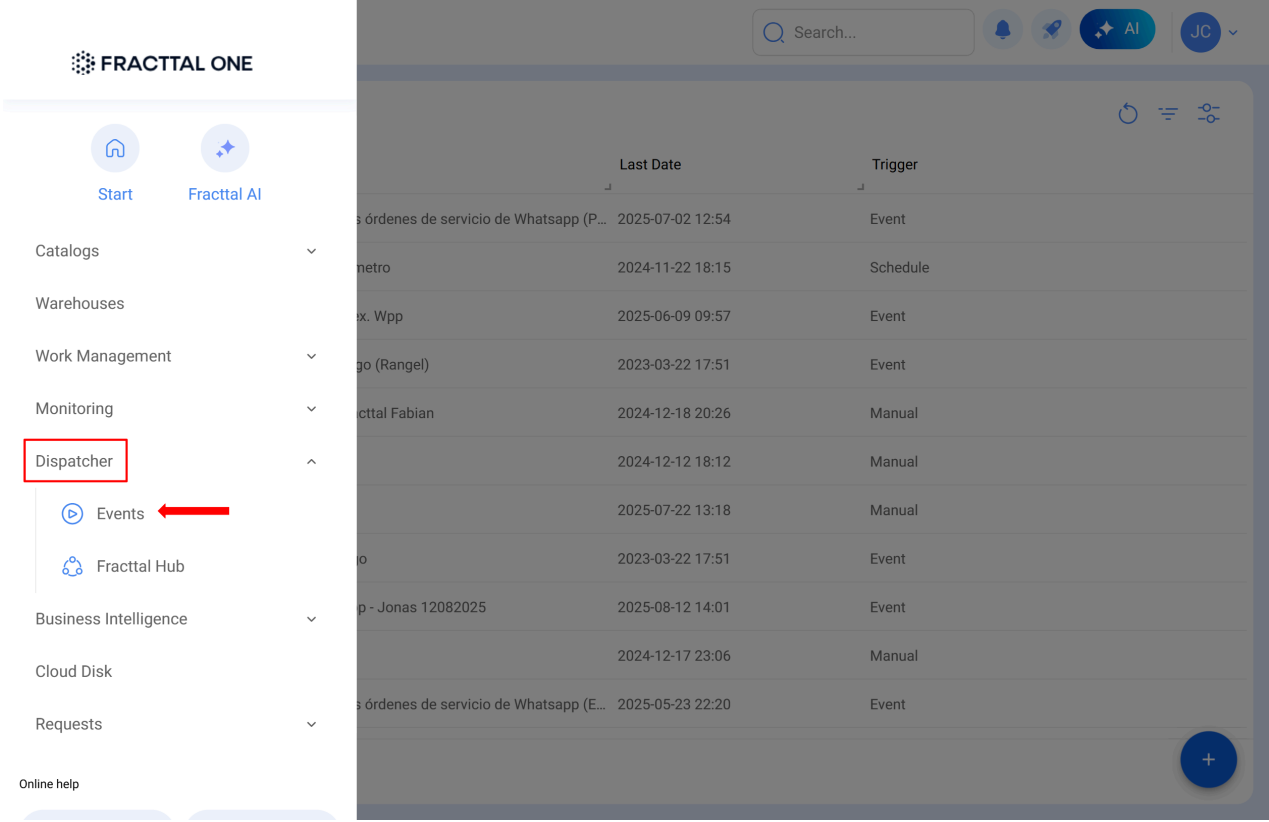


Como configurar notificações por etiqueta adicionada/removida em OTs?

 help.fractal.com/hc/pt-pt/articles/39935734438541-Como-configurar-notificacoes-por-etiqueta-adicionada-removida-em-OTs

É possível criar uma regra no **Automatizador** para enviar notificações quando uma **etiqueta** é **adicionada** ou **removida** numa **Ordem de Trabalho**. O procedimento é o mesmo para ambos os casos; a diferença está no gatilho selecionado. As notificações não modificam dados da OT e os eventos ficam registados no seu histórico.

