

Como reatribuir o responsável por uma Ordem de Trabalho (OT)?

help.fracttal.com/hc/pt-pt/articles/35676491327757-Como-reatribuir-o-responsável-por-uma-Ordem-de-Trabalho-OT

No Fracttal One, é possível atribuir um novo responsável a uma Ordem de Trabalho (OT) durante o seu andamento, tanto em processo como em revisão. O processo de alteração é simples e pode ser realizado sem interromper o progresso da OT.

Passos para reatribuir o responsável por uma OT

1. Aceder à visualização das Ordens de Trabalho

No menu principal, aceda ao módulo "Tarefas" e, em seguida, selecione "Ordens de Trabalho".

Na tela de visualização, localize a OT à qual deseja reatribuir o responsável e clique nela para aceder aos detalhes.

The screenshot displays the Fracttal One Work Management interface in Kanban view. The top navigation bar includes 'Work Management' and 'View Kanban'. The main area is divided into three columns:

- Pending Tasks (177):** Contains three items, each with an asset name and a task description. The first item is 'Cuarto de Caldera # 1 { Cuarto de Caldera # 1 }' with task 'Mantenimiento de instalación sanitaria'. The second is 'Cuarto de Caldera # 1 { Cuarto de Caldera # 1 }' with task 'Mantenimiento de impermeabilización'. The third is 'Cuarto de Caldera # 1 { Cuarto de Caldera # 1 }'.
- WOs in Process (2762):** Contains three items. The top item, 'OT-69-GR', is highlighted with a red box. It was created by Jonas Campos, has an asset '{ MON-FA-0001 } MONTADORA - FA', and a task 'Solicitud'. The second item is 'OT-65-GR' created by Alexander Fuentes, with asset '{ Sauffer { 8300 }' and task 'Mantenimiento Preventivo (Alex)'. The third item is 'OT-68-GR' created by Diego Vergara, with asset '{ EQ.ECV-00 } GENERADOR'.
- WOs in Review (219):** Contains two items. The top one is 'WO-1008INAC' created by José Fernando Cruz Mosqueda, with asset 'Baño de Caballeros de Albercas { Baño de Caballeros de Albercas }' and task 'Fuga de agua en Baño de Caballeros - cambi...'. The second is 'OT-76-GR' created by Alexander Fuentes, with asset '{ SAI-01 } SAI 01' and task 'Correctivo por alta temperatura'.

