


# How to manage and convert a Work Request into a Work Order (WO)?

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 [help.fractal.com/hc/en-us/articles/25052792694413-How-to-manage-and-convert-a-Work-Request-into-a-Work-Order-WO](https://help.fractal.com/hc/en-us/articles/25052792694413-How-to-manage-and-convert-a-Work-Request-into-a-Work-Order-WO)

Once a request has been created, the system allows managing that request through an unplanned task. To do this, click on the plan task icon.

Then, when clicking, a new window will open where you must complete all the information related to the unplanned task, which can be sent to pending tasks (to be scheduled later) or generated as a new work order.

To do this, you must complete 4 steps before managing the task:

- **Assets:** Information associated with the asset and its status.
- **Task:** Information related to the unplanned task.
- **Subtasks:** List of subtasks or checklist (step-by-step) that must be completed to successfully finish the task.
- **Resources:** Resources to be used in the execution and completion of the task.

# Step 1:

← Non Scheduled Tasks

1 Asset      2 Task      3 Sub Tasks      4 Resources

Asset  
( HPAC-00125 ) High-Pressure Air Compressor

Incident date  
2026-06-25 10:55

Requested By  
Jonas Campos

Has the asset failed?

Fault Type  
ELÉCTRICO

Fault Cause  
Cable roto

Fault Detection Method  
CHECK

Fault Severity  
- Undefined severity

Type of damage  
None

It caused disruption of other assets?  
000:00

Should this task also be terminated in order for the asset to re-enter service?

Next

- **Did the Asset Fail?:** Checkbox that allows indicating if the unplanned task involves an asset failure. When checked, the following fields are enabled:
  - **Failure Type:** Catalog of failure types associated with assets.
  - **Failure Cause:** Catalog of causes that can lead to asset failures.
  - **Failure Detection Method:** Catalog of detection methods by which a failure can be identified.
- **Failure Severity:** List to rank the failure according to its severity. If not specified, it will show as *No severity defined*.
- **Type of Damage Caused:** List with predefined options to identify the type of damage caused by the asset failure.
- **Interruption Time to Other Assets:** Time during which the failure directly affects other assets.
- Additionally, two extra questions are enabled:

- **Must this task also be completed for the Asset to return to service?** When this option is activated, the **Out of Service Start Date** is recorded, indicating since when the equipment has been stopped. This data is used to calculate availability indicators.
- **Does this out of service affect other assets?** When this option is activated, the field **This asset is related to** is enabled, allowing you to link the affected asset with another related asset within the system.

## Step 2:

← Non Scheduled Tasks

✓ Asset
 2 Task
 3 Sub Tasks
 4 Resources

Note

Task type: **check list**
 Group 1: **CMC**
 Group 2: **Check list**

Priority: **Medium**
 Estimated Duration: **000:10**
 Request Number: **258**

Has this task already been completed?

Options:

Send to pending tasks
  Send To WO's in Process

Responsible\*: **Jonas Campos**

It depends on another WO? **Select parent WO**
 Approve WO Budget

[Back](#)
[Next](#)

- **Task Description:** Short detail specifying the task in question.
- **Note:** Free text field where additional details about the task can be added.
- **Task Type:** Catalog with all task types registered in the system.
- **Classification 1 and 2:** These are free fields provided by the platform to add additional classification to the task.
- **Priority:** List to classify the task according to its priority.
- **Estimated Duration:** Theoretical time duration it would take to complete the task (actual time is recorded directly in the WO).

- **Request Number:** Identification number of the request that generated the unplanned task.
- **This work has already been done:** Option to indicate in the system whether the task has already been executed or not.
- **Options:** Available options to manage the unplanned task through a WO (you must assign a WO responsible) or Pending Task (you must add the date when the task will be scheduled).

### Step 3:

In this step, you must add the associated subtasks. To do this, click on the add icon located at the bottom right of the platform and add the subtasks as appropriate.

You can also generate subtasks automatically using Fractal One's artificial intelligence. This option automatically creates subtasks and procedures based on the selected task and asset. You can edit them before saving.

The screenshot shows the 'Non Scheduled Tasks' interface. At the top, there is a progress bar with four steps: 'Asset' (checked), 'Task' (checked), 'Sub Tasks' (3), and 'Resources' (4). Below the progress bar, there is a banner for 'Save time creating subtasks with Fractal AI' with a 'Generate with AI' button. Below the banner, there are icons for adding subtasks and buttons for 'Back' and 'Next'. A red box highlights the '+' icon at the bottom right of the interface.

### Step 4:

In this final step, you can add resources associated with the unplanned task, including: Inventory, Human Resources, Services, Inventory (Uncataloged), Services (Uncataloged).



Asset



Task



Sub Tasks



Resources

Qty	Unit	Description	Type	Unit Cost	Total cost	Resource Source
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Finish

← Non Scheduled Tasks

Asset Task Sub Tasks

Qty	Unit	Description	Type	Unit Cost	Total cost
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← New Resource

Resource Type  
Inhouse Personnel

Profile / Resources  
ADMINISTRATIVO

Human Resource  
Jonas Campos Available

Scheduled date and time

Unit  
Hour

Extra hours

Resource Utilization Date  
2026-06-25 13:47

Qty  
000:10

Unit Cost  
\$ CLP 10

Total cost  
\$ CLP 1,67



Asset



Task



Sub Tasks



Resources

	Qty	Unit	Description	Type	Unit Cost	Total cost	Resource Source
 	00:10	Hour	ADMINISTRATIVO	Inhouse Personnel	\$ CLP 10,00	\$ CLP 1,67	Jonas Campos



Back

Finish

After completing the management of the unplanned task, you can see the change in the request status and the WO number generated (if this option was selected to manage the task).