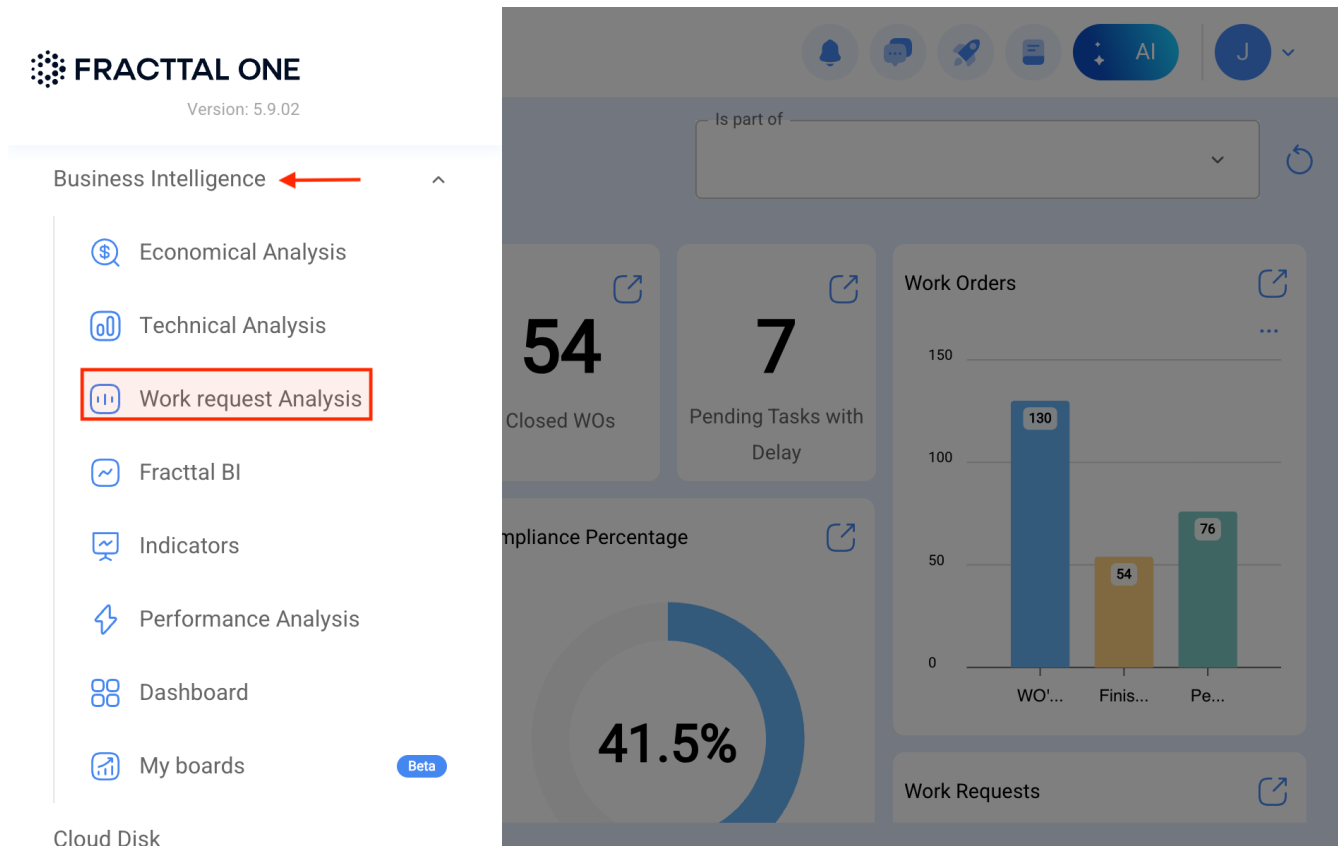


Work Request Analysis Module

help.fracttal.com/hc/en-us/articles/24915589107213-Work-Request-Analysis-Module

In **Fracttal One**, request analysis allows you to consult and review information related to the requests registered on the platform. To access this information, go to the **Business Intelligence** module and select the **Request Analysis** option.



