

Work Requests Analysis Dashboard

help.fractal.com/hc/en-us/articles/25197339115661-Work-Requests-Analysis-Dashboard

The **Work Requests Analysis Dashboard** allows for detailed monitoring of requests registered in the system. It provides real-time tracking of the number of requests created, resolved, and pending, as well as metrics on average response times and the status of requests.

Accessing the Dashboard

- In the main menu, go to **Business Intelligence**.
- Select **Work Requests Analysis**.

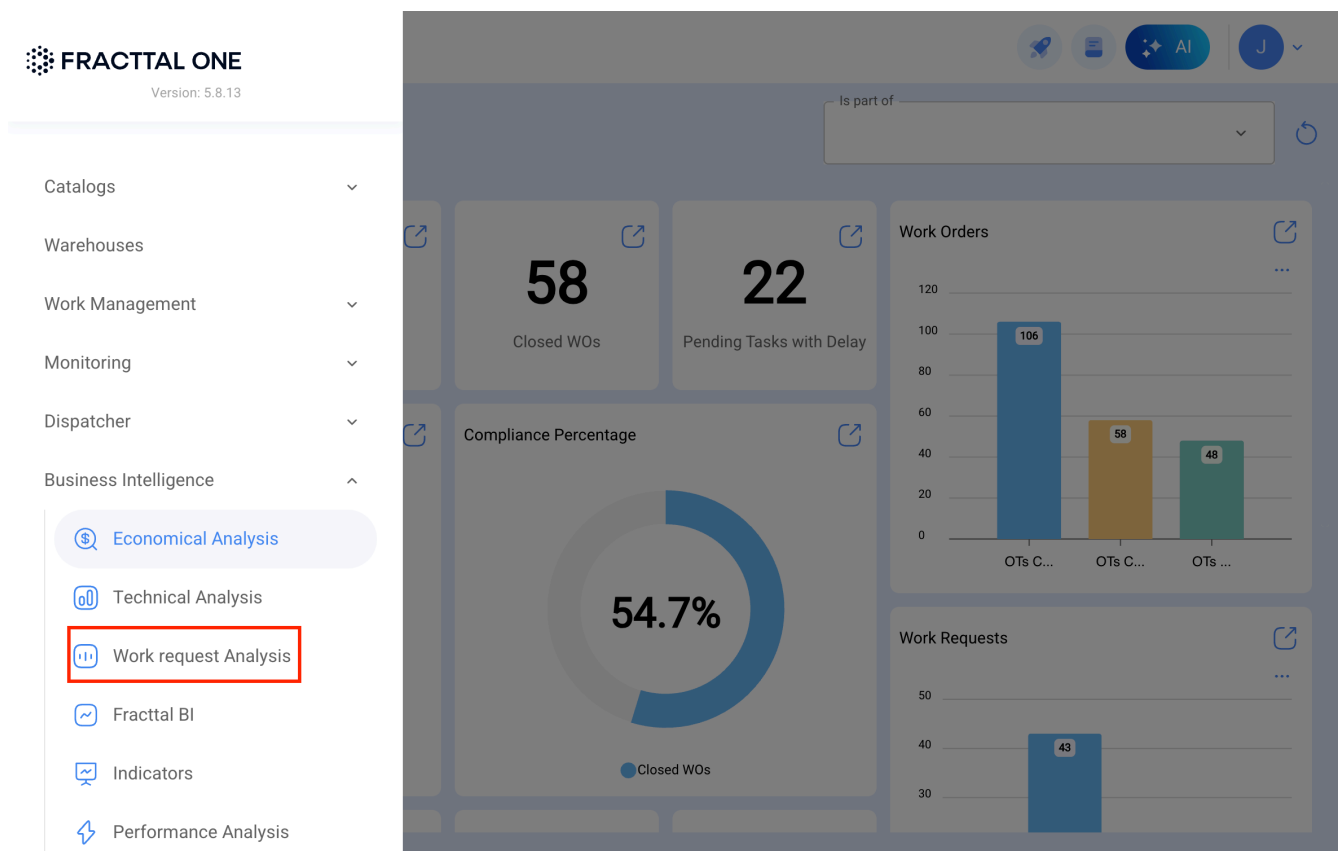
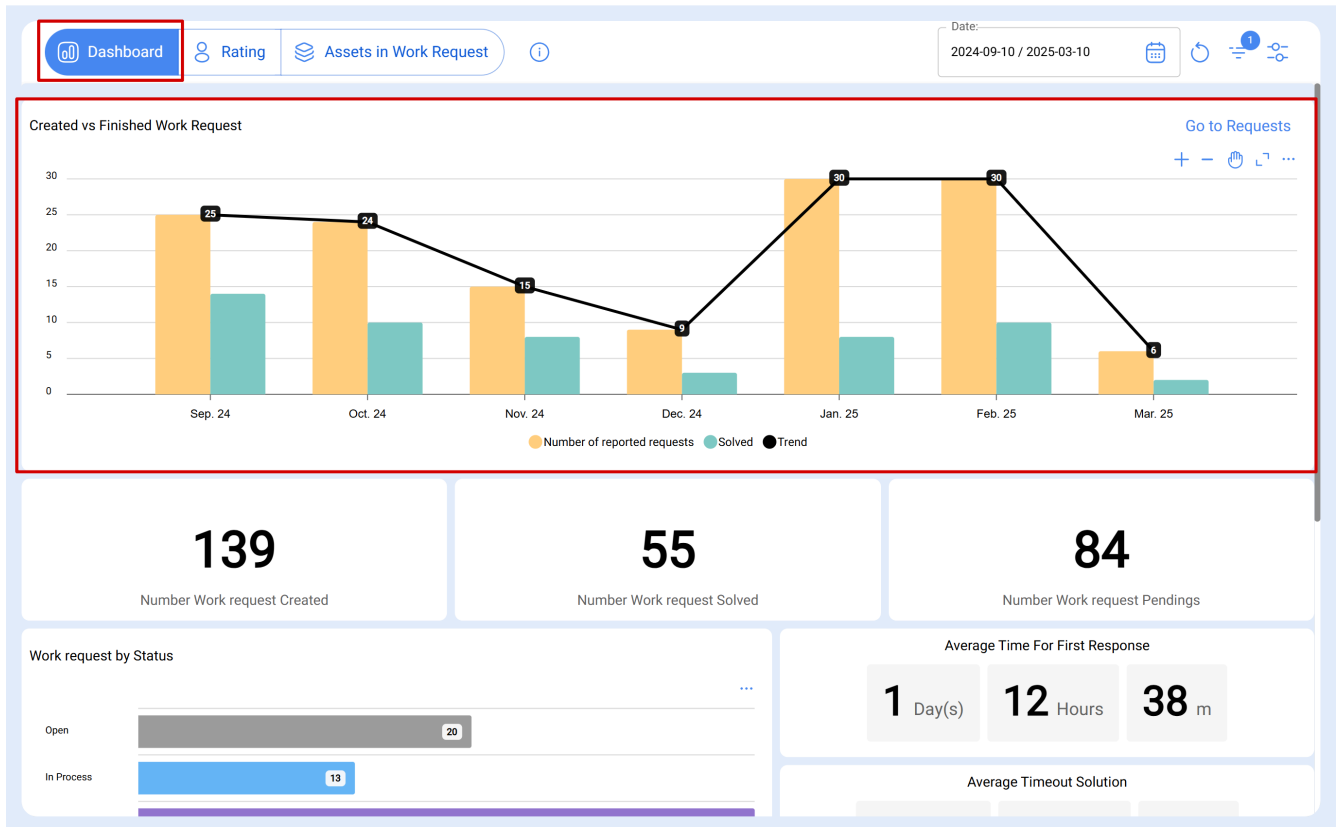


Chart – Reported vs. Resolved Requests

The first highlighted element in the dashboard is the **Reported vs. Resolved Requests** chart, which compares the number of created and completed requests over time. This visualization facilitates the analysis of service flow and helps identify potential operational bottlenecks.



