

Como definir classificações, prioridade e etiquetas ao gerar OTs a partir do planeador virtual para pedidos de trabalho?

 help.fractal.com/hc/pt-pt/articles/39967859854349-Como-definir-classificações-prioridade-e-etiquetas-ao-gerar-OTs-a-partir-do-planeador-virtual-para-pedidos-de-trabalho

É possível configurar o **Automatizador** para que, ao converter um Pedido de trabalho em Ordem de Trabalho através do Planeador virtual, sejam atribuídos opcionalmente os campos Classificação 1, Classificação 2, Prioridade e Etiquetas.

Esta configuração complementa os dados já exigidos pela ação (ex.: Responsável, Tipo de tarefa), o que ajuda a que as ordens geradas reflitam de forma mais precisa as necessidades e prioridades da equipa.

Passos a seguir

1. Aceda a **Automatizador** → **Eventos** → **Nova regra (+)**.

FRACTAL ONE

Start

Fractal AI

Catalogs

Warehouses

Work Management

Monitoring

Dispatcher

Events

Fractal Hub

Business Intelligence

Cloud Disk

Requests

Online help

Search...

AI

JC

Last Date

Trigger

órdenes de servicio de Whatsapp (P...

2025-07-02 12:54

Event

metro

2024-11-22 18:15

Schedule

ex. Wpp

2025-06-09 09:57

Event

go (Rangel)

2023-03-22 17:51

Event

cttal Fabian

2024-12-18 20:26

Manual

2024-12-12 18:12

Manual

2025-07-22 13:18

Manual

o

2023-03-22 17:51

Event

p - Jonas 12082025

2025-08-12 14:01

Event

2024-12-17 23:06

Manual

órdenes de servicio de Whatsapp (E...

2025-05-23 22:20

Event

+

Dispatcher

Search...

J

Description

Module

Submodule

Event

PROXIMO VENCIMIENTO OCA

Settings

Document Management

Expiry of a document

ST-OT

Work Requests

My Work Requests

Create new Work Request

Nuevo comentario

Work Requests

My Work Requests

New comment on work requ...

Nueva etiqueta

Work Management

Work Orders

New label

Eliminar etiqueta

Work Management

Work Orders

Label deleted

Test etiquetas

Work Requests

My Work Requests

Create new Work Request

Test Tareas pendientes

Work Management

Pending Tasks

Pending tasks or with delay

Test whatsapp (Sebastian)

Work Management

Work Orders

New WO

Work request

Work Requests

My Work Requests

Create new Work Request

NUEVA OT_PRUEBA_SEBASTIAN

Work Management

Work Orders

New WO

Reponer Stock

Warehouses

Stock

The existence of an item is u...

Showing 13 of 13

+

2/7

Dispatcher

🔔

🚀

📄

J

←

Save

Enabled ☒

Required Information

Description can't be blank
Description is too short (the minimum is 2 characters)
Module can't be blank
Submodule can't be blank
Event can't be blank

General

Terms

Actions

Module

▼

Submodule

▼

Event

▼

Description

Description can't be blank

2. No Módulo, seleccione **Pedidos**.

Dispatcher

⬅️

Save

Enabled

⚠️ Required Information

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Description is too short (the minimum is 2 characters)

Submodule can't be blank

Event can't be blank

General

Terms

Actions

Module

Work Requests

▼

Submodule

▼

Event

▼

Description

Description can't be blank

3. No Submódulo, selecione **Os meus pedidos**.

Dispatcher

Save

Enabled ☒

Required Information
Description can't be blank
Description is too short (the minimum is 2 characters)
Event can't be blank

General
Terms
Actions

Module: Work Requests

Submodule: My Work Requests

Event:

Description:

Description can't be blank

4. No Evento, selecione o gatilho para criar **Novo Pedido**. Adicione uma **descrição** conforme apropriado.

Dispatcher

Save

Enabled ☒

Required Information
Description can't be blank
Description is too short (the minimum is 2 characters)

General
Terms
Actions

Module: Work Requests

Submodule: My Work Requests

Event: Create new Work Request

Description:

Description can't be blank

5. Guarde o separador **Geral** e avance para Ações.

Dispatcher

Mis Solicitudes

Save

Enabled ☒

Information
You have pending changes to save!