In this module, you can analyze and have full traceability of the work requests that have been reported and managed on the platform.

Dashboard

Provides a comprehensive summary of work request management. It includes a comparison between reported and resolved requests, the total number of requests, resolved and unresolved, average response times, distribution of requests by status, and analysis of received ratings. This dashboard offers a clear view of performance and efficiency in request management.

Dashboard

Rating

Assets in Work Request



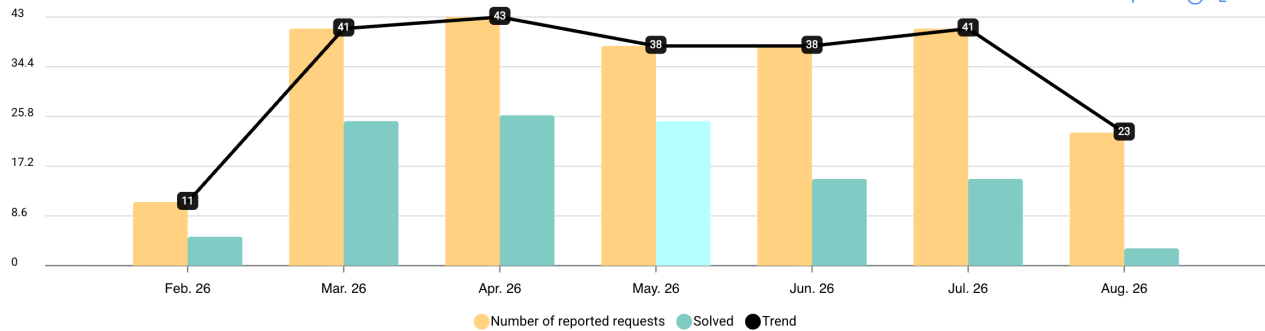
Date:

2026-02-19 / 2026-08-19



Created vs Finished Work Request

[Go to Requests](#)