2. Modificar o responsável atual

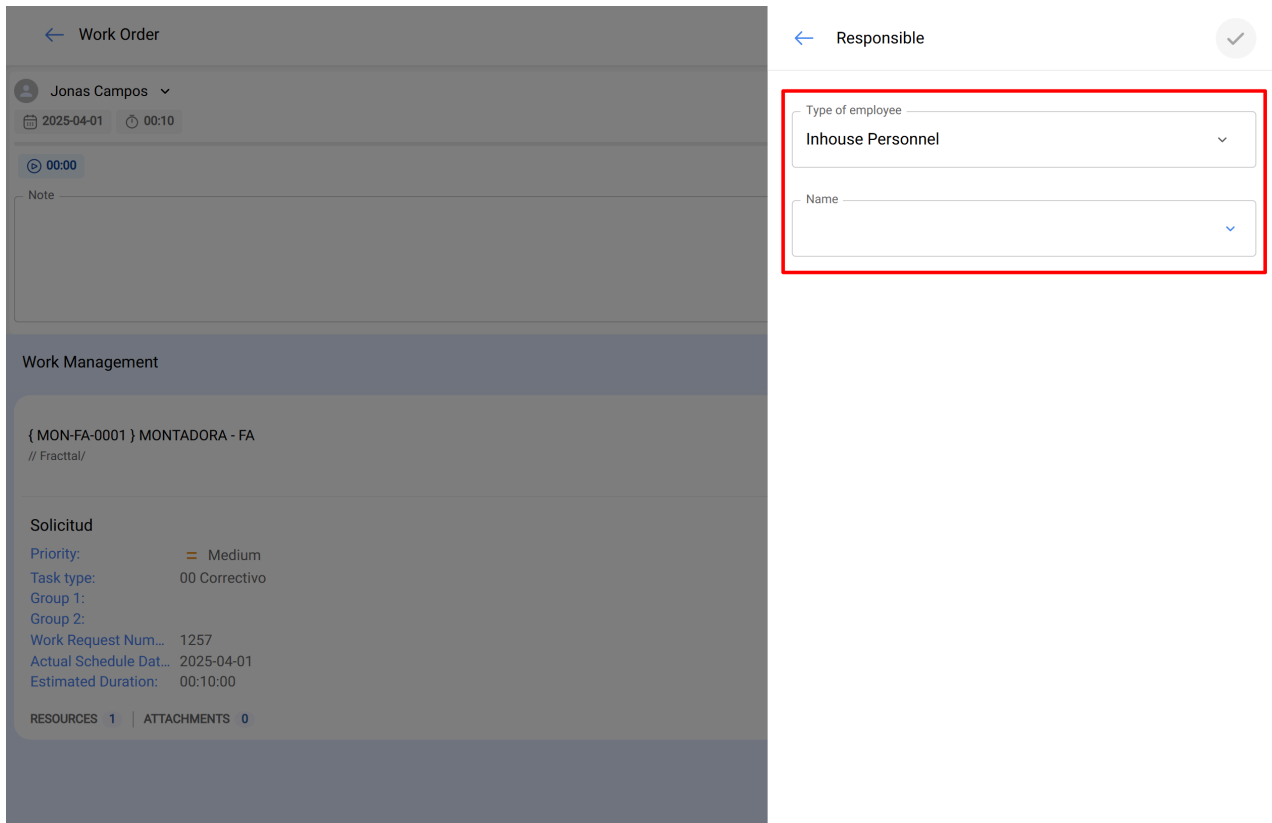
O nome do responsável atual aparecerá no campo de responsável da OT.

The screenshot displays a 'Work Order' management interface. At the top left, there is a back arrow and the text 'Work Order'. On the top right, there is a 'Save' button and a vertical ellipsis menu. Below this, a dropdown menu shows the current responsible person as 'Jonas Campos', which is highlighted with a red rectangular box. To the right of the dropdown, the text 'OT-69-GR' is visible. Below the dropdown, there are two small icons: a calendar icon with the date '2025-04-01' and a clock icon with the time '00:10'. A progress bar shows '0%' completion, and the text 'Total cost: \$ CLP 0,00' is on the right. A 'Note' field is present below the progress bar. The main section is titled 'Work Management' and shows a list of work items. The first item is '{ MON-FA-0001 } MONTADORA - FA' with a sub-item '// Fractal/'. Below this, the 'Solicitud' section lists details: 'Priority: Medium', 'Task type: 00 Correctivo', 'Group 1:', 'Group 2:', 'Work Request Num... 1257', 'Actual Schedule Dat... 2025-04-01', and 'Estimated Duration: 00:10:00'. At the bottom left, it shows 'RESOURCES 1 | ATTACHMENTS 0'. At the bottom right, there is a 'NOT STARTED' button.

Ao clicar sobre o nome, será aberta a janela de seleção para atribuir um novo responsável.

