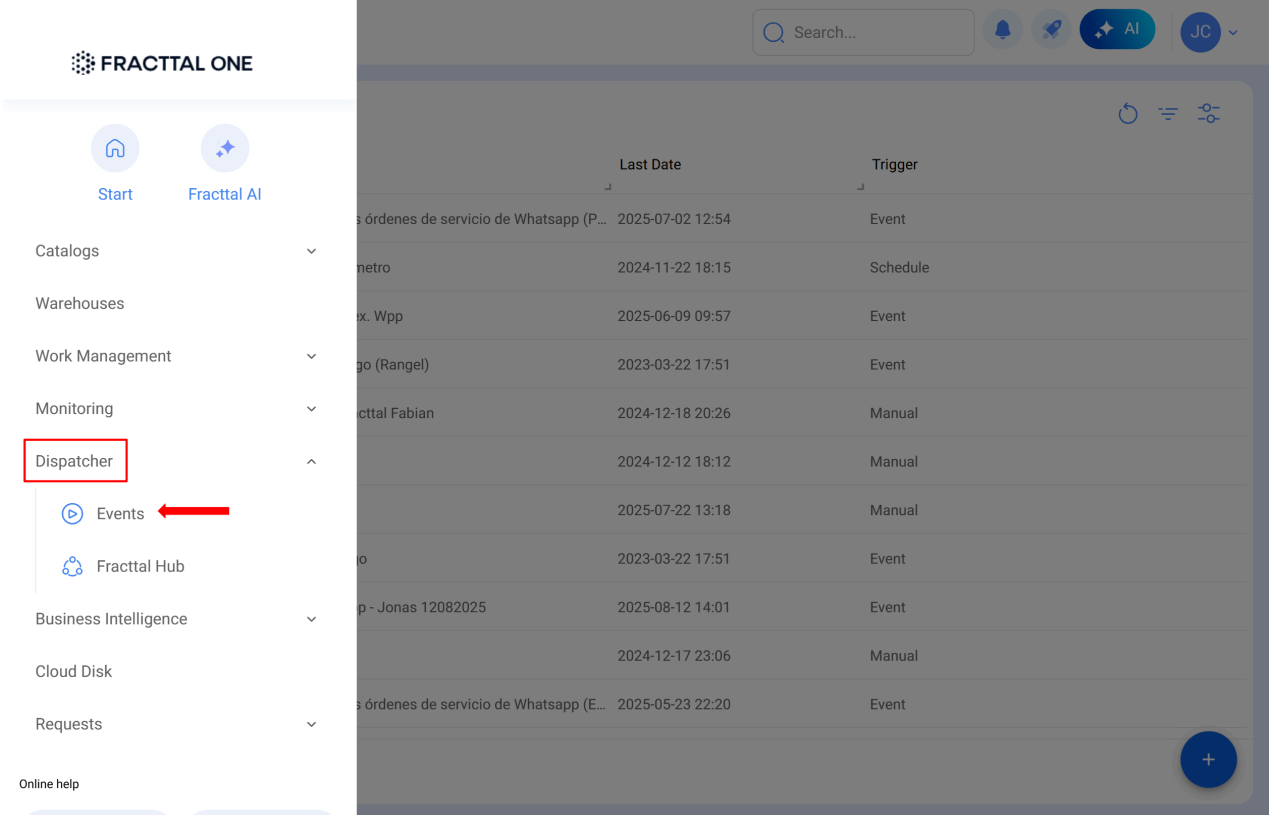


How to set up notifications for tag added/removed in Work Orders?

 help.fractal.com/hc/en-us/articles/39935734438541-How-to-set-up-notifications-for-tag-added-removed-in-Work-Orders

It is possible to create a rule in the **Dispatcher** to send notifications when a **tag** is **added** or **removed** in a **Work Order**. The procedure is the same for both cases; the difference lies in the selected trigger. Notifications do not modify Work Order data and the events are recorded in its history.

1. Go to **Automator** → **Events**.



The screenshot shows the Fractal ONE interface. On the left, a sidebar menu lists various sections: Start, Fractal AI, Catalogs, Warehouses, Work Management, Monitoring, Dispatcher (highlighted with a red box), Events (indicated by a red arrow), Fractal Hub, Business Intelligence, Cloud Disk, Requests, and Online help. The main area displays a table with columns 'Last Date' and 'Trigger'. The table contains several rows of data, including events and manual triggers. A search bar and user profile are visible at the top right of the main area.

Last Date	Trigger
2025-07-02 12:54	Event
2024-11-22 18:15	Schedule
2025-06-09 09:57	Event
2023-03-22 17:51	Event
2024-12-18 20:26	Manual
2024-12-12 18:12	Manual
2025-07-22 13:18	Manual
2023-03-22 17:51	Event
2025-08-12 14:01	Event
2024-12-17 23:06	Manual
2025-05-23 22:20	Event

2. Select (+) to add a new rule.

Dispatcher

Search...

⌂ 🔔 🚀 📄 J ▾

☐	Description	Module	Submodule	Event
☐	PROXIMO VENCIMIENTO OCA	Settings	Document Management	Expiry of a document
☐	ST-OT	Work Requests	My Work Requests	Create new Work Request
☐	Nuevo comentario	Work Requests	My Work Requests	New comment on work requ...
☐	Nueva etiqueta	Work Management	Work Orders	New label
☐	Eliminar etiqueta	Work Management	Work Orders	Label deleted
☐	Test etiquetas	Work Requests	My Work Requests	Create new Work Request
☐	Test Tareas pendientes	Work Management	Pending Tasks	Pending tasks or with delay
☐	Test whatsapp (Sebastian)	Work Management	Work Orders	New WO
☐	Work request	Work Requests	My Work Requests	Create new Work Request
☐	NUEVA OT_PRUEBA_SEBASTIAN	Work Management	Work Orders	New WO
☐	Reponer Stock	Warehouses	Stock	The existence of an item is u...