235

Number Work request Created

114

Number Work request Solved

121

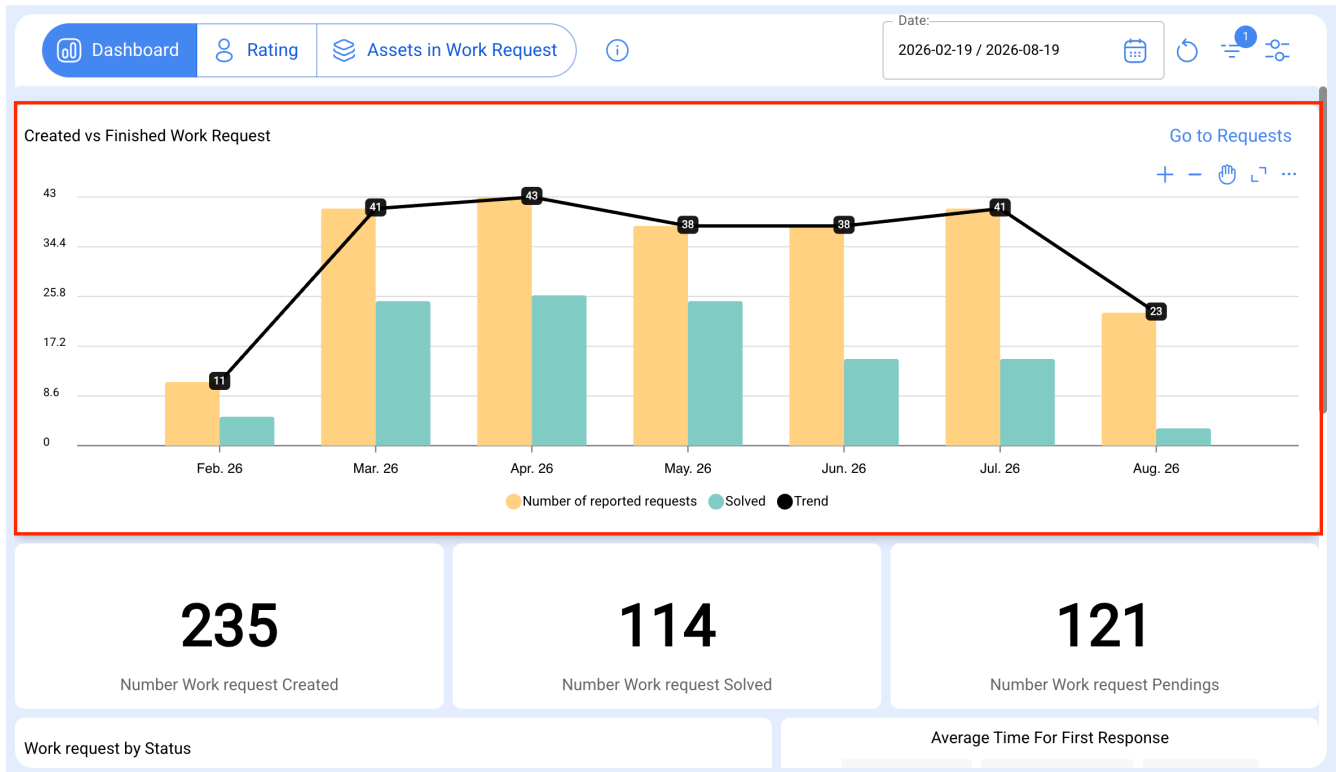
Number Work request Pending

Work request by Status

Average Time For First Response

Created vs Finished Work Requests

Bar chart comparing reported requests versus resolved requests, accompanied by a trend line highlighting the evolution of each data set over time.



- **Number of Requests Created:** Represents the total number of maintenance requests generated within a specific period.
- **Number of Requests Resolved:** Indicates the total number of maintenance requests that have been successfully completed.

Resolved Requests = Resolved without Work Order + Resolved with Work Order + Rejected + Canceled

Number of Unresolved Requests: Shows the number of requests that still require attention or resolution.

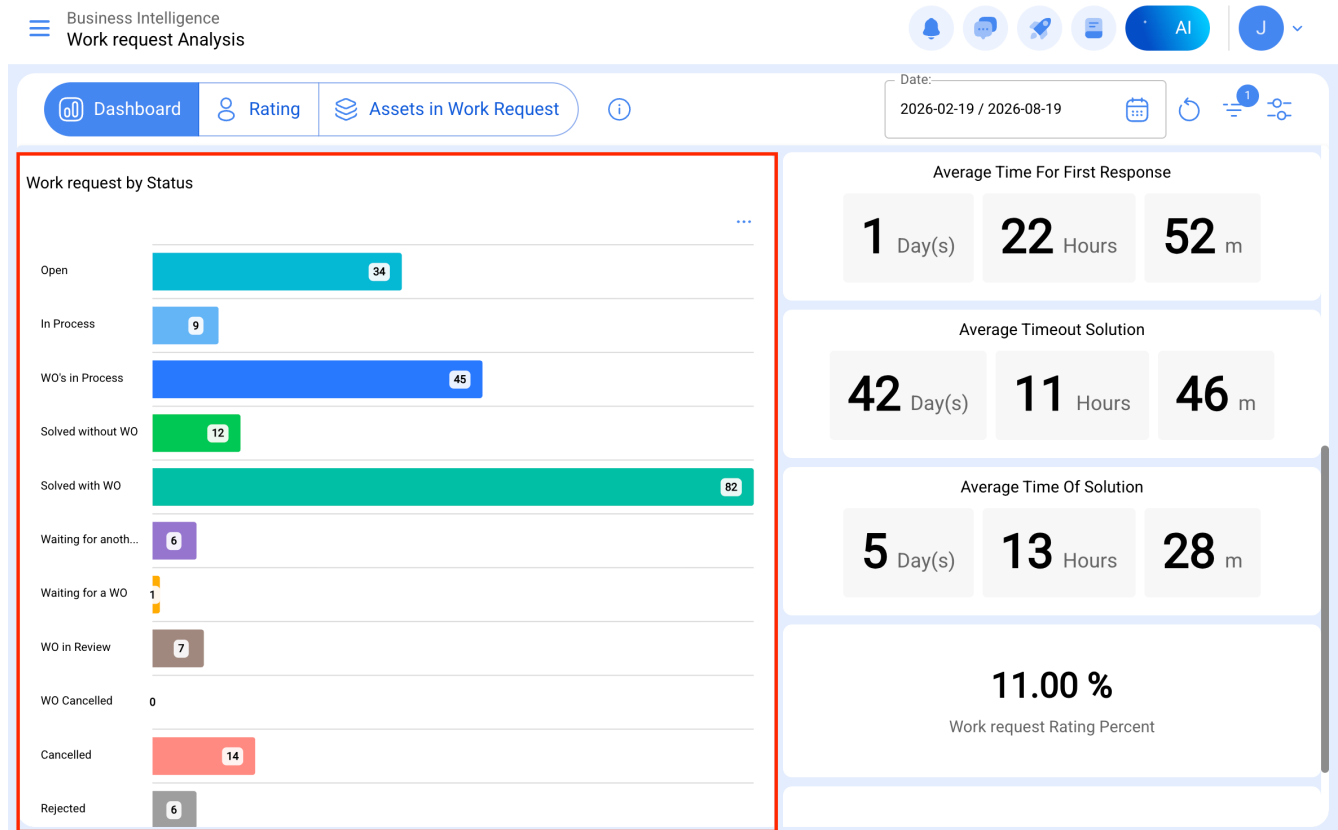
Unresolved Requests = Open + In Progress + Work Order In Progress + Waiting for Another Work Order + Waiting for a Work Order + Work Order Under Review + Request Removed from Pending Tasks