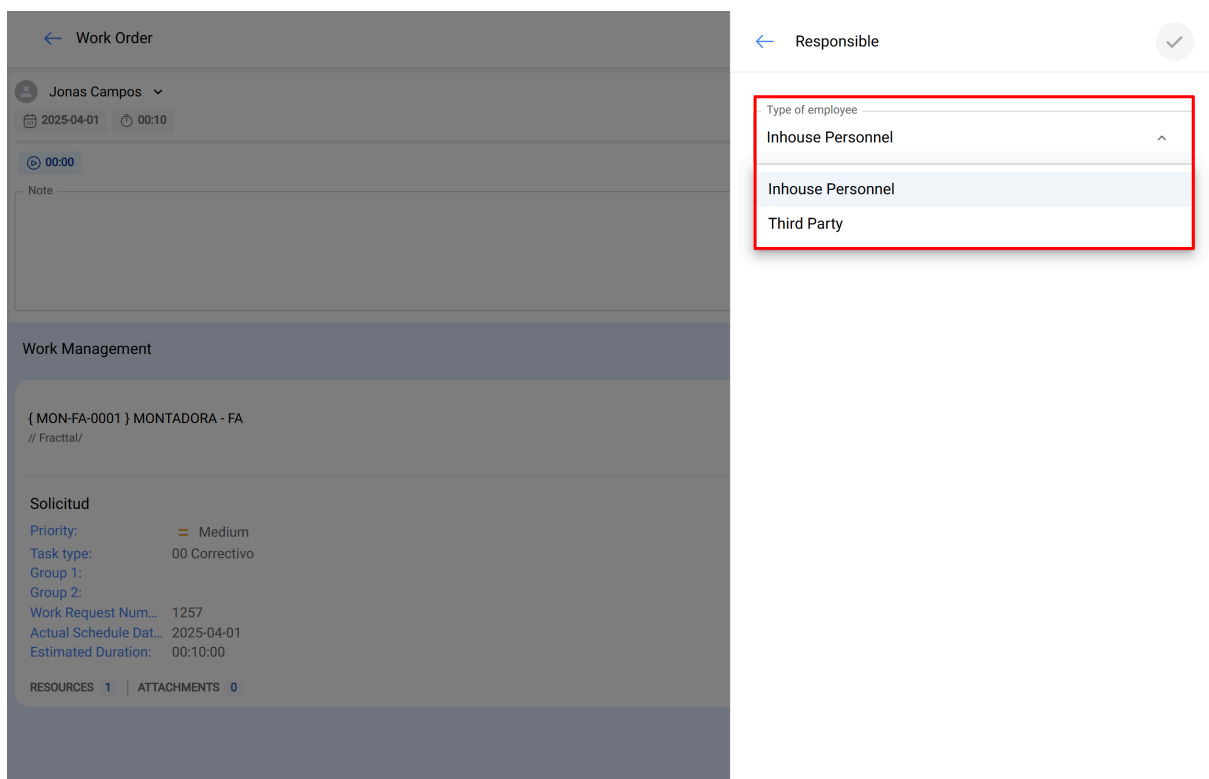
3. Selecionar o novo responsável

Na janela de seleção, preencha os campos necessários para alterar o responsável:



The image shows two side-by-side screenshots from a mobile application. The left screenshot is titled 'Work Order' and displays user information (Jonas Campos), a date (2025-04-01), a time (00:10), a timer (00:00), and a 'Note' field. Below this is a 'Work Management' section with details for '{ MON-FA-0001 } MONTADORA - FA' and 'Solicitud' information including Priority (Medium), Task type (00 Correctivo), and various numbers and dates. The right screenshot is titled 'Responsible' and shows a dropdown menu for 'Type of employee' with 'Inhouse Personnel' selected, and a 'Name' field below it. A red box highlights these two fields.

- o **Tipo de Empregado:** Escolha o tipo de empregado, que pode ser "Recursos Humanos" ou "Terceiros".



The image shows two side-by-side screenshots from a mobile application. The left screenshot is titled 'Work Order' and displays user information (Jonas Campos), a date (2025-04-01), a time (00:10), a timer (00:00), and a 'Note' field. Below this is a 'Work Management' section with details for '{ MON-FA-0001 } MONTADORA - FA' and 'Solicitud' information including Priority (Medium), Task type (00 Correctivo), and various numbers and dates. The right screenshot is titled 'Responsible' and shows a dropdown menu for 'Type of employee' with 'Inhouse Personnel' selected, and a list of options: 'Inhouse Personnel' and 'Third Party'. A red box highlights these two options.

- o **Nome:** No campo "Nome", clique para abrir a lista de utilizadores disponíveis e selecione o novo responsável pela OT.

