester must complete all the necessary information in the "General" tab in order to detail the work request to be reported in the system.

The information that can be added when reporting a work request is the following:

- **Created by:** Name of the profile of the person raising the request, this name is taken directly from the login account registered in the system of that person.
- **Creation date:** Date on which the request is being reported in the system.
- **Description:** Short description identifying the Work Request.
- **Do you know the asset:** Option that allows the user reporting the request to indicate if he/she knows the name of the asset in question (this option can be set as mandatory in the WO-Settings module).
- **Asset:** Name or identification of the asset associated to the work request in the system.
- **Comments:** 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 coincide with the date on which the request is reported in the system).
- **It's Urgent?:** Option where the degree of criticality of the request is established as urgent.

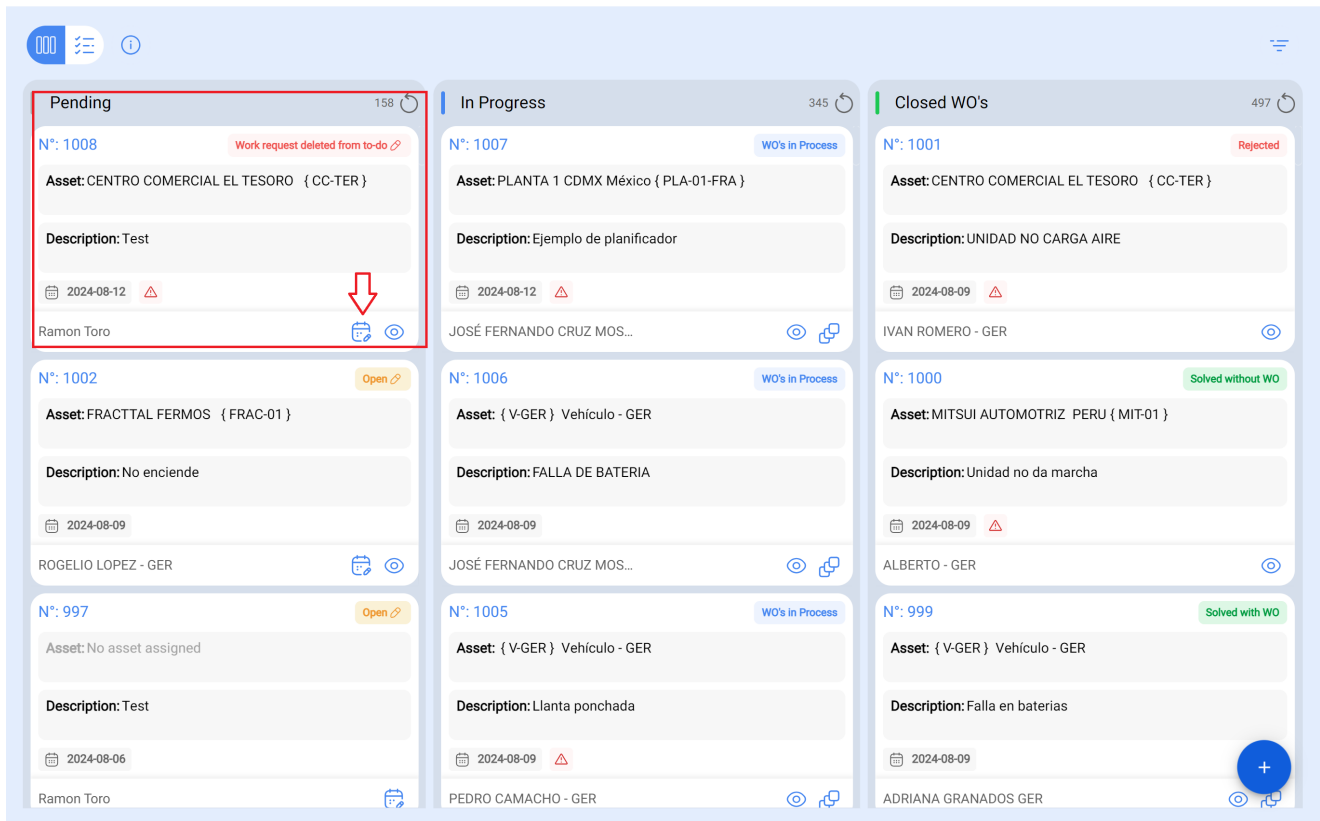
- **Image:** Image or photograph illustrating the reported work request.

