

# Como reatribuir o responsável por uma Ordem de Serviço?

[help.fracttal.com/hc/pt-br/articles/35676491327757-Como-reatribuir-o-responsavel-por-uma-Ordem-de-Servico](https://help.fracttal.com/hc/pt-br/articles/35676491327757-Como-reatribuir-o-responsavel-por-uma-Ordem-de-Servico)

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

## Passos para reatribuir o responsável por uma OS

### 1. Acessar a visualização das Ordens de Serviço

No menu principal, acesse o módulo "Tarefas" e, em seguida, selecione "Ordens de Serviço".

Na tela de visualização, localize a OS à qual você deseja reatribuir o responsável e clique nela para acessar os detalhes.

The screenshot displays a Kanban board for Work Management, showing three columns: Pending Tasks (177), WOs in Process (2762), and WOs in Review (219). The 'WOs in Process' column contains three items. The first item, 'OT-69-GR', is highlighted with a red box. It was created by Jonas Campos and is assigned to him. The task is 'Solicitud' and is currently at 0% completion. The asset is '{ MON-FA-0001 } MONTADORA - FA'. The other two items in the 'WOs in Process' column are 'OT-65-GR' (created by Alexander Fuentes, assigned to him, 0% completion, asset '{ 8300 }') and 'OT-68-GR' (created by Diego Vergara, assigned to him, 0% completion, asset '{ EQ.ECV-00 } GENERADOR'). The 'WOs in Review' column shows 'WO-1008INAC' (created by José Fernando Cruz Mosqueda, assigned to Emilio Bosques, 100% completion, asset '{ Baño de Caballeros de Albercas }') and 'OT-76-GR' (created by Alexander Fuentes, assigned to Adrian, 100% completion, asset '{ SAI-01 } SAI 01').

## 2. Modificar o responsável atual

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

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, there is a 'Save' button and a vertical ellipsis menu. Below this, a user selection dropdown is shown with 'Jonas Campos' selected and highlighted by a red rectangular box. To the right of the dropdown, the text 'OT-69-GR' is visible. Below the user selection, there is a date and time field showing '2025-04-01' and '00:10'. A progress bar indicates '0%' completion, and the 'Total cost' is listed as '\$ CLP 0,00'. A '00:00' timer is also present. Below these elements 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 sub-note '// Fractal/'. Below this, the 'Solicitud' section provides 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' status indicator.

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.

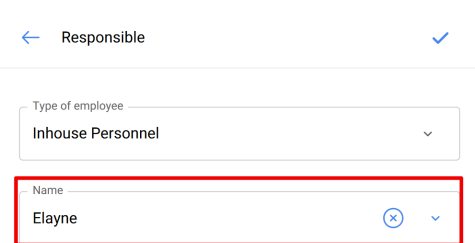
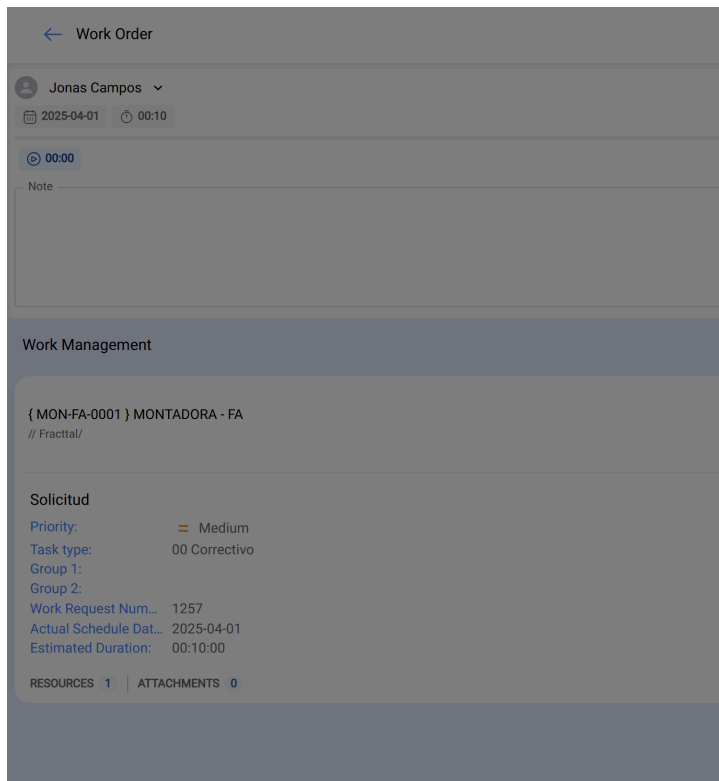
- o **Tipo de Empregado:** Escolha o tipo de empregado, que pode ser "Recursos Humanos" ou "Terceiros".