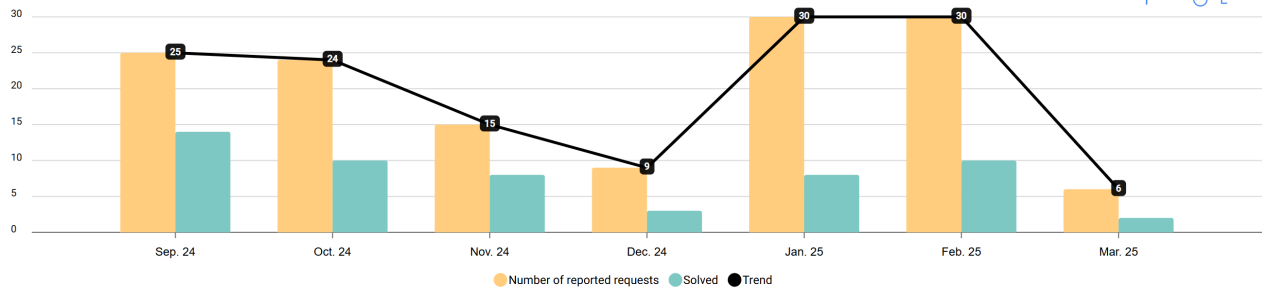
Right below the chart, the main quantitative indicators related to requests are displayed:

- **Number Work Requests Created**
- **Number Work Request Solved**
- **Number Work Request Pendings**

These indicators provide a quick overview of demand and the operational efficiency of the team.

