

How can I automatically notify the assigned responsible parties for tasks?

help.fracttal.com/hc/en-us/articles/37664719650573-How-can-I-automatically-notify-the-assigned-responsible-parties-for-tasks

The Fracttal One Automator allows sending automatic email notifications to the **Human Resources** assigned to tasks, as long as the multi-responsible option is active. There are two moments when a human resource can be assigned to a task, and both scenarios can be covered by rules in the Automator.

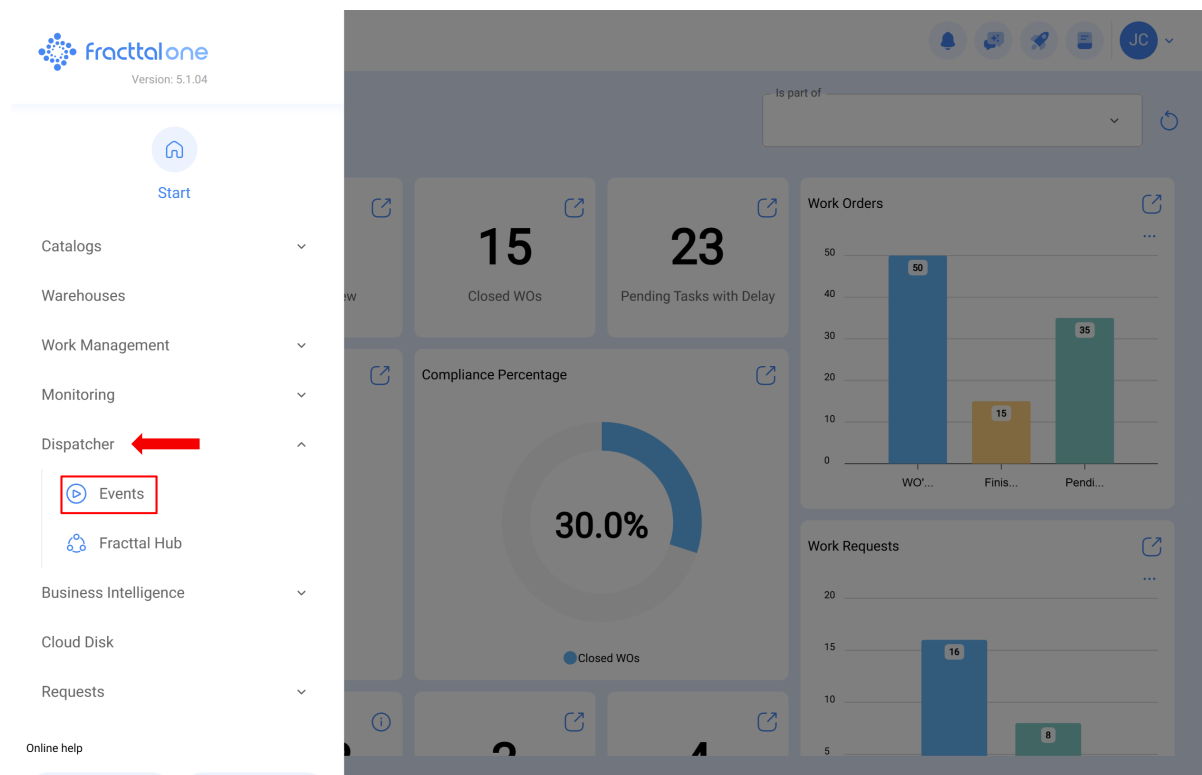
Below are the two possible scenarios where this functionality can be applied.

Automatic notification when creating the Work Order

When the responsible parties are defined at the time of creating the Work Order, the **New WO** event must be configured in the Automator.

Step by step:

1. Access the **main menu** of Fracttal One.
2. Go to the **Automator** module and select **Events**.



3. Click on **Add (+)** in the bottom right corner of the screen.

4. In the configuration form, fill in the following fields:

Module: Tasks**Submodule:** Work Orders**Event:** New WO**Description:** write a clear description, for example "New WO Notification"

5. Click on **Save** to create the event.

6. Then, go to the **Actions** tab and click on **Add action**.

7. Select the action **Send email to responsible party**.

8. Configure the message details if necessary and save the changes.

Result: Every time a new WO is created with Human Resources assigned from its creation, they will automatically receive an email notification.

Automatic notification when adding responsible parties after the WO has been created

When Human Resources are added directly from the task, after the Work Order has been created, the **New Resource** event must be configured.

Step by step:

1. Access the main menu and go to the **Automator** module.

2. Select the **Events** submodule.

3. Click on the **Add (+)** button located in the bottom right corner.

4. Complete the following fields to configure your rule:

- **Module:** Tasks
- **Submodule:** Work Orders
- **Event:** New Resource
- **Description:** Write a clear description, for example "Notification when assigning resource"

1. Click on **Save** to create the automated event.

2. Go to the **Actions** tab and select **Add action**.

3. In the action type field, choose **Send email to responsible party (multi-responsible)**.

4. Adjust the message details if necessary and save the changes.

Every time a responsible party is added to an already created task, they will be automatically notified by email.

To ensure effective management, it is recommended to regularly validate that the configured actions are operational and that all responsible parties are correctly receiving notifications according to the defined flows.