Showing 12 of 12

+

3. In **Module**, choose Tasks.

4. In **Submodule**, select Work Orders.

The screenshot shows the Dispatcher interface. On the left, there is a sidebar with a menu icon, the text 'Dispatcher', and a user profile icon 'J'. Below this is a 'Required Information' section with a warning icon and text: 'Description no puede estar en blanco', 'Description Es demasiado corta (el mínimo es 2 caracteres)', and 'Event no puede estar en blanco'. Below that is a 'General' section with a home icon and links for 'Terms' and 'Actions'. The main content area has a 'Save' button in the top right. Below the sidebar, there is a 'Enabled' toggle switch. The main form area has two dropdown menus: 'Module' (set to 'Work Management') and 'Submodule' (set to 'Work Orders'). Below these are two input fields: 'Event' and 'Description'. The 'Description' field has a red border and a red error message below it: 'Description no puede estar en blanco'.

5. In **Event**, choose tag added or tag removed, as appropriate.

The screenshot shows the Dispatcher interface with the 'Event' dropdown menu open. The dropdown menu lists the following options: 'New WO', 'Work order under review', 'Work order canceled', 'Work order completed', 'Tasks expired in WO's', 'Work order in review to process', 'New Resource', 'Paused task', 'Change of responsible', 'Task start', 'New label', and 'Label deleted'. The 'New label' and 'Label deleted' options are highlighted with a red border. The 'Description' field in the main form area still has the red error message: 'Description no puede estar en blanco'.

6. In *description*, enter a clear identifier for the rule.

The screenshot shows the 'New label added' rule configuration page. The page has a top navigation bar with a hamburger menu, the text 'Dispatcher', and user profile icons. The main content area is divided into a left sidebar and a right main panel. The sidebar contains an 'Enabled' toggle switch (currently on), an 'Information' section with the message 'You have pending changes to save!', and a list of tabs: 'General' (selected), 'Terms', and 'Actions'. The main panel contains four input fields: 'Module' (set to 'Work Management'), 'Submodule' (set to 'Work Orders'), 'Event' (set to 'New label'), and 'Description' (set to 'New label added'). The 'Description' field is highlighted with a red rectangular border.

7. Save to activate the rule.

This screenshot is identical to the previous one, showing the 'New label added' rule configuration page. The 'Description' field is still highlighted with a red border. In this version, the 'Save' button, located in the top right corner of the main panel, is also highlighted with a red rectangular border.

8. Perform a test and confirm the trigger in the Work Order history.

The screenshot shows a Kanban board interface with three main columns: **Tareas Pendientes** (243 items), **OTs en Proceso** (2999 items), and **OTs en Revisión** (267 items). Each column contains several work order cards.

- Tareas Pendientes:**
 - Card 1: **Activo:** EMPACADORA 2 { CLA-00001-9 }, **Tarea:** MANTENIMIENTO CADA 250 HORAS, 00:10, 2025-10-25, CADA 1 MESES.
 - Card 2: **Activo:** EMPACADORA 1 { CLA-00001-8 }, **Tarea:** MANTENIMIENTO CADA 250 HORAS, 00:10, 2025-10-25, CADA 1 MESES.
- OTs en Proceso:**
 - Card 1: **OT1502MTTO**, Creada por Jonas Campos, **Activo:** Motor HCF25 { 00010920251 }, **Tarea:** mtto 2025 - test, 00:10, 2025-09-29, 0%, tags: Correctivo, etiqueta.
 - Card 2: **OT1501MTTO**, Creada por Rtoro, **Activos:** 3, **Tareas:** 2, 1, Múltiples activos, 07:10, 2025-10-25, 0%, Abraham - Triarc.
- OTs en Revisión:**
 - Card 1: **OT1499MTTO**, Creada por Marcelo Campos A, **Activo:** HORNO 1 { HORN-001 } 23423234432, **Tarea:** MANTENIMIENTO SEMANAL, 07:00, 2025-09-29, 100%, Marcelo Campos A.
 - Card 2: **OT1439MTTO**, Creada por ALEXANDER SANCHEZ, **Activo:** Selladora PVC MA&EQ { GRAF-EQUI-SELL-5K38-0001 } S/N 5K380N, **Tarea:** MANTENIMIENTO SEMANAL, 00:30, 2025-09-29, 100%, Adrian Vargas.

To handle **addition** and **removal** differently (e.g., different recipients), create separate rules, one for each trigger. The notification will be sent to the requester's email.

Label deleted in Fracttal One

Hello

Labels have been deleted in Fracttal.

Work Order information:

WO ID: OT-1437-FRT

Responsible: Jonas Campos

WO Creation date: 2026-07-30

Labels deleted: PRESUPUESTO

You can review the details of the WO labels by entering the module [Tasks > Work Orders](#)

Go to WOs



Estás recibiendo este correo porque eres un usuario activo de app.fracttal.com
Copyright 2026 Fracttal.

Notes:

- Rules consider only events that occur after their activation; *they do not reprocess previous changes*.
- Each eligible addition or removal generates an independent trigger, according to the configuration.