

# How to view the content of a work requests?

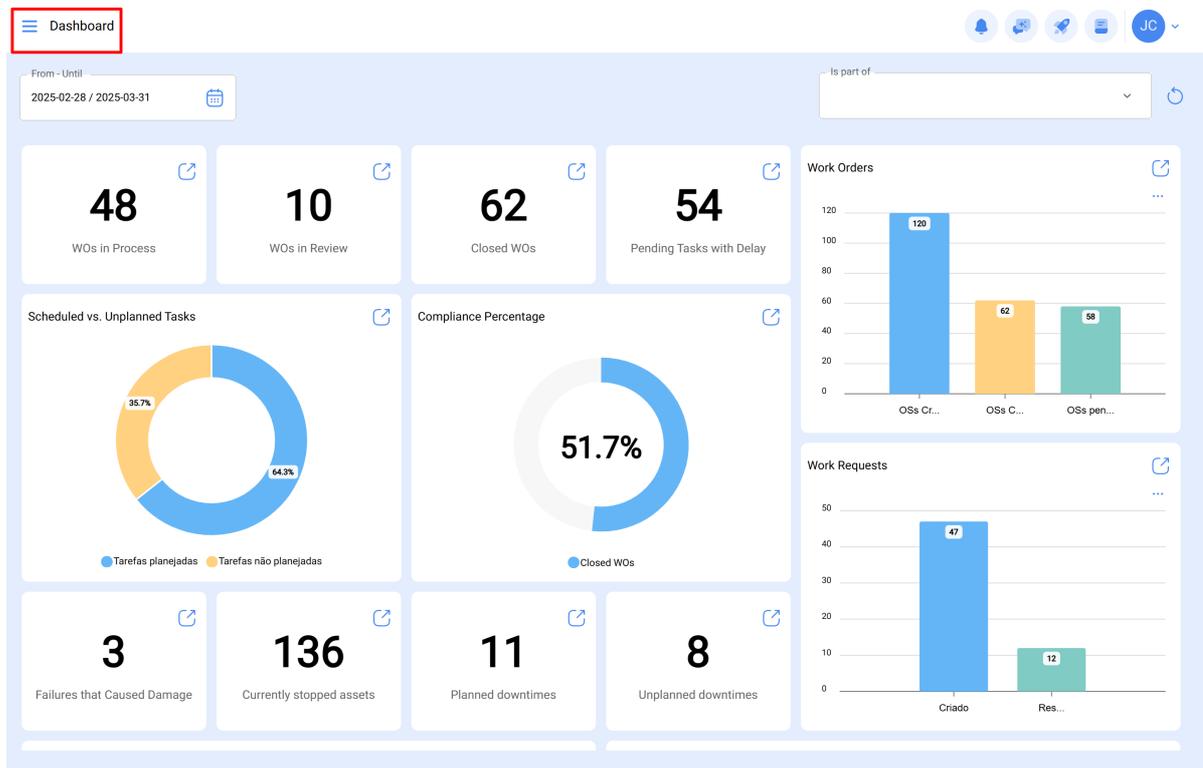
[help.fractal.com/hc/en-us/articles/25020287883917-How-to-view-the-content-of-a-work-requests](https://help.fractal.com/hc/en-us/articles/25020287883917-How-to-view-the-content-of-a-work-requests)

From the task module, it is possible to observe the requests made by customers through work requests. This ensures that users with access to the order can review all the information in read mode, which facilitates detailed understanding of what is required.

Executors can better understand the requests by directly accessing the detailed information. This leads to more accurate execution, reducing misunderstandings and improving the quality of the response. It also speeds up response times and strengthens communication between teams, optimizing asset and resource management.

## Steps to display content in work requests:

1. Click on the top left, in the main menu.



## 2. Click on the Work Management module.

The screenshot shows the FractalOne dashboard interface. On the left sidebar, the 'Work Management' menu item is highlighted with a red box. The main dashboard area displays several key performance indicators (KPIs) and charts:

- Work Orders Summary:** 10 in Review, 62 Closed WOs, 54 Pending Tasks with Delay.
- Compliance Percentage:** A donut chart showing 51.7% compliance for Closed WOs.
- Work Orders Bar Chart:** Shows counts for OSs Cr... (120), OSs C... (62), and OSs pen... (58).
- Work Requests Bar Chart:** Shows counts for Criado (47) and Res... (12).
- Other KPIs:** 36 Stopped assets, 11 Planned downtimes, 8 Unplanned downtimes.

## 3. Click on Work orders.

The screenshot shows the FractalOne dashboard with the 'Work Orders' menu item highlighted in the sidebar. The main dashboard area displays a grid of work order cards:

- WOs in Process (172):** Includes cards for OT-69-GR (Task: Solicitud, 0%), OT-68-GR (Task: INSPECCION SEMANAL, 0%), and OT-66-GR (Task: Mantenimiento Preventivo (Diego), 0%).
- WOs in Review (2752):** Includes cards for OT-67-GR (Task: Mantenimiento preventivo, 100%), OT-54-GR (Task: INSPECCION DE FUGAS, 100%), and OT-35-GR (Task: INSPECCION DE FUGAS, 100%).
- Closed WOs (217):** Includes cards for OT-64-GR (Task: Mantenimiento Pre...), OT-62-GR (Task: BISAGRA OXIDADA), and OT-61-GR (Task: ...).