← Work Order

Jonas Campos ▾

2025-04-01 00:10

00:00

Note

Work Management

{ MON-FA-0001 } MONTADORA - FA
// Fractal/

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 1 | ATTACHMENTS 0

← Responsible

Type of employee

Inhouse Personnel ▾

Name ▾

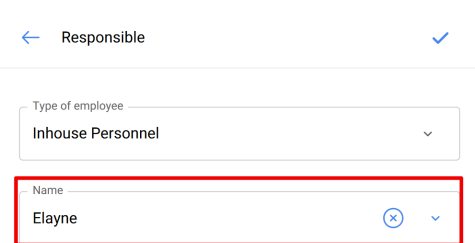
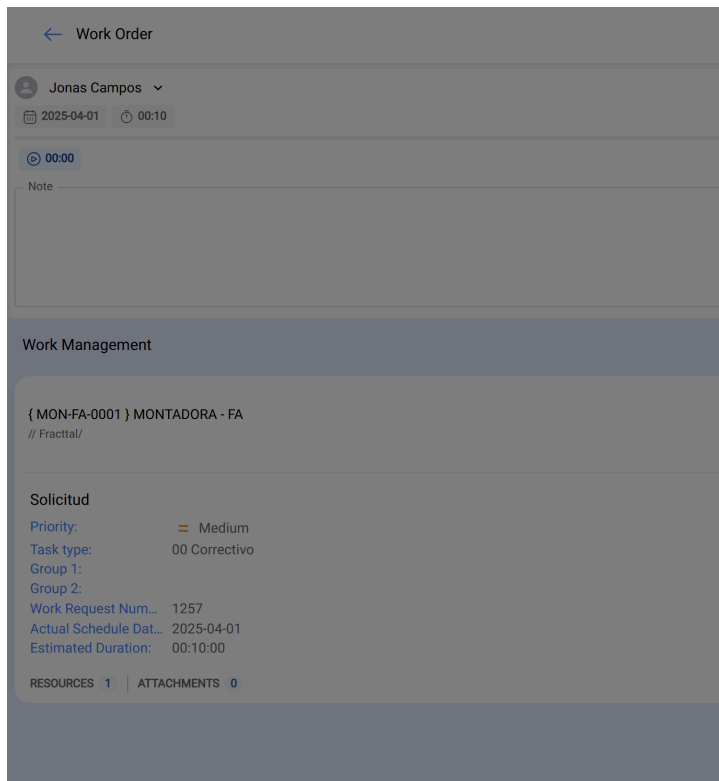
← Total Hours as Responsible for Work Order