Created vs Finished Work Request

Go to Requests



139

Number Work request Created

55

Number Work request Solved

84

Number Work request Pendings

Work request by Status



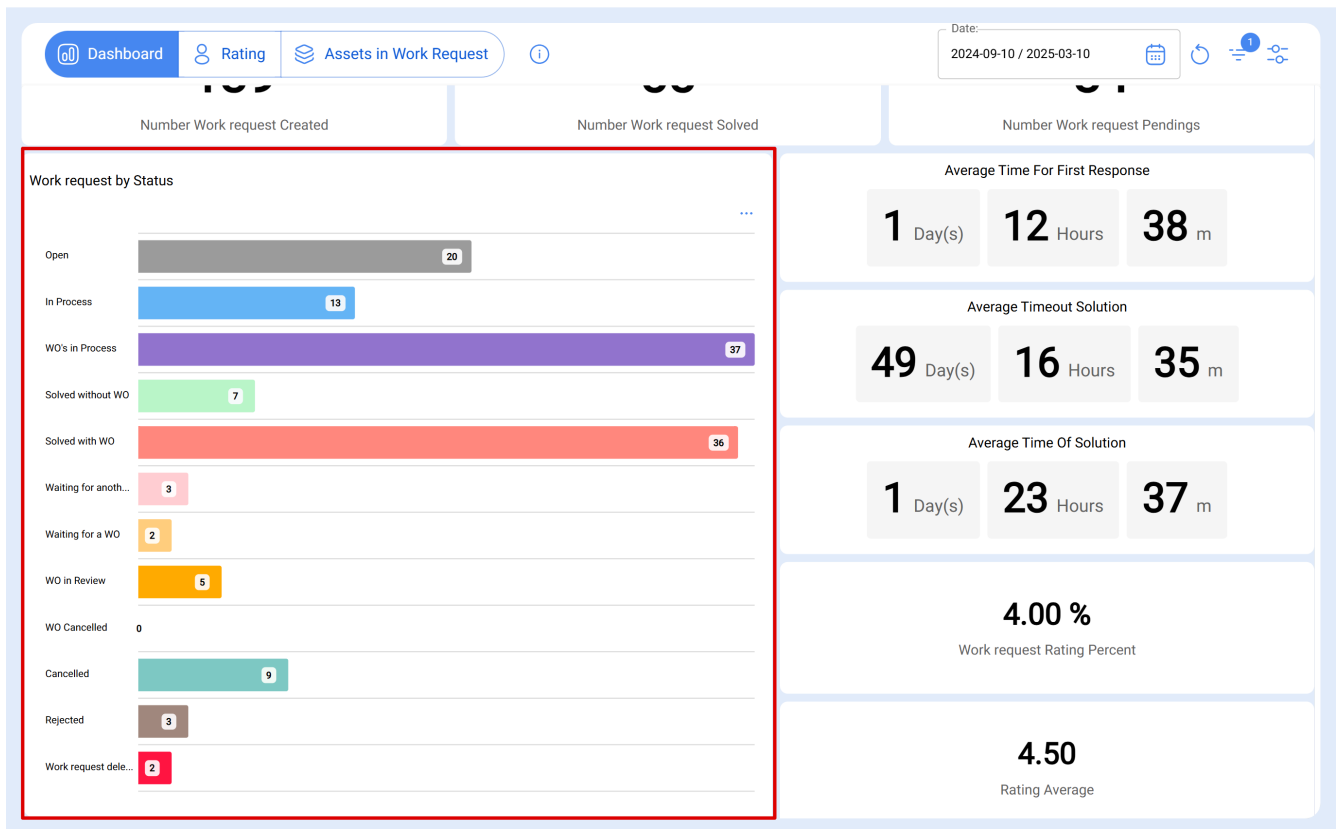
Average Time For First Response

1 Day(s) 12 Hours 38 m

Average Timeout Solution

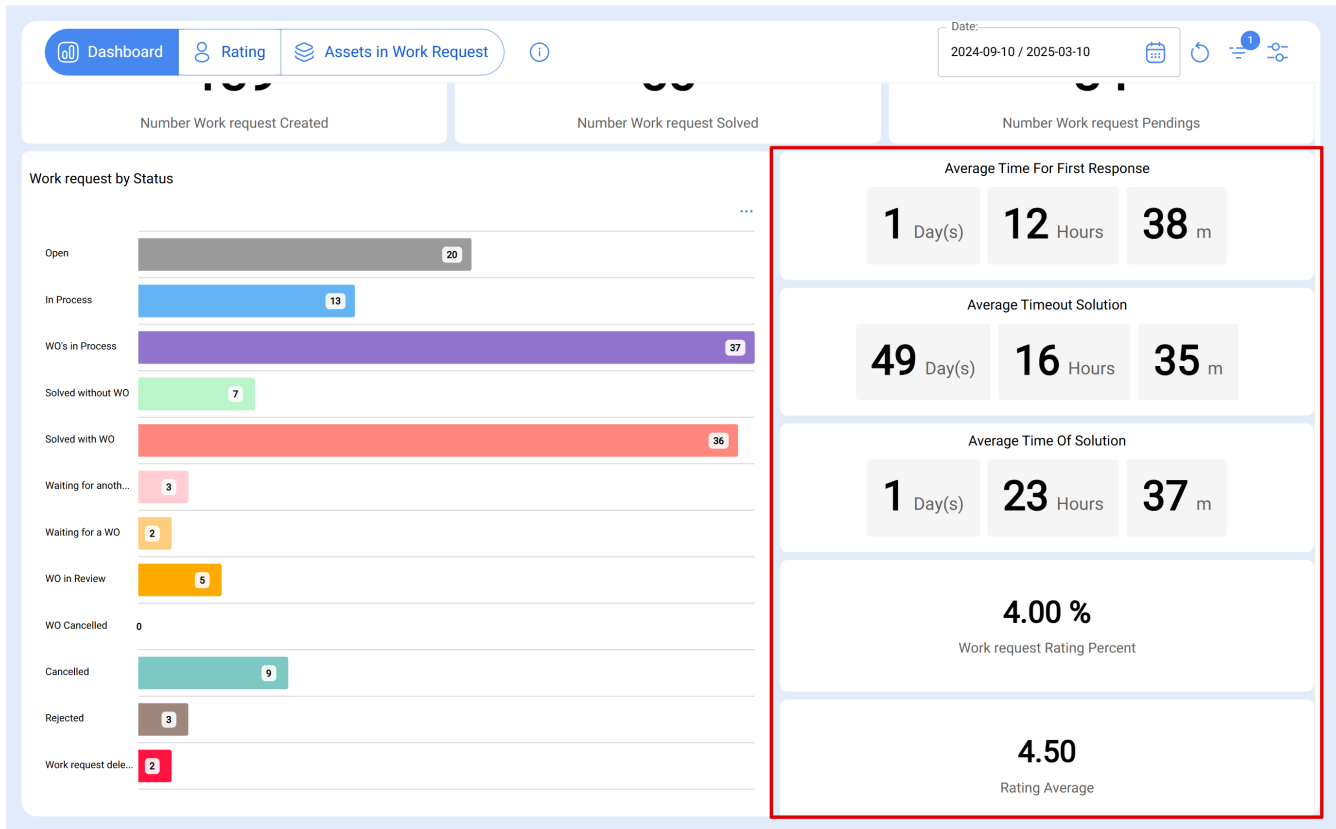
Work Requests by Status

The **Work Requests by Status** section details the stage each request is in within the service flow. This categorization helps prioritize demands and monitor team performance.



Average Response Time

This section offers a clear overview of the team's performance in managing service requests. Through key metrics such as the average time for the first response, waiting time, and total resolution time, it is possible to assess how quickly requests are attended to and resolved.



Rating Module

The **Rating Module** enables the evaluation of service team performance. It provides detailed insights into the number of attended requests and the average ratings received from users.

The main indicators in this category include:

- **Responsible:** Lists the technicians and users in charge of handling requests.
- **Count Work Request Solved:** Shows the total number of completed requests per responsible user.
- **Rating Average Work Request:** Displays the average score based on user feedback.

Dashboard Rating Assets in Work Request

Date: 2024-09-10 / 2025-03-10

☐ Responsible	Count Work Request Solved	Rating Average Work Request
☐ Abelardo Perez	5	0.00
☐ Adrian	3	0.00
☐ Adrian Vargas	1	0.00
☐ ALBERTO FERNANDEZ	5	0.00
☐ Alexander Fuentes (SOLICITANTE SUREXPORT)	1	0.00
☐ Alexander (NRSUR-TECNICO DE VALENCIA)	1	0.00
☐ ANA MORALES - HADES	1	5.00
☐ Carlos Altamar	1	0.00
☐ Darwin Mosqueda Antonio	1	3.00
☐ Diego Vergara	1	0.00
☐ FELICIANO MARTINEZ	1	0.00
☐ FELIPE RIVEROS	1	0.00
☐ JENNIFER ROBUSPACK	2	4.50

Showing 18 of 18

Assets in Work Request

The **Assets in Work Request** module within the dashboard allows monitoring of which assets generate the highest number of requests. With this functionality, it is possible to identify trends, prioritize maintenance, and make strategic decisions to optimize asset management.