Additionally, the system allows you to add advanced information to the work request where you can detail the following:

- **Reference:** Name or reference code that can be added to the request.
- **Location:** Option that allows to establish 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:** Catalog where you can create groups of colors that can be used to be assigned to the requests (the configuration of the name and colors of these groups is done from the Settings-Catalogs module).
- **Group 1 and 2:** Corresponds to free fields left by the platform to be completed as required. (The configuration is done from the Settings-Catalogs module).
- **Keywords:** Catalog where you can establish identification keywords when creating a work request. (The configuration is done from the Settings-Catalogs module).

***Note:** It is possible to set which fields are mandatory when opening an request in Fractal One. To do this, go to the settings menu, in the submenu 'modules - work requests' and make the corresponding settings. For more information.*

Finally, after completing the necessary information, the application will be generated, which must then be processed as appropriate.



The screenshot shows a dashboard with three columns: Pending (158), In Progress (345), and Closed WO's (497). Each column contains several work request cards. A red box highlights the first card in the 'Pending' column, and a red arrow points to a quick action button (a blue icon with a plus sign) in the bottom right corner of that card.

Column	Count	Card N°	Asset	Description	Date	Assignee	Status
Pending	158	1008	CENTRO COMERCIAL EL TESORO { CC-TER }	Test	2024-08-12	Ramon Toro	Work request deleted from to-do
		1002	FRACTAL FERMOS { FRAC-01 }	No enciende	2024-08-09	ROGELIO LOPEZ - GER	Open
		997	No asset assigned	Test	2024-08-06	Ramon Toro	Open
In Progress	345	1007	PLANTA 1 CDMX México { PLA-01-FRA }	Ejemplo de planificador	2024-08-12	JOSÉ FERNANDO CRUZ MOS...	WO's in Process
		1006	{ V-GER } Vehículo - GER	FALLA DE BATERIA	2024-08-09	JOSÉ FERNANDO CRUZ MOS...	WO's in Process
		1005	{ V-GER } Vehículo - GER	Llanta pinchada	2024-08-09	PEDRO CAMACHO - GER	WO's in Process
Closed WO's	497	1001	CENTRO COMERCIAL EL TESORO { CC-TER }	UNIDAD NO CARGA AIRE	2024-08-09	IVAN ROMERO - GER	Rejected
		1000	MITSUI AUTOMOTRIZ PERU { MIT-01 }	Unidad no da marcha	2024-08-09	ALBERTO - GER	Solved without WO
		999	{ V-GER } Vehículo - GER	Falla en baterias	2024-08-09	ADRIANA GRANADOS GER	Solved with WO

From the quick action button

The quick action is a button that you will always find available in the main bar of the platform. To do so, just click on this option and then click on work request.

From - Until
2024-02-15 / 2024-03-15

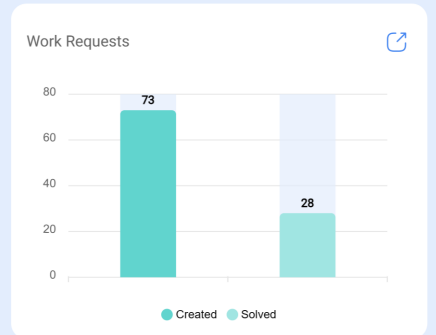
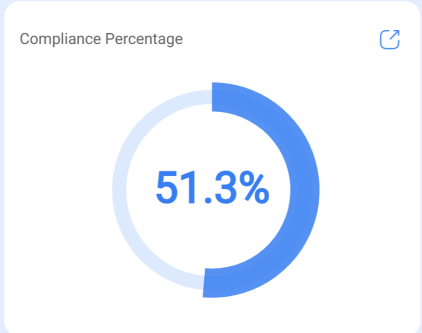
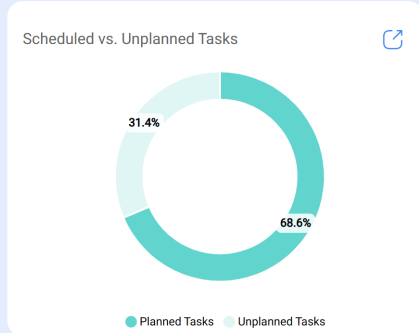
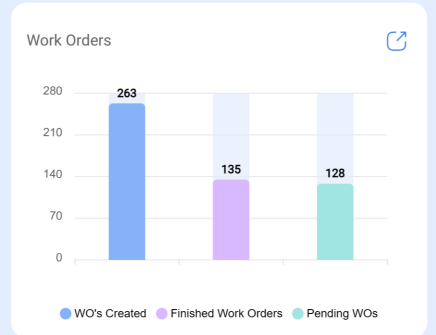
Is part of

