

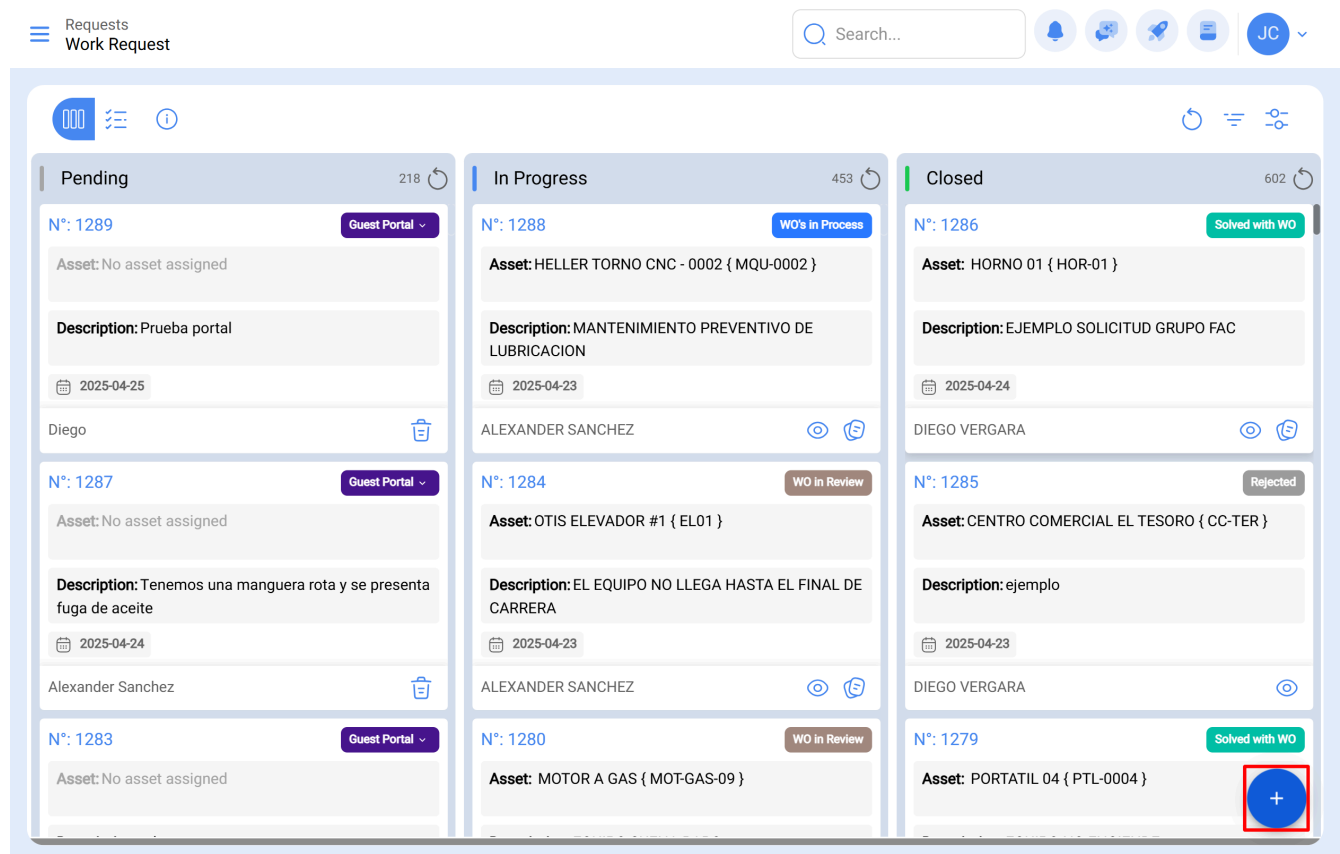
# How to create a work request?

[help.fractal.com/hc/en-us/articles/25142814250253-How-to-create-a-work-request](https://help.fractal.com/hc/en-us/articles/25142814250253-How-to-create-a-work-request)

In Fractal One, there are two methods to create a work request: the first is to do it directly from the work request module, and the second option is to add it using the quick action button located on the main toolbar of the platform.

## From the work request module:

To add a new work request, click on the add symbol located at the bottom right of the platform.



After clicking add, a new window will open where the requester must complete all the necessary information in the "General" tab to detail the request they want to report in the system.