General

Terms

Actions

Module
Work Requests

Submodule
My Work Requests

Event
Create new Work Request

Description
Mis Solicitudes

6. Adicione a ação Gerar **Ordem de Trabalho** com:

Dispatcher

Mis Solicitudes

Save

Enabled ☒

General

Terms

Actions

You must add the actions of the rule

Showing 0 of 0

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7. Preencha os dados exigidos (ex.: Responsável, Tipo de tarefa).

The screenshot shows the 'Add Action' form in the Dispatcher app. The form is titled 'Add Action' and has a back arrow on the left. The main content area is divided into two columns. The left column contains a toggle switch labeled 'Enabled' (which is turned on), a list of tabs (General, Terms, Actions), and a list of actions (Actions (Perform these actions)). The right column contains a list of actions (Generate Work Order with:). A dropdown menu is open for the 'Generate Work Order with:' field, showing options: 'Send email to:', 'Send mail to notification group', 'Send mail to the user who created the request', 'Send mail to request administrators with account associated to the asset location', and 'Generate Work Order with:'. The 'Generate Work Order with:' option is highlighted with a red box.

8. Na mesma ação, atribua (opcionalmente) **Classificação 1**, **Classificação 2**, **Prioridade** e **Etiquetas** que a OT deve receber ao ser gerada.

The screenshot shows the 'Add Action' form in the Dispatcher app, fully filled. The form is titled 'Add Action' and has a back arrow on the left. The main content area is divided into two columns. The left column contains a toggle switch labeled 'Enabled' (which is turned on), a list of tabs (General, Terms, Actions), and a list of actions (Actions (Perform these actions)). The right column contains a list of actions (Generate Work Order with:). A red box highlights the right column, which contains the following fields: 'Action' (Generate Work Order with:), 'Type of employee' (Inhouse Personnel), 'Responsible' (empty), 'Task type' (empty), 'Group 1' (empty), 'Group 2' (empty), 'Priority' (empty), and 'Labels' (empty).

9. Guarde e ative a regra.

The screenshot shows the 'Dispatcher' interface. On the left, a sidebar contains 'Mis Solicitudes', 'General', 'Terms', and 'Actions' (highlighted). The main area is titled 'Add Action' and contains a configuration form. The form includes a toggle for 'Enabled' (set to 'On'), a list of actions (with 'Generate Work Order with:' selected), and a list of employee types (with 'Inhouse Personnel' selected). Below these are fields for 'Responsible' (Jonas Campos), 'Task type' (06 Preventivo), 'Group 1' (8. Verificaciones a realizar en pruebas finales.), 'Group 2' (Articulo 11), 'Priority' (High), and 'Labels'. A red box highlights the 'Add Action' button in the top right corner.

Faça um teste com um **Pedido de trabalho** e verifique os valores na OT resultante e no seu histórico.

Notas

- Os atributos opcionais aplicam-se apenas a OTs geradas **após** ativar a regra.
- Se precisar de atribuições diferentes por tipo de pedido, crie **regras separadas** com condições/filtros diferentes.
- Esta atribuição não altera estados da OT; apenas define os campos indicados na ação.
- O Planeador Virtual é um add-on que requer contratação.

Artigos relacionados:

- [Planeador virtual \(geração automática de OTs a partir de pedidos e tarefas\).](#)
- [Como criar uma regra no automatizador? \(estrutura de Geral/Condições/Ações\).](#)
- [Pedidos de trabalho – Configuração \(campos e permissões do módulo de pedidos\).](#)