117 WOs in Process

11 WOs in Review

135 Closed WOs

0 Pending Tasks with Delay



4 Failures that Caused Damage

125 Currently stopped assets

112 Planned downtimes

24 Unplanned downtimes

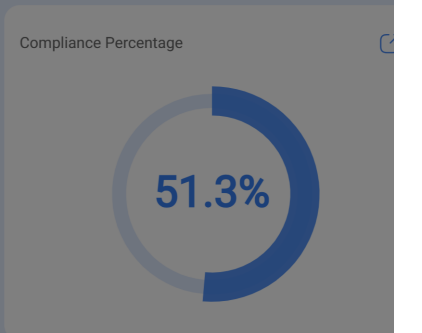
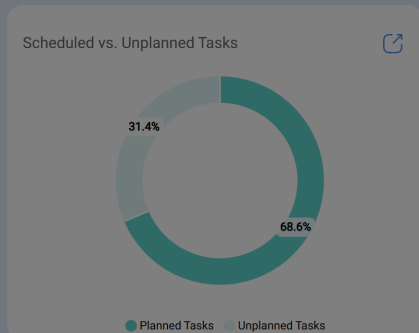
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← QUICK ACTION

- Location
- Equipment
- Unplanned Task
- Work Request**
- Meter Reading

After clicking, a new window will open where you must perform the same procedure as above to complete and generate the work request.

The screenshot displays a 'Requests Work Request' dashboard with three main columns: Pending (158 items), In Progress (345 items), and Closed WO's (497 items). Each column contains several work request cards. The cards in the 'Pending' column include N°: 1008 (Asset: CENTRO COMERCIAL EL TESORO, Description: Test), N°: 1002 (Asset: FRACTAL FERMOS, Description: No enciende), and N°: 997 (Asset: No asset assigned, Description: Test). The 'In Progress' column shows N°: 1007 (Asset: PLANTA 1 CDMX México, Description: Ejemplo de planificador), N°: 1006 (Asset: { V-GER } Vehiculo - GER, Description: FALLA DE BATERIA), and N°: 1005 (Asset: { V-GER } Vehiculo - GER, Description: Llanta pinchada). The 'Closed WO's' column includes N°: 1001 (Asset: CENTRO COMERCIAL EL TESORO, Description: UNIDAD NO CARGA AIRE), N°: 1000 (Asset: MITSUI AUTOMOTRIZ PERU, Description: Unidad no da marcha), and N°: 999 (Asset: { V-GER } Vehiculo - GER, Description: Falla en baterias). A red box highlights a blue '+' button in the bottom right corner of the 'Closed WO's' column.





Pending 158 🔄

N°: 1008 Work request deleted from to-do

Asset: CENTRO COMERCIAL EL TESORO { CC-TER }

Description: Test

2024-08-12 ⚠️



Ramon Toro  

N°: 1002 Open

Asset: FRACTAL FERMOS { FRAC-01 }

Description: No enciende

2024-08-09


ROGELIO LOPEZ - GER  

N°: 997 Open

Asset: No asset assigned

Description: Test

2024-08-06

Ramon Toro 



In Progress 345 🔄

N°: 1007 WO's in Process

Asset: PLANTA 1 CDMX México { PLA-01-FRA }

Description: Ejemplo de planificador

2024-08-12 ⚠️



JOSÉ FERNANDO CRUZ MOS...  

N°: 1006 WO's in Process

Asset: { V-GER } Vehículo - GER

Description: FALLA DE BATERIA

2024-08-09



JOSÉ FERNANDO CRUZ MOS...  

N°: 1005 WO's in Process

Asset: { V-GER } Vehículo - GER

Description: Llanta pinchada

2024-08-09 ⚠️

PEDRO CAMACHO - GER  


Closed WO's 497 🔄

N°: 1001 Rejected

Asset: CENTRO COMERCIAL EL TESORO { CC-TER }

Description: UNIDAD NO CARGA AIRE

2024-08-09 ⚠️


IVAN ROMERO - GER 

N°: 1000 Solved without WO

Asset: MITSUI AUTOMOTRIZ PERU { MIT-01 }

Description: Unidad no da marcha

2024-08-09 ⚠️

ALBERTO - GER 

N°: 999 Solved with WO

Asset: { V-GER } Vehículo - GER

Description: Falla en baterias

2024-08-09

ADRIANA GRANADOS GER 