The information that can be added when reporting a work request is as follows:

- **Created by:** Name of the profile of the person submitting the request; this name is taken directly from the registered access account of that person in the system.
- **Creation date:** Date on which the request is being reported in the system.
- **Request description:** Short description identifying the request.
- **Do you know the asset?:** Option that allows the user reporting the request to indicate if they know the name of the asset in question (this option can be made mandatory in the Configuration-Work Orders module).
- **Asset:** Name or identification of the asset associated with the work request in the system.
- **Observations:** Detailed description of the work request.
- **Incident date:** Date on which the incident occurred that is prompting the work request (this date does not necessarily have to match the date the request is reported in the system).
- **Is it urgent:** Option to set the urgency level of the request as urgent.

- **Image:** Image or photograph illustrating the reported work request.

Additionally, the system allows adding advanced information to the work request where you can detail the following:

- **Reference:** Name or reference code that can be added to the request.
- **Location:** Option that allows setting the geolocation of the site where the request was made (this information is taken from the GPS system of the device used to create the request).
- **Group:** Catalog where color groups can be created to be assigned to requests. (The configuration of the names and colors of these groups is done from the Configuration-Catalogs module).
- **Classification 1 and 2:** These correspond to free fields that the platform leaves for you to complete as required. (Configuration is done from the Configuration-Catalogs module).
- **Keywords (Multiple Selection):** Catalog where keywords for identification can be established when creating a work request. (Configuration is done from the Configuration-Catalogs module).

**Note:** *It is possible to set which fields are mandatory when opening a request in Fractal One. To do this, enter the settings menu, then the 'modules - work requests' submenu and make the corresponding adjustments.*

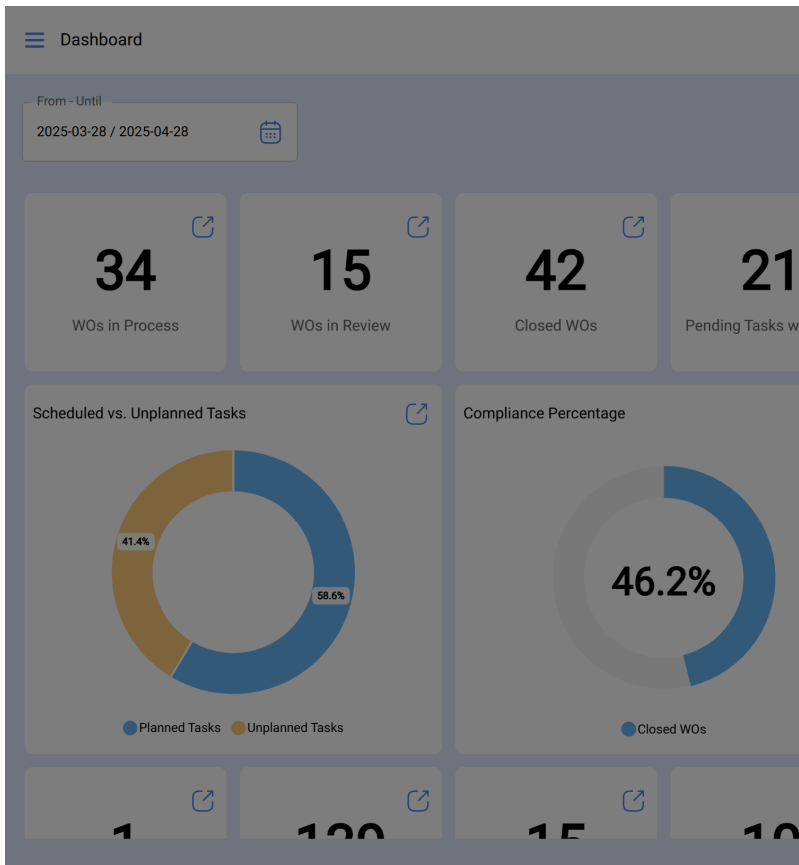
Finally, after completing the necessary information, the request will be generated, which must then be managed accordingly.

The screenshot shows a dashboard with three columns: Pending (219), In Progress (453), and Closed (602). Each column contains a list of work requests. A red box highlights the first request in the Pending column (Nº: 1290). A red arrow points to a quick action button (represented by a calendar icon) located in the bottom right corner of this highlighted request card.

