How to view the content of a work requests?

help.fracttal.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.



3. Click on Work orders.

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ର	172 💍	WOs in Process	2752 💍	WOs in Review	217 💍	Closed WOs
Start		OT-69-GR		OT-67-GR		OT-64-GR
Catalogs	~ OR 1	Created by Jonas Campos Asset: { MON-FA-0001 } MONTADORA - FA		Created by Jonas Campos Asset: { MON-FA-0001 } MONTADORA - FA		Created by Alexander Fuente Asset: Saufer { 8300 }
Warehouses						
Work Management	<u>^</u>	Task: Solicitud	= 0%	Task: Mantenimiento preventivo	= 100 %	Task: Mantenimiento Pre
None management		Ō 00:10 🛱 2025-04-01		O 00:30 🖶 2025-03-31		• 00:10
🗐 Planned Maintenance	り 貴	JC Jonas Campos	⊕ :	Jonas Campos	⊕ :	AF Alexander Fuentes
(Work Orders		OT-68-GR Created by DIEGO VERGARA		OT-54-GR Created by Ramon Toro		OT-62-GR Created by FRANCISCO BRU
🐒 Budgets	OR 1	Asset: { EQ.ECV-00 } GENERADOR		Asset Work Management:		Asset: (BRULUAGSA-ME
Monitoring	~	Task: INSPECCION SEMANAL		{080167.1 } MOTOR 1		Task: BISAGRA OXIDADA
Dispatcher	~		0%		75 %	
Business Intelligence	× –	0 00:30 = 2025-03-26		○ 00:40		00:10 2025-03-28
Busiliess intelligence	5	DV DIEGO VERGARA		Abelardo Perez	⊕ :	MM Miguel Mosqueda
Cloud Disk		OT-66-GR) H	OT-35-GR		OT-61-GR
Requests	~	Created by Alexander Fuentes Asset: Saufer { 8300 }		Created by ALEXANDER SANCHEZ Asset: { TRAC-ALEX-01 } TRACTOR ALEXAND	DER	Asset W(
Online help						
		Task: Mantenimiento Preventivo (Diego)	= 0%	Task: INSPECCION DE FUGAS	= 100 %	{ BRULUAGSA-MEXCLADI
Support	eticket	① 00:10		⑦ 00:10		① 14:00
Come	nit- Ofef02e					

4. Locate the assigned work order.

Work Management View Kanban					🗶 🔳 💽 ~
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Pending Tasks 172	WOs in Process	2752 💍	WOs in Review	217 🖒	Closed WOs
0	OT-69-GR Created by Jonas Campos		OT-67-GR Created by Jonas Campos		OT-64-GR Created by Alexander Fuente
Asset: { BRULUAGSA-MEXCLADOR 1 } MEZCLADOR 1	Asset: { MON-FA-0001 } MONTADORA - FA		Asset: { MON-FA-0001 } MONTADORA - FA		Asset: Saufer { 8300 }
Task: BISAGRA OXIDADA	Task: Solicitud		Task: Mantenimiento preventivo	=	Task: Mantenimiento Pre
Ŏ 00:10	Ō 00:10 🖶 2025-04-01	0%	Ŏ 00:30	100 %	O:10 2025-04-01
🗟 UNPLANNED 🏷 🗄	JO Jonas Campos	⊎ :	JC Jonas Campos	୰ :	AF Alexander Fuentes
0	OT-68-GR Created by DIEGO VERGARA		OT-54-GR Created by Ramon Toro		OT-62-GR Created by FRANCISCO BRU
Asset: { BRULUAGSA-MEXCLADOR 1 } MEZCLADOR 1	Asset: { EQ.ECV-00 } GENERADOR		Asset Work Management:		Asset: { BRULUAGSA-ME
Task: MANTENIMIENTO BIMESTRAL	Task: INSPECCION SEMANAL	=	{080167.1 } MOTOR 1		Task: BISAGRA OXIDADA
Ŏ 01:00	Ŏ 00:30	0 %	Ō 00:40 🛗 2025-03-27	75 %	Ŏ 00:10
🗟 EVERY 2 MONTHS	DV DIEGO VERGARA	⊎ :	🚸 Abelardo Perez	J :	Miguel Mosqueda
0	OT-66-GR Created by Alexander Eventes	F	OT-35-GR Created by ALEXANDER SANCHEZ		OT-61-GR Created by FRANCISCO BRIL
Asset: PLANTA DE LAVADO { LASMAY-01 }	Asset: Saufer { 8300 }		Asset: { TRAC-ALEX-01 } TRACTOR ALEXANI	DER	Asset We
Task: INVENTARIO =	Task: Mantenimiento Preventivo (Diego)	=	Task: INSPECCION DE FUGAS	-	{BRULUAGSA-MEXCLADO
Ō 00:10 🖨 2025-03-28	⑦ 00:10	0 %	Ŏ 00:10	100 %	⊙ 14:00 🛱 + -28

5. Click on Detail of the task.

← Work Order	Save :
Gampos →	OT-69-GR
© 0000 Note	Total cost: \$ MXN 0,00
Work Management	Total: 1 😇
{ MON-FA-0001 } MONTADORA - FA //	>
Solicitud Priority: = Medium Task type: 00 Correctivo Group 1:	Ņ
RESOURCES 0 ATTACHMENTS 0	○ NOT STARTED

6. Click on Detail of the Work Request.

← Work Order	{ MON-FA-0001 } MONTADORA - FA			
 Genes Campos → (a) 2025-04-01 (b) 00:10 	G Sub Task Sub Ta	isks Resources Atta	Concord	
© 0000 Note	General Solicitud Task type: Actual Schedule Date: Priority: Group 1:	Work Request Number 1257 00 Correctivo 2025-04-01 Medium	,	
Work Management	Group 2:	-		
{MON-FA-0001 } MONTADORA - FA // Solicitud Priority: = Medium	Task note Solicitud - test Time Estimated Duration: Start Date: End Date: Actual Duration:	00:10:00 00:00:00		
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	Time out of service : Trigger Non Scheduled Tasks Event date 2025-03-31 15:52	00:00:00		
	Failures Information Has the asset failed Fault Type Start	?		

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.

- Solicitud				READ ONLY	
Work Request Number 1257 Work Request Status • WO's in Process					
G General					
(•) Work Request Status	Created by			Creation Date	
	Jonas Campos			2025-03-31 15:53	
Attachments					
	Solicitud				
	Suictuu				
	Do you know the asset? Image: Constraint of the system Image: Constraint of the system Image: Constraint of the system Image: Constraint of the system				
	Comments				
	Solicitud - test				
	2025-03-31 15:52		Is it urgent	15 🕒	
	ADVANCED INFORMATION				
	- Requested By	C Requested email	Reference		
	Jonas Campos				