¿Cómo visualizar el contenido de una solicitud de trabajo?

help.fracttal.com/hc/es-es/articles/25020287883917--Cómo-visualizar-el-contenido-de-una-solicitud-de-trabajo

Desde el módulo de tareas, es posible observar las peticiones que realizan los clientes a través de las solicitudes de trabajo. Esto garantiza que los usuarios con acceso a la orden puedan revisar toda la información en modo lectura, lo que facilita la comprensión detallada de lo requerido.

Los ejecutores pueden comprender mejor las solicitudes al acceder directamente a la información detallada. Esto conduce a una ejecución más precisa, reduciendo malentendidos y mejorando la calidad de la respuesta. Además, agiliza los tiempos de respuesta y fortalece la comunicación entre equipos, optimizando la gestión de activos y recursos.

Pasos para visualizar contenido de una solicitud de trabajo:



1. Clic en la parte superior izquierda, en el menú principal.

2. Clic en el módulo de Tareas.

| 🔅 fracttalone | | | | | | • • • • • • • |
|-----------------------|-----------------|---------------|-----------------------|--------------------------|---------------|---------------|
| Version: 5.0.44 | | | | | - Is part of | × 5 |
| ര | | | | | | |
| Start | | S | | | Work Orders | D |
| Catalogs | ~ | 0 | 62 | 54 | 120 | |
| Warehouses | | in Review | Closed WOs | Pending Tasks with Delay | 100 | |
| Work Management | ^ | | | | 80 | |
| Planned Maintenance | e | S | Compliance Percentage | S | 40 | 62 58 |
| (Work Orders | | | | | 20 | |
| Budgets | | | | | 0OSs Cr. | OSs C OSs pen |
| Monitoring | ~ | | 5 | 1.7% | Work Requests | 2 |
| Dispatcher | ~ | | | | 50 | |
| Business Intelligence | , | | | | 40 | 47 |
| Olavel Dish | • | jadas | • | Closed WOs | 30 | |
| Cloud Disk | | C | C | | 20 | |
| Requests | ~ | 36 | 11 | 8 | 10 | 12 |
| Online help | | topped assets | Planned downtimes | Unplanned downtimes | 0 | Criado Res |
| 💬 Support 🕃 Cr | eate ticket | | | | | |
| , | Commits Ofe(02o | | | | | |

3. Clic en Órdenes de trabajo.

| 🔹 fracttalone | | | | | | * E JC • |
|-----------------------|------------|--|----------|---|---------|--------------------------------------|
| Version: 5.0.44 | _ | | | | | |
| ۵ | 172 (5) | WOs in Process | 2752 | WOs in Review | 217 (| |
| Start | | | | OT 67 CP | | |
| | | Created by Jonas Campos | | Created by Jonas Campos | | Created by Alexander Fuente |
| Catalogs | ~ OR 1 | Asset: { MON-FA-0001 } MONTADORA - FA | | Asset: { MON-FA-0001 } MONTADORA - FA | | Asset: Saufer { 8300 } |
| Warehouses | | Task: Solicitud | | Task: Mantenimiento preventivo | | Task: Mantenimiento Pre |
| Work Management | ^ | Ō 00:10 🛱 2025-04-01 | 0% | ○ 00:30 | - 100 % | 00:10 2025-04-01 |
| Planned Maintenance | 0 | JC Jonas Campos | & : | JC Jonas Campos | ⊕ : | AF Alexander Fuentes |
| S 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 | × | Ŏ 00:30 | 0% | O 00:40 | 75 % | Ō 00:10 🗰 2025-03-28 |
| Business Intelligence | ř 5 | DV DIEGO VERGARA | <u>ل</u> | In Abelardo Perez | ⊕ : | Miguel Mosqueda |
| Cloud Disk | | OT-66-GR Created by Alexander Fuentes | × | OT-35-GR Created by ALEXANDER SANCHEZ | | OT-61-GR Created by FRANCISCO BRU |
| Requests | ř | Asset: Saufer { 8300 } | | Asset: { TRAC-ALEX-01 } TRACTOR ALEXANDER | R | Asset Wa |
| Online help | = | Task: Mantenimiento Preventivo (Diego) | | Task: INSPECCION DE FUGAS | | {BRULUAGSA-MEXCLAD |
| 💬 Support 😭 Create | ticket | ⑦ 00:10 | 0% | Ŏ 00:10 | - 100 % | © 14:00 |
| Commi | t- QfefQ2e | | | | | |