1. Aceda a **Automatizador** → **Eventos**.



The screenshot displays the Fractal ONE user interface. On the left, a sidebar menu lists various modules: 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 shows a table of events with columns for Last Date and Trigger.

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. Seleccione (+) para adicionar nova regra.

Dispatcher

Search...

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☐	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. Em **Módulo**, escolha Tareas.

4. Em **Submódulo**, selecione Ordens de trabalho.

The screenshot shows the Dispatcher interface. On the left, there is a sidebar with a menu icon, the text 'Dispatcher', and a 'Save' button. Below the menu icon 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 this is a 'General' section with a home icon and text: 'Terms' and 'Actions'. The main area has a 'Module' dropdown menu set to 'Work Management' and a 'Submodule' dropdown menu 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. Em **Evento**, escolha etiqueta adicionada ou etiqueta removida, conforme aplicável.

The screenshot shows the Dispatcher interface. On the left, there is a sidebar with a menu icon, the text 'Dispatcher', and a 'Save' button. Below the menu icon 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 this is a 'General' section with a home icon and text: 'Terms' and 'Actions'. The main area has a 'Module' dropdown menu set to 'Work Management' and a 'Submodule' dropdown menu set to 'Work Orders'. Below these are two input fields: 'Event' and 'Description'. The 'Event' field has a red border and a dropdown menu is open, showing a list of 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 'Description' field has a red border and a red error message below it: 'Description no puede estar en blanco'.

6. Em *descrição*, insira um identificador claro para a regra.

The screenshot shows the 'New label added' configuration page in the Dispatcher interface. The page has a light blue header with a 'Dispatcher' label and user profile 'J'. A left sidebar contains an 'Enabled' toggle (checked), an 'Information' section with the message 'You have pending changes to save!', and a menu with 'General' (selected), 'Terms', and 'Actions'. The main content area has four fields: 'Module' (Work Management), 'Submodule' (Work Orders), 'Event' (New label), and 'Description' (New label added). The 'Description' field is highlighted with a red rectangular box.

7. Guarde para ativar a regra.

This screenshot is identical to the previous one, showing the 'New label added' configuration page. In this step, the 'Save' button in the top right corner of the form is highlighted with a red rectangular box.

8. Realize um teste e confirme o disparo no histórico da OT.

The screenshot shows a Kanban board with three columns: "Tareas Pendientes" (243 items), "OTs en Proceso" (2999 items), and "OTs en Revisión" (267 items). Each column contains task cards with details such as active components, tasks, and progress bars.

Tareas Pendientes

- Activo: EMPACADORA 2 { CLA-00001-9 }
- Tarea: MANTENIMIENTO CADA 250 HORAS
- 00:10 2025-10-25
- CADA 1 MESES

OTs en Proceso

- OT1502MTTO
- Creada por Jonas Campos
- Activo: Motor HCF25 { 00010920251 }
- Tarea: mtto 2025 - test
- 00:10 2025-09-29
- Correctivo etiqueta
- Jonas Campos

OTs en Revisión

- OT1499MTTO
- Creada por Marcelo Campos A
- Activo: HORNO 1 { HORN-001 } 23423234432
- Tarea: MANTENIMIENTO SEMANAL
- 07:00 2025-09-29
- 100 %
- Marcelo Campos A

OT1501MTTO

- Creada por Rtoro
- Activos: 3
- Tareas: 2 1
- Múltiples activos
- 07:10 2025-10-25
- Abraham - Triarc

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

Para tratar **adição** e **remoção** de forma distinta (ex. destinatários diferentes), crie regras separadas, uma para cada gatilho. A notificação será enviada para o e-mail do requerente.

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

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Notas:

- As regras consideram apenas eventos ocorridos após a sua ativação; *não reprocessam alterações anteriores*.
- Cada adição ou remoção elegível gera um disparo independente, conforme a configuração.