Note: The full details are available in the "Work Requests" module.

Requests by Status

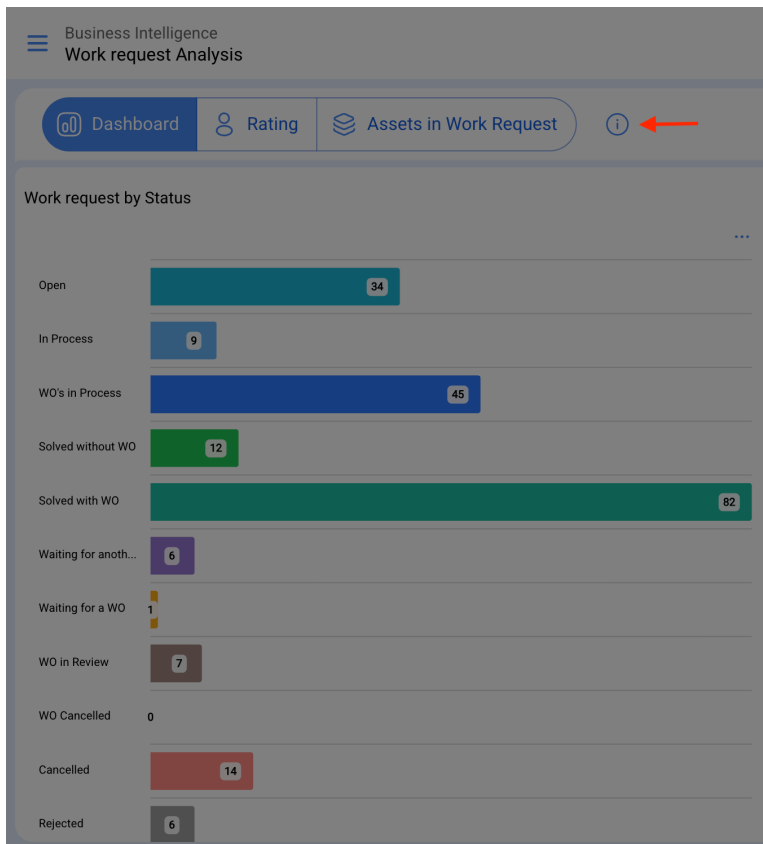