4. Ubique la orden de trabajo asignada.

| Work Management View Kanban | | | | | | | F | 🗶 🔳 💽 ~ |
|--|----|--|-----|------------------|--|-----|----------|---|
| | | | | | | | | Ŧ |
| Pending Tasks 17 | 20 | WOs in Process | 275 | ⁵² () | WOs in Review | 217 | 5 | Closed WOs |
| | | OT-69-GR Created by Jonas Campos | | | OT-67-GR Created by Jonas Campos | | | OT-64-GR Created by Alexander Fuente |
| ASSEL { DRULUAGSA-MEXCLADUR T } MEZCLADUR | | 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 | | O 00:10 2025-04-01 | | 0% | О:30 = 2025-03-31 | 100 | 36 | |
| UNPLANNED | Ĵ | Jonas Campos | ৶ | : | 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% | 00:40 2025-03-27 | 75 | % | |
| EVERY 2 MONTHS | 3 | DV DIEGO VERGARA | ৶ | : | 🚸 Abelardo Perez | ⊎ : | | Miguel Mosqueda |
| 0 | | OT-66-GR Created by Alexander Fuentes | | × | OT-35-GR Created by ALEXANDER SANCHEZ | | | OT-61-GR Created by FRANCISCO BRU |
| Asset: PLANTA DE LAVADO { LASMAY-01 } | | Asset: Saufer { 8300 } | | | Asset: { TRAC-ALEX-01 } TRACTOR ALEXANE | DER | | Asset Wo |
| Task: INVENTARIO | = | Task: Mantenimiento Preventivo (Diego) | | = | Task: INSPECCION DE FUGAS | = | | { BRULUAGSA-MEXCLAD |
| Ŏ 00:10 | | ⑦ 00:10 | | 0% | ⊙ 00:10 🛱 2025-03-28 | 100 | % | Ŏ 14:00 |

5. Clic en la tarea dentro de la Orden de Trabajo

| ← Work Order | Save : |
|--|-------------------------|
| Jonas Campos ∨ ⁽¹⁾/₍₂₎ 2025-0401 (³/₍₂₎ 00:10 ⁽²⁾ | OT-69-GR |
| © 00:00 Note | Total cost: \$ MXN 0,00 |
| | |
| Work Management | Total: 1 😇 |
| { MON-FA-0001 } MONTADORA - FA // | > |
| 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. Posteriormente, clic en la Solicitud de Trabajo

| ← Work Order | ← {MON-FA-0001} | MONTADORA - FA | 0 |
|--------------------------------|---|-----------------------------|------------|
| Sonas Campos 🐱 | n 32 | ß | \bigcirc |
| <u>⊜</u> 2025-04-01 () 00:10 | Task Sub Ta | asks Resources Att | achments |
| © 00:00 | General | Work Dogwoot Number 125 | - |
| > Note | General | work Request Number 125 | |
| | Solicitud | | |
| | Task type: Actual Schedule Date: | 00 Correctivo 2025-04-01 | |
| | Priority: | Medium | |
| | Group 1: | | |
| Work Management | Group 2: | | |
| - Torn Handyonion | | | |
| | Task note Solicitud - test | | |
| { MON-FA-0001 } MONTADORA - FA | Solicitud - test | | |
| | Time | | |
| | Estimated Duration: | 00:10:00 | |
| Solicitud | Start Date: | | |
| Priority – Modium | End Date: | | |
| Task wee OD Correctivo | Actual Duration: Time out of service : | 00:00:00 | |
| Group 1: | | 00.00.00 | |
| Group 2: | Trigger | | |
| Work Request Num 1257 | Neg Ophe duled Teeles | | |
| Estimated Duration: 00:10:00 | Non Scheduled Tasks | | |
| | - Event date | | |
| RESOURCES 0 ATTACHMENTS 0 | 2025-03-31 15:52 | | |
| | | | |
| | Failures Information | | |
| | | - | |
| | Has the asset failed | ! | |
| | Fault Type | | |
| | | | |
| | (▷) Start | 🔄 Log | |
| | | | |

