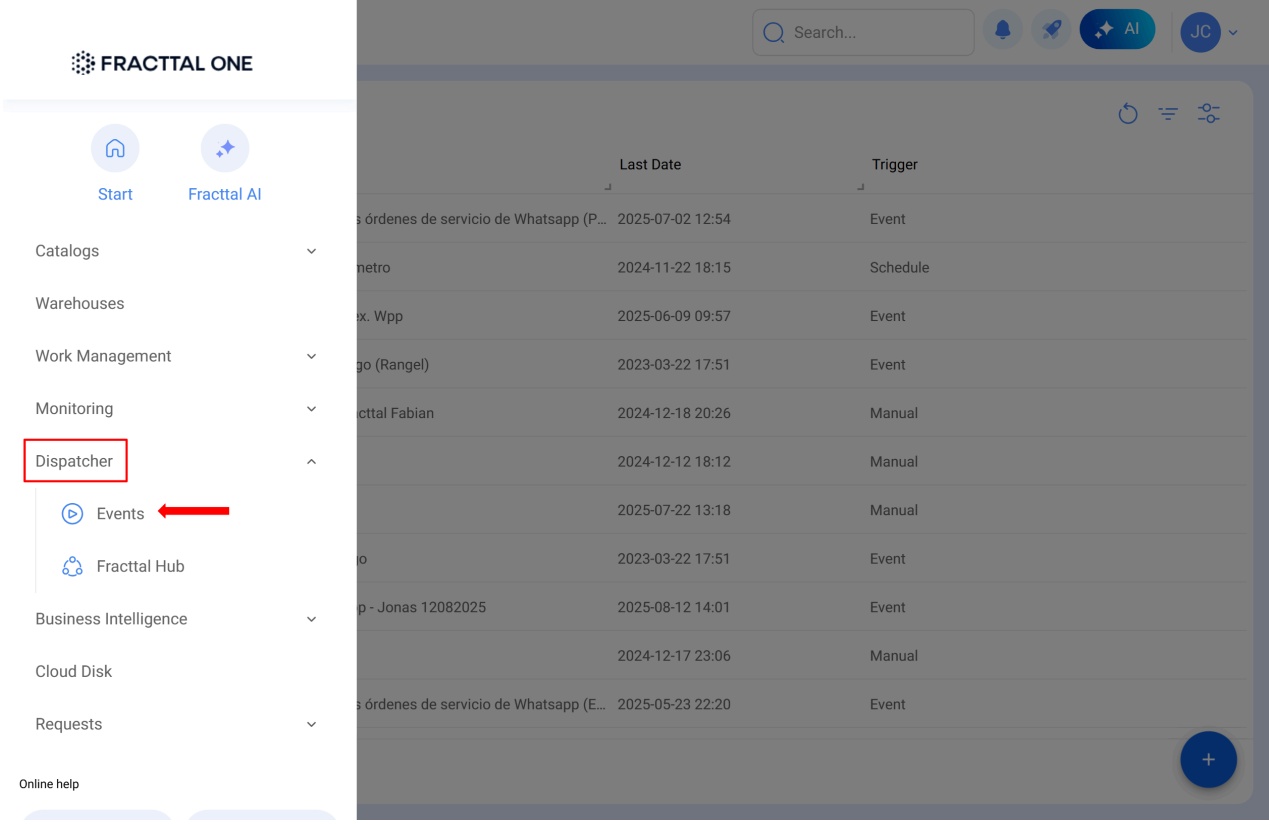


Como configurar notificações para etiqueta adicionada/removida em OSs?

 help.fractal.com/hc/pt-br/articles/39935734438541-Como-configurar-notificacoes-para-etiqueta-adicionada-removida-em-OSs

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

1. Acesse **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. The table contains several rows of event data, including timestamps and triggers like 'Event', 'Schedule', and 'Manual'.

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 uma 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 Serviço.

The screenshot shows the Dispatcher interface. At the top, there's a header with a menu icon, the text "Dispatcher", and user avatars. Below the header, on the left, is a sidebar with a back arrow, a "Save" button, and a section titled "Enabled" with a toggle switch. Below this is a "Required Information" section with error messages: "Description no puede estar en blanco", "Description Es demasiado corta (el mínimo es 2 caracteres)", and "Event no puede estar en blanco". The main area has a "General" tab selected, with sub-tabs for "Terms" and "Actions". On the right, there are two dropdown menus: "Module" (set to "Work Management") and "Submodule" (set to "Work Orders"). Below these are two text 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 o caso.

This screenshot is similar to the previous one, but the "Event" dropdown menu is open, showing a list of options. The options are: "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 still has the red error message "Description no puede estar en blanco".

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

The screenshot shows a web interface for configuring a rule. At the top, there's a header with a hamburger menu, the text 'Dispatcher', and user profile icons. Below the header, the page title is 'New label added' with a back arrow on the left and a 'Save' button on the right. The main content area is divided into two columns. The left column contains a toggle switch labeled 'Enabled' which is turned on, followed by an 'Information' box stating 'You have pending changes to save!'. Below these are three tabs: 'General' (selected), 'Terms', and 'Actions'. The right column 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. Salve para ativar a regra.

This screenshot is identical to the previous one, showing the same configuration form. However, in this version, the 'Save' button in the top right corner of the form is highlighted with a red rectangular border, indicating the next step in the process.

8. Faça um teste e confirme o disparo no histórico da OS.

Tareas
Kanban

Tareas Pendientes243

Activo: EMPACADORA 2 { CLA-00001-9 }

Tarea: MANTENIMIENTO CADA 250 HORAS

00:102025-10-25

CADA 1 MESES

Activo: EMPACADORA 1 { CLA-00001-8 }

Tarea: MANTENIMIENTO CADA 250 HORAS

00:102025-10-25

CADA 1 MESES

OTs en Proceso2999

OT1502MTTO

Creada por Jonas Campos

Activo: Motor HCF25 { 00010920251 }

Tarea: mtto 2025 - test

00:102025-09-29

Correctivoetiqueta

Jonas Campos

OT1501MTTO

Creada por Rtoro

Activos: 3Tareas: 21

Múltiples activos

07:102025-10-25

Abraham - Triarc

OTs en Revisión267

OT1499MTTO

Creada por Marcelo Campos A

Activo: HORNO 1 { HORN-001 } 23423234432

Tarea: MANTENIMIENTO SEMANAL

07:002025-09-29

100 %

Marcelo Campos A

OT1439MTTO

Creada por ALEXANDER SANCHEZ

Activo: Selladora PVC MA&EQ { GRAF-EQUI-SELL-5K38-0001 } S/N 5K380N

Tarea: MANTENIMIENTO SEMANAL

00:302025-09-29

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 solicitante.

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 sua ativação; *não reprocessam alterações anteriores*.
- Cada adição ou remoção elegível gera um disparo independente, conforme a configuração.