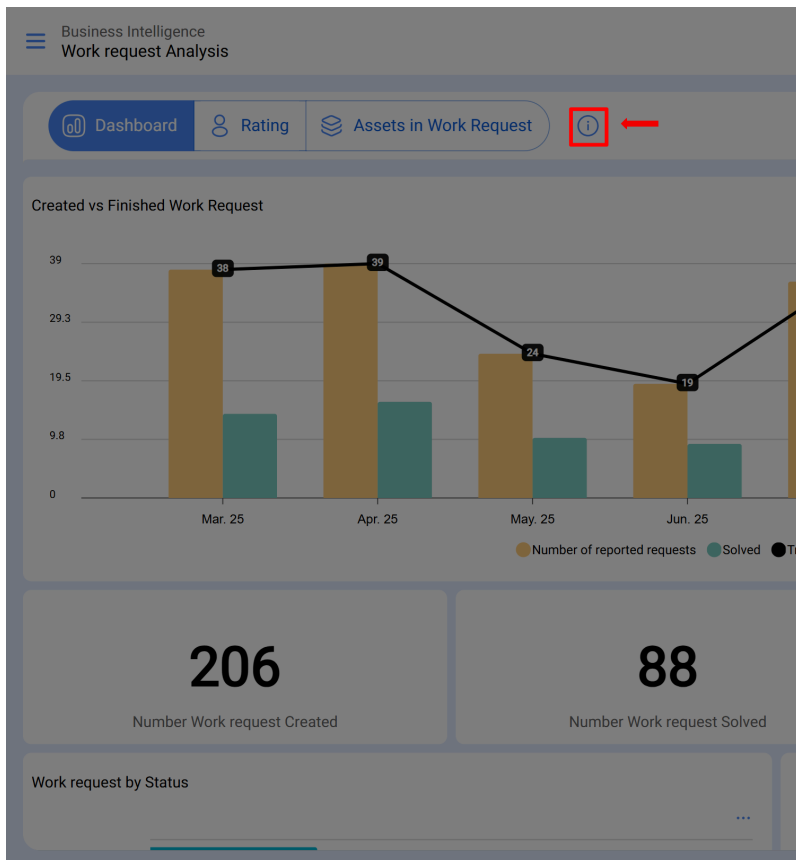
Dashboard Rating **Assets in Work Request** ⓘ

Date: 2024-09-10 / 2025-03-10

☐	Asset	Number of reported requests
☐	☒ { 00001-2 } FA mantenimiento J	1
☐	☒ 001 CH AEROPUERTO { T-1 }	1
☐	☒ { 124779874302 } EQUIPO DE DOS BOBINAS Y EIS NUCLEOS	1
☐	☒ 2 BOBINAS CONCENTRICAS 3 NUCLEOS	1
☐	☒ { ACT.LOC-0001 } Fracttal Brasil	2
☐	☒ { AEM-01 } AREA DE EMPAQUE	1
☐	☒ ASCENSOR 01	1
☐	☒ { ativo A } Ativo A	1
☐	☒ { BOD-001 } BODEGA PRINCIPAL DE HERRAMIENTAS	1
☐	☒ BOMBA CENTRIFUGA 56 PUMPX EJEMPLO { BOM-57 } H10...	1
☐	☒ { BUF-3 } BUFFER 3	1
☐	☒ { CAM-18 } CAMARA 18	1
☐	☒ Caminhão Báscula Mercedes { CB-05 }	1

Showing 50 of 91

In the same menu at the top of the dashboard, it is possible to view in detail the formulas for average times, providing context on the abbreviations used in this module's calculations.



Formula

Average Time For First Response

$$AverageTime = \frac{\Sigma(TCS - TC)}{S}$$

Abbreviations

TCS: Date of first state change
TC: Request creation date
S: Number of requests

Average Timeout Solution

$$AverageTime = \frac{\Sigma(TR - TC)}{S}$$

Abbreviations

TR: Resolution date (only if the request is in resolved state, otherwise it is the current date)
TC: Request creation date
S: Number of requests

Average Time Of Solution

$$AverageTime = \frac{\Sigma(TS - TC)}{S}$$

Abbreviations

TS: Solution date (only if the request is resolved with or without WO)
TC: Request creation date
S: Number of requests