Category	Count	Request ID	Asset	Description	Date	Assignee	Status
Pending	219	Nº: 1290	FRUNIV MONTADORA - FA { MON-FA-0001 }	PRUEBA - TEST	2025-04-28	Jonas Campos	Open
Pending		Nº: 1289	No asset assigned	Prueba portal	2025-04-25	Diego	Guest Portal
Pending		Nº: 1287	No asset assigned				Guest Portal
In Progress	453	Nº: 1288	HELLER TORNO CNC - 0002 { MQU-0002 }	MANTENIMIENTO PREVENTIVO DE LUBRICACION	2025-04-23	ALEXANDER SANCHEZ	WO's In Process
In Progress		Nº: 1284	OTIS ELEVADOR #1 { EL01 }	EL EQUIPO NO LLEGA HASTA EL FINAL DE CARRERA	2025-04-23	ALEXANDER SANCHEZ	WO in Review
In Progress		Nº: 1280	MOTOR A GAS { MOT-GAS-09 }				WO in Review
Closed	602	Nº: 1286	HORNO 01 { HOR-01 }	EJEMPLO SOLICITUD GRUPO FAC	2025-04-24	DIEGO VERGARA	Solved with WO
Closed		Nº: 1285	CENTRO COMERCIAL EL TESORO { CC-TER }	ejemplo	2025-04-23	DIEGO VERGARA	Rejected
Closed		Nº: 1279	PORTATIL 04 { PTL-0004 }				Solved with WO

## From the quick action button

The quick action is a button always available on the main toolbar of the platform. To use it, simply click on this option and then on work request.



Quick Action

- Location
- Equipment
- Unplanned Task
- Work Request**
- Meter Reading

After clicking, a new window will open where you must follow the same previous procedure to complete and generate the work request.

**Pending** 218

- N°: 1289** Guest Portal  
Asset: No asset assigned  
Description: Prueba portal  
2025-04-25  
Diego
- N°: 1287** Guest Portal  
Asset: No asset assigned  
Description: Tenemos una manguera rota y se presenta fuga de aceite  
2025-04-24  
Alexander Sanchez
- N°: 1283** Guest Portal  
Asset: No asset assigned

**In Progress** 453

- N°: 1288** WO's In Process  
Asset: HELLER TORNO CNC - 0002 { MQU-0002 }  
Description: MANTENIMIENTO PREVENTIVO DE LUBRICACION  
2025-04-23  
ALEXANDER SANCHEZ
- N°: 1284** WO in Review  
Asset: OTIS ELEVADOR #1 { EL01 }  
Description: EL EQUIPO NO LLEGA HASTA EL FINAL DE CARRERA  
2025-04-23  
ALEXANDER SANCHEZ
- N°: 1280** WO in Review  
Asset: MOTOR A GAS { MOT-GAS-09 }

**Closed** 602

- N°: 1286** Solved with WO  
Asset: HORNO 01 { HOR-01 }  
Description: EJEMPLO SOLICITUD GRUPO FAC  
2025-04-24  
DIEGO VERGARA
- N°: 1285** Rejected  
Asset: CENTRO COMERCIAL EL TESORO { CC-TER }  
Description: ejemplo  
2025-04-23  
DIEGO VERGARA
- N°: 1279** Solved with WO  
Asset: PORTATIL 04 { PTL-0004 }

**Pending** 219

- N°: 1290** Open  
Asset: FRUNIV MONTADORA - FA { MON-FA-0001 }  
Description: PRUEBA - TEST  
2025-04-28  
Jonas Campos
- N°: 1289** Guest Portal  
Asset: No asset assigned  
Description: Prueba portal  
2025-04-25  
Diego
- N°: 1287** Guest Portal  
Asset: No asset assigned

**In Progress** 453

- N°: 1288** WO's In Process  
Asset: HELLER TORNO CNC - 0002 { MQU-0002 }  
Description: MANTENIMIENTO PREVENTIVO DE LUBRICACION  
2025-04-23  
ALEXANDER SANCHEZ
- N°: 1284** WO in Review  
Asset: OTIS ELEVADOR #1 { EL01 }  
Description: EL EQUIPO NO LLEGA HASTA EL FINAL DE CARRERA  
2025-04-23  
ALEXANDER SANCHEZ
- N°: 1280** WO in Review  
Asset: MOTOR A GAS { MOT-GAS-09 }

**Closed** 602

- N°: 1286** Solved with WO  
Asset: HORNO 01 { HOR-01 }  
Description: EJEMPLO SOLICITUD GRUPO FAC  
2025-04-24  
DIEGO VERGARA
- N°: 1285** Rejected  
Asset: CENTRO COMERCIAL EL TESORO { CC-TER }  
Description: ejemplo  
2025-04-23  
DIEGO VERGARA
- N°: 1279** Solved with WO  
Asset: PORTATIL 04 { PTL-0004 }

**Note:** Fractal One allows external users (collaborators, operators, third parties without full access to the platform) to generate requests through a [guest portal](#) that is simplified or a

dedicated portal, without needing to log in to the main system. The Guest Portal is an add-on that must be enabled on the account. We recommend consulting with your administrator or the Fractal team to verify its availability.