

Comment visualiser le contenu d'une demande de travail ?

help.fractal.com/hc/fr/articles/25020287883917-Comment-visualiser-le-contenu-d-une-demande-de-travail

Depuis le module des tâches, il est possible d'observer les demandes effectuées par les clients via les demandes de travail. Cela garantit que les utilisateurs ayant accès à l'ordre peuvent consulter toutes les informations en mode lecture seule, ce qui facilite la compréhension détaillée de ce qui est requis.

Étapes pour visualiser le contenu d'une demande de travail :

Cliquez sur le module Tâches et sélectionnez Ordres de travail.

Localisez l'ordre de travail assigné.

The screenshot displays a Kanban board for Work Management. The board is divided into four columns: Pending Tasks (172 items), WOs in Process (2752 items), WOs in Review (217 items), and Closed WOs. The 'WOs in Process' column is highlighted with a red border. Within this column, the first work order, OT-69-GR, is selected. This work order is created by Jonas Campos and is assigned to him. It details an asset (MON-FA-0001) named 'MONTADORA - FA' and a task 'Solicitud'. The task is currently at 0% completion, with a due date of 2025-04-01. Other work orders in the board include OT-68-GR (GENERADOR), OT-66-GR (Mantenimiento Preventivo), OT-67-GR (Mantenimiento preventivo), OT-54-GR (MOTOR 1), OT-35-GR (INSPECCION DE FUGAS), OT-62-GR (BISAGRA OXIDADA), and OT-61-GR (BISAGRA OXIDADA).

Cliquez sur la tâche dans l'Ordre de Travail.

← Work Order Save

Jonas Campos OT-69-GR

2025-04-01 00:10 0 % Total cost: \$ MXN 0,00

00:00

Note

Work Management Total: 1

{ MON-FA-0001 } MONTADORA - FA

//

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 0 | ATTACHMENTS 0

NOT STARTED

Ensuite, cliquez sur la Demande de Travail.

← Work Order

Jonas Campos

2025-04-01 00:10

00:00

Note

Work Management

{ MON-FA-0001 } MONTADORA - FA

//

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 0 | ATTACHMENTS 0

← { MON-FA-0001 } MONTADORA - FA Save

Task Sub Tasks Resources Attachments

Work Request Number 1257 >

General

Solicitud

Task type: 00 Correctivo

Actual Schedule Date: 2025-04-01

Priority: Medium

Group 1: --

Group 2: --

Task note

Solicitud - test

Time

Estimated Duration: 00:10:00

Start Date: --

End Date: --

Actual Duration: 00:00:00

Time out of service: 00:00:00

Trigger

Non Scheduled Tasks

Event date

2025-03-31 15:52

Failures Information

Has the asset failed?

Fault Type

▶ Start
📄 Log

Vous serez alors redirigé vers les informations de la demande de travail. Ici, vous pouvez voir des détails tels que la personne qui a créé la demande, la description expliquant l'incident rapporté, l'actif concerné, etc.

← Solicitud READ ONLY


Work Request Number **1257**

Work Request Status

- WO's in Process

General

- (*) Work Request Status
- Attachments



Created by Creation Date

Description

Do you know the asset? Asset

Comments

Incident date Is it urgent?

ADVANCED INFORMATION ^

Requested By <input type="text" value="Jonas Campos"/>	Requested email <input type="text"/>	Reference <input type="text"/>
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