Q Search... X

2025-04-08

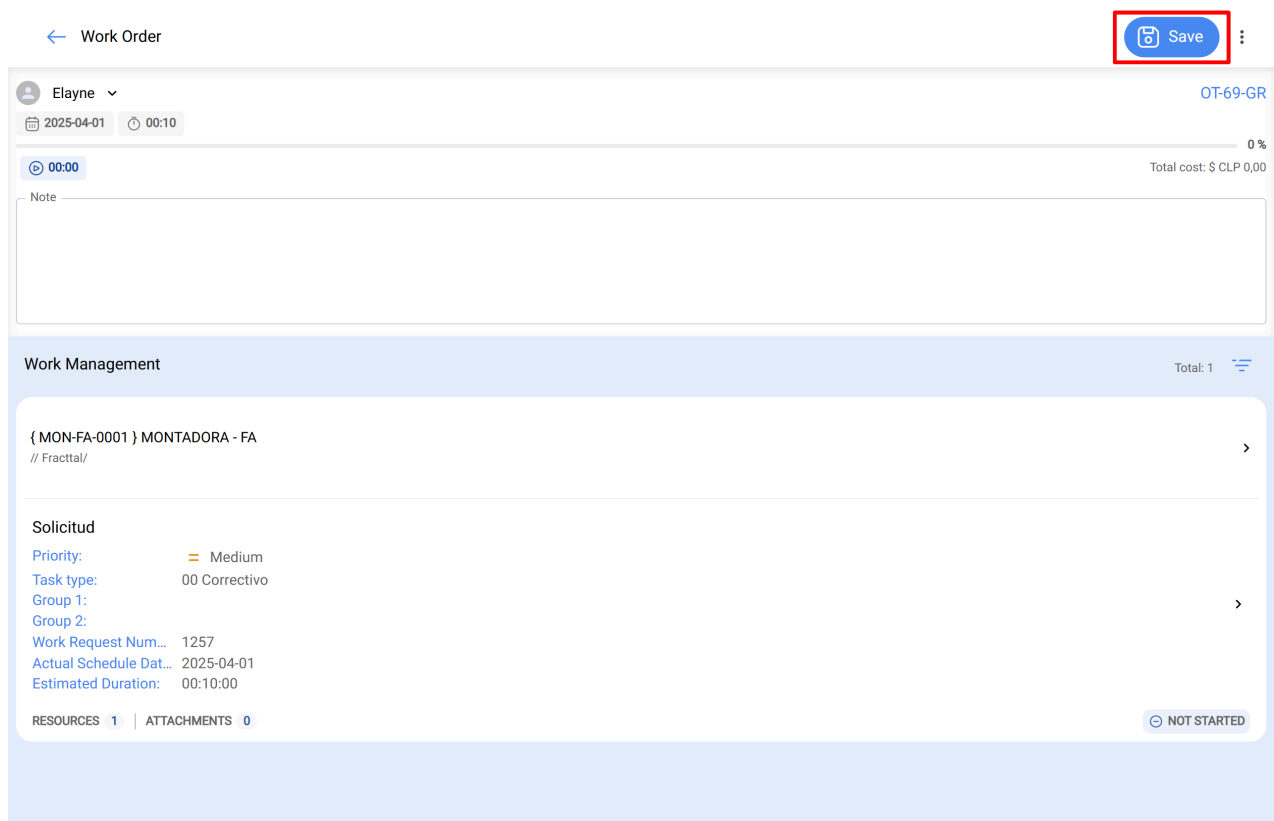
| Code | Responsible | Email | Monday | Tuesday |
|----------|--------------------------------|--------------------------------------|----------|----------|
| | Abelardo Perez | abelardo123@fractal.com | NO HOURS | 00:10 |
| | Abraham - Triarc | abraham.mendoza1@triarccorp.com | NO HOURS | NO HOURS |
| | Adrian | adrianpiquer@gmail.com | 00:10 | NO HOURS |
| | ADRIANA GRANADOS GER | adriana.granados@estrellaroja.com.mx | NO HOURS | NO HOURS |
| 234-flo | ADRIÁN ÁVALOS HAL | avalosag@halmex.com.mx | NO HOURS | NO HOURS |
| | Adrian Vargas | a.vargas@mail.com | NO HOURS | NO HOURS |
| | Aguardando reprogramação | | NO HOURS | NO HOURS |
| 763283-0 | AGUSTINA IRISARRI | airisarri@norton.com | NO HOURS | NO HOURS |
| SOL-057 | Alan Barros de Medeiros | | NO HOURS | NO HOURS |
| TEC-022 | Alan Everton Ferreira da Silva | | NO HOURS | NO HOURS |

Showing 35 of 647



4. Guardar a alteração

Clique no botão "Guardar" para aplicar a alteração.



A OT será automaticamente atualizada com o novo responsável.



Pending Tasks 177

Asset: Cuarto de Caldera # 1 { Cuarto de Caldera # 1 }

Task: Mantenimiento de instalación sanitaria

01:00 2025-07-02

EVERY 6 MONTHS

Asset: Cuarto de Caldera # 1 { Cuarto de Caldera # 1 }

Task: Mantenimiento de impermeabilización

01:00 2025-07-02

EVERY 6 MONTHS

Asset: Cuarto de Caldera # 1 { Cuarto de Caldera # 1 }

WOs in Process 2762

00:10 2025-04-02

ADRIANA GRANADOS GER

OT-69-GR
Created by Jonas Campos

Asset: { MON-FA-0001 } MONTADORA - FA

Task: Solicitud

00:10 2025-04-01

E Elayne

OT-65-GR
Created by Alexander Fuentes

Asset: Sauffer { 8300 }

Task: Mantenimiento Preventivo (Alex)

00:10 2025-04-01

AF Alexander Fuentes

WOs in Review 219

WO-1008INAC
Created by JOSÉ FERNANDO CRUZ MOSQUEDA

Asset: Baño de Caballeros de Albercas { Baño de Caballeros de Albercas }

Task: Fuga de agua en Baño de Caballeros - cambi...

02:00 2025-04-04

EMILIO BOSQUES

OT-76-GR
Created by Alexander Fuentes

Asset: { SAI-01 } SAI 01

Task: Correctivo por alta temperatura

00:10 2025-04-03

A Adrian

OT-68-GR
Created by DIEGO VERGARA

Asset: { EQ.ECV-00 } GENERADOR