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. Below the dropdown, a list of options is visible: 'Inhouse Personnel' and 'Third Party'. A red box highlights the dropdown and the list options.

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

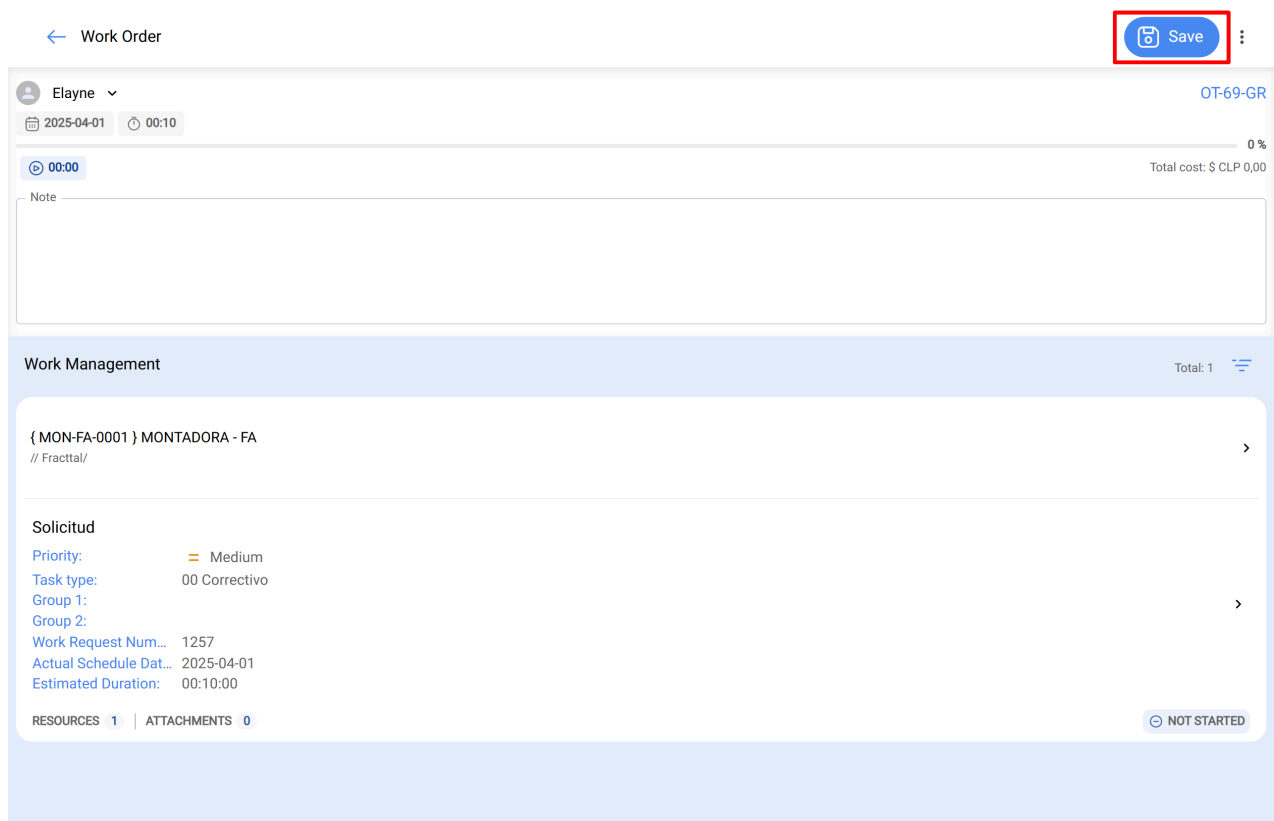
Code	Responsible	Email	Monday	Tuesday
	Abelardo Perez	abelardo123@fractal.com	NO HOURS	00:10
	Abraham - Triarc	abraham.mendoza1@triarccorp.com	NO HOURS	NO HOURS
	Adrian	adrianpiquer@gmail.com	00:10	NO HOURS
	ADRIANA GRANADOS GER	adriana.granados@estrellaroja.com.mx	NO HOURS	NO HOURS
234-flo	ADRIÁN ÁVALOS 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. Salvar a alteração

Clique no botão "Salvar" para aplicar a alteração.



A OS 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