#### 4. Locate the assigned work order.

The screenshot displays a Kanban board for Work Management. The board is divided into four columns: Pending Tasks (172), WOs in Process (2752), WOs in Review (217), and Closed WOs. The 'WOs in Process' column is highlighted with a red box. It contains three work orders:

- OT-69-GR**: Created by Jonas Campos. Asset: { MON-FA-0001 } MONTADORA - FA. Task: Solicitud. 0% progress. Assigned to Jonas Campos.
- OT-68-GR**: Created by DIEGO VERGARA. Asset: { EQ.ECV-00 } GENERADOR. Task: INSPECCION SEMANAL. 0% progress. Assigned to DIEGO VERGARA.
- OT-66-GR**: Created by Alexander Fuentes. Asset: Saufer { 8300 }. Task: Mantenimiento Preventivo (Diego). 0% progress. Assigned to Alexander Fuentes.

#### 5. Click on Detail of the task.

The screenshot shows the detailed view of a work order task. The task details are highlighted with a red box. The task is titled 'Solicitud' and has a priority of Medium and a task type of 00 Correctivo. The task is assigned to Jonas Campos and has an estimated duration of 00:10:00. The task is currently in the 'NOT STARTED' state.

Work Management

Total: 1

{ MON-FA-0001 } MONTADORA - FA

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**Solicitud**

Priority: Medium

Task type: 00 Correctivo

Group 1:

Group 2:

Work Request Num... 1257

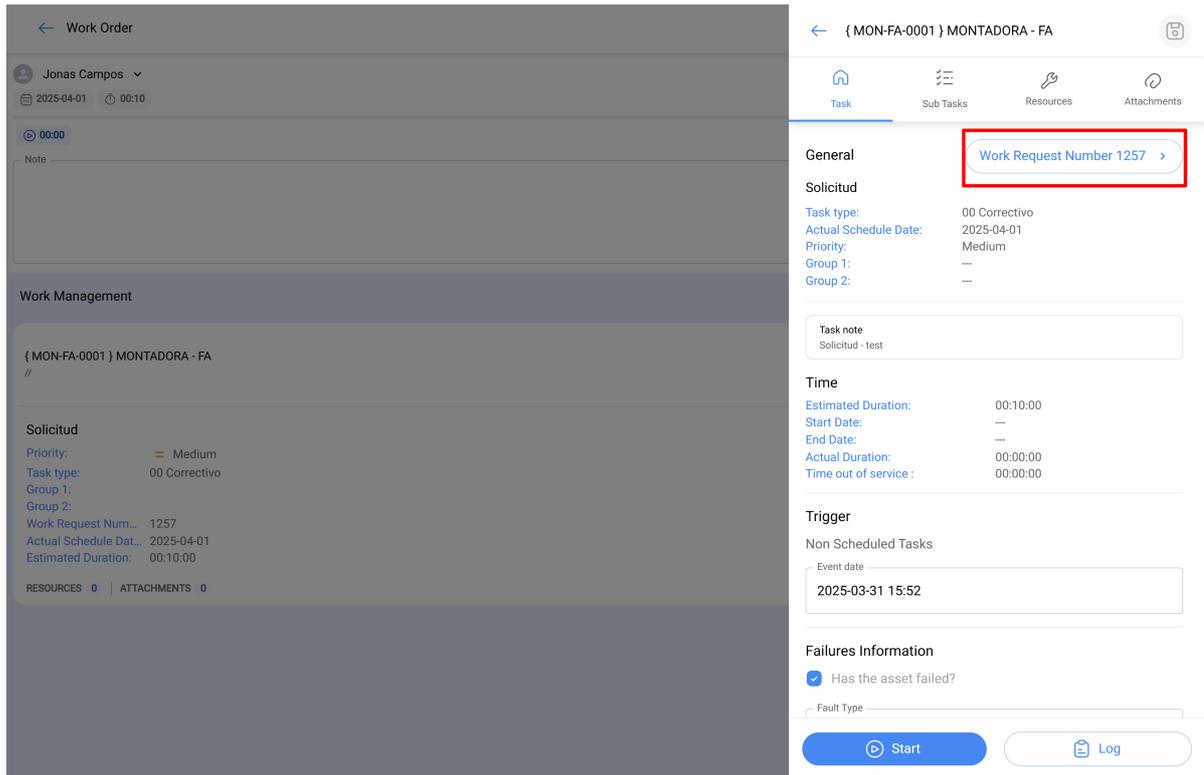
Actual Schedule Dat... 2025-04-01

Estimated Duration: 00:10:00

RESOURCES 0 | ATTACHMENTS 0

NOT STARTED

## 6. Click on Detail of the Work Request.



Then, you are redirected to the work request information. Here you can see details like the person who created the request, the description explaining the reported event, the related asset, etc.