Luego, se redirecciona a la información de la solicitud de trabajo. Aquí se pueden observar detalles como la persona que creó la solicitud, la descripción donde se explica el suceso reportado, el activo relacionado, etc.

| Work Request Number 1257 Work Request Status • WOs in Process • Work Request Status • Work Request Status • Orectoon Date • Jonas Campos • Orectoon Date • Orectoon Date • Jonas Campos • Orectoon Date • Orectoon Date </th <th>- Solicitud</th> <th></th> <th></th> <th>READ ONLY</th> | - Solicitud | | | READ ONLY |
|---|--|----------------------------|-------------------------------------|------------------|
| (r) Central (w) Work Requests Status (r) Attachments ○ Attachments ○ centration ○ centration ○ centration <th>Work Request Number 1257 Work Request Status • WO's in Process</th> <th></th> <th></th> <th></th> | Work Request Number 1257 Work Request Status • WO's in Process | | | |
| (w) Work Request Status (w) Work Request Status (w) Attachments (w) Boya know the asset? (w) Now the asset? <th>G General</th> <th></th> <th></th> <th></th> | G General | | | |
| Jonas Campos 2025-03-31 15:53 Oescription Solicitud Do you know the asset? Image: Commenta series Solicitud - test Image: Commenta series Image: Commenta series Solicitud - test Image: Commenta series Image: Commenta series Solicitud - test Image: Commenta series Image: Commenta series Image: Commenta series Solicitud - test Image: Commenta series Image: Commenta series Image: Commenta series Solicitud - test Image: Commenta series Image: Commenta series Image: Commenta series Solicitud - test Image: Commenta series Commenta series Image: Commenta series Solicitud - test Image: Commenta series Commenta series Image: Commenta series Commenta series Image: Commenta series Solicitud - test Image: Commenta series Commenta series Image: Commenta series | (a) Work Poquest Status | Created by | | Creation Date |
| Attachments Do you know the asset? Do you know the asset? Image: Comments Solicitud - test Incident date 2025-03-31 15:52 Is it urgent? ADVANCED INFORMATION Requested By Requested email Reference | (b) Work Request Status | Jonas Campos | | 2025-03-31 15:53 |
| | Attachments | L | | |
| Solicitud Do you know the asset? Asset MON-FA-0001 } MONTADORA - FA Comments Solicitud - test Incident date 2025-03-31 15:52 Is it urgent? Requested By | | _ Description | | |
| Do you know the asset? Asset Comments Solicitud - test Incident date 2025-03-31 15:52 Is it urgent? Is it urgent? | | Solicitud | | |
| Solicitud - test Incident date 2025-03-31 15:52 Is it urgent? | | Do you know the asset? 🛑 🕄 | Asset (MON-FA-0001) MONTADORA - FA | |
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| Incident date 2025-03-31 15:52 Is it urgent? ADVANCED INFORMATION Requested By Requested email | | Solicitud - test | | |
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| Requested By Requested email Reference | | ADVANCED INFORMATION | | |
| | | C Requested By C Real | uested email R | eference |
| Jonas Campos | | Jonas Campos | | |