

How to reassign the responsible person for a work order?

help.fractal.com/hc/en-us/articles/35676491327757-How-to-reassign-the-responsible-person-for-a-work-order

In Fractal One, it is possible to assign a new responsible person to a work order during its progress, whether in process or under review. The process is simple and can be done without interrupting the progress of the work order (OT).

Steps to reassign the responsible person for an OT

1. Access the work order view

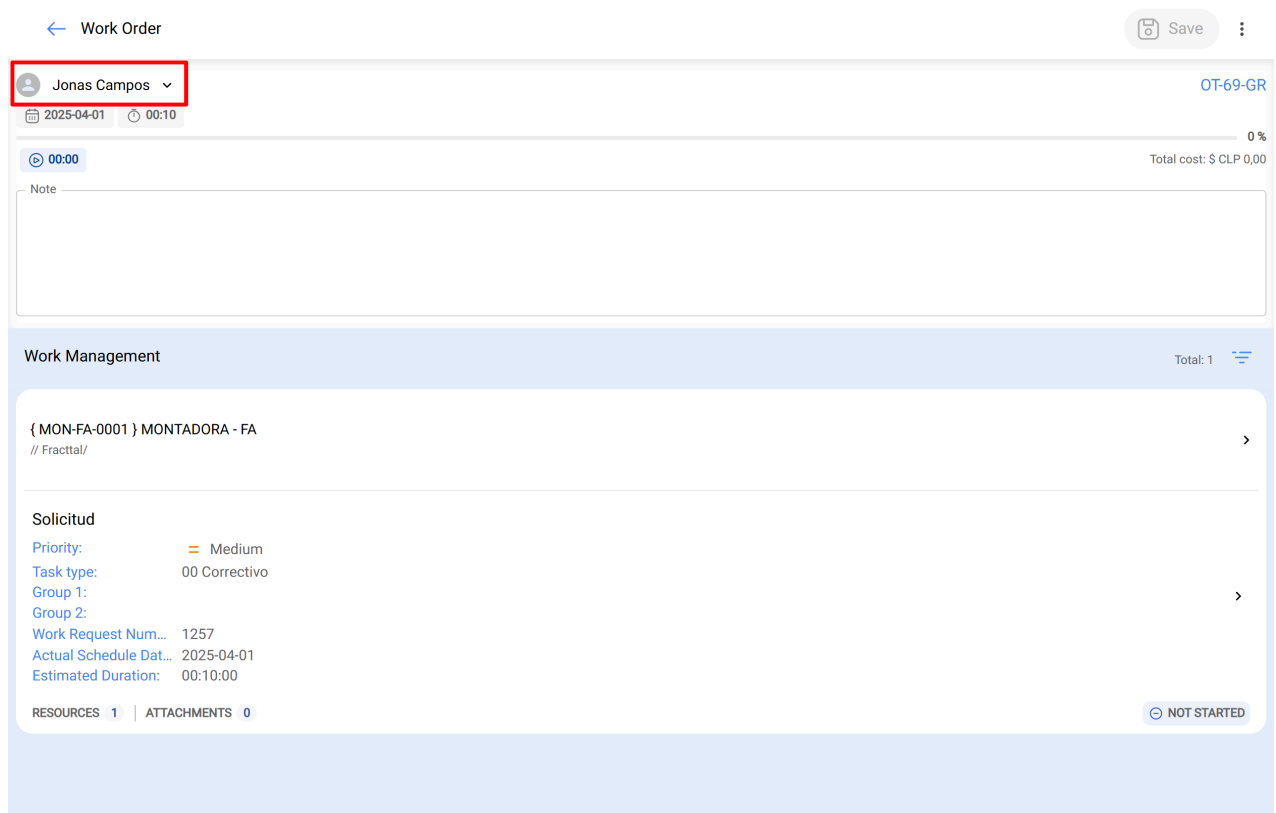
From the main menu, go to the "Tasks" module, then select "Work Orders".

In the view screen, locate the OT to which you want to reassign the responsible person and click on it to open the details.

The screenshot displays the Fractal One Work Management interface in Kanban view. The top navigation bar shows 'Work Management' and 'View Kanban'. The main area is divided into three columns: 'Pending Tasks' (177 items), 'WOs in Process' (2762 items), and 'WOs in Review' (219 items). The 'WOs in Process' column contains three items, with the first one, 'OT-69-GR', highlighted with a red box. The 'WOs in Review' column contains three items, with the first one, 'WO-100BINAC', highlighted. The interface includes a top navigation bar with 'Work Management' and 'View Kanban', and a right sidebar with user avatars and a search icon.

2. Modify the current responsible person

The current responsible person's name will appear in the responsible person field of the OT.



The screenshot displays a 'Work Order' interface. At the top left, there is a back arrow and the text 'Work Order'. At the top right, there is a 'Save' button and a vertical ellipsis menu. Below the header, a dropdown menu shows 'Jonas Campos' with a downward arrow, which is highlighted with a red box. To the right of this dropdown, the text 'OT-69-GR' is visible. Below the dropdown, there are two small icons: a calendar icon with '2025-04-01' and a clock icon with '00:10'. A progress bar shows '0%' completion. Below the progress bar, there is a 'Note' field. 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 right arrow and the text '// Fractal/'. Below this, there is a 'Solicitud' section with the following details: 'Priority: Medium', 'Task type: 00 Correctivo', 'Group 1:' with a right arrow, 'Group 2:', 'Work Request Num... 1257', 'Actual Schedule Dat... 2025-04-01', and 'Estimated Duration: 00:10:00'. At the bottom left, there are 'RESOURCES 1' and 'ATTACHMENTS 0'. At the bottom right, there is a 'NOT STARTED' button.

By clicking on the name, a selection window will open to assign a new responsible person.

3. Select the new responsible person

In the selection window, complete the necessary fields to change the responsible person:

The image shows two side-by-side screenshots from a mobile application. The left screenshot is titled 'Work Order' and shows a user profile for 'Jonas Campos' with a date of '2025-04-01' and a time of '00:10'. Below this, there is a 'Note' field and a 'Work Management' section containing details for '{ MON-FA-0001 } MONTADORA - FA' with a priority of 'Medium' and a task type of '00 Correctivo'. The right screenshot is titled 'Responsible' and shows a selection window with two fields: 'Type of employee' and 'Name'. The 'Type of employee' field is highlighted with a red box and contains the text 'Inhouse Personnel'.

- **Employee Type:** Choose the type of employee, which can be "Human Resources" or "Third-Party".

This image shows the same 'Responsible' selection window as in the previous image, but with the 'Type of employee' dropdown menu open. The dropdown menu is highlighted with a red box and shows three options: 'Inhouse Personnel' (selected), 'Inhouse Personnel', and 'Third Party'.

- o **Name:** In the "Name" field, click to open the list of available users and select the new responsible person for the 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

← 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

← Responsable ✓

Type of employee

Inhouse Personnel ▾

Name

Elayne (x) ▾

4. Save the change

Click the "Save" button to apply the change.

The screenshot displays a 'Work Order' management interface. At the top left, there is a back arrow and the text 'Work Order'. At the top right, a blue 'Save' button with a floppy disk icon is highlighted with a red rectangular box. Below the header, the user 'Elayne' is logged in, with a dropdown arrow next to the name. The date '2025-04-01' and time '00:10' are shown. The work order ID 'OT-69-GR' is in the top right corner. A progress bar indicates '0%' completion, and the 'Total cost' is '\$ CLP 0,00'. A '00:00' timer is visible. A large text area labeled 'Note' is present. The main section is titled 'Work Management' and shows 'Total: 1' items. The first item is '{ MON-FA-0001 } MONTADORA - FA' with a sub-note '// Fractal/'. Below this, the 'Solicitud' (Request) details are listed: '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, there are counts for 'RESOURCES 1' and 'ATTACHMENTS 0', and a 'NOT STARTED' status indicator.

The OT will be automatically updated with the new responsible person.



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 0%

👤 ADRIANA GRANADOS GER

OT-69-GR
Created by Jonas Campos

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

Task: Solicitud =

🕒 00:10 📅 2025-04-01 0%

👤 Elayne

OT-65-GR
Created by Alexander Fuentes

Asset: Saufer { 8300 }

Task: Mantenimiento Preventivo (Alex) =

🕒 00:10 📅 2025-04-01 0%

👤 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 📅 2025-04-04 100%

👤 EMILIO BOSQUES

OT-76-GR
Created by Alexander Fuentes

Asset: { SAI-01 } SAI 01

Task: Correctivo por alta temperatura =

🕒 00:10 📅 2025-04-03 100%

👤 Adrian

OT-68-GR
Created by DIEGO VERGARA

Asset: { EQ.ECV-00 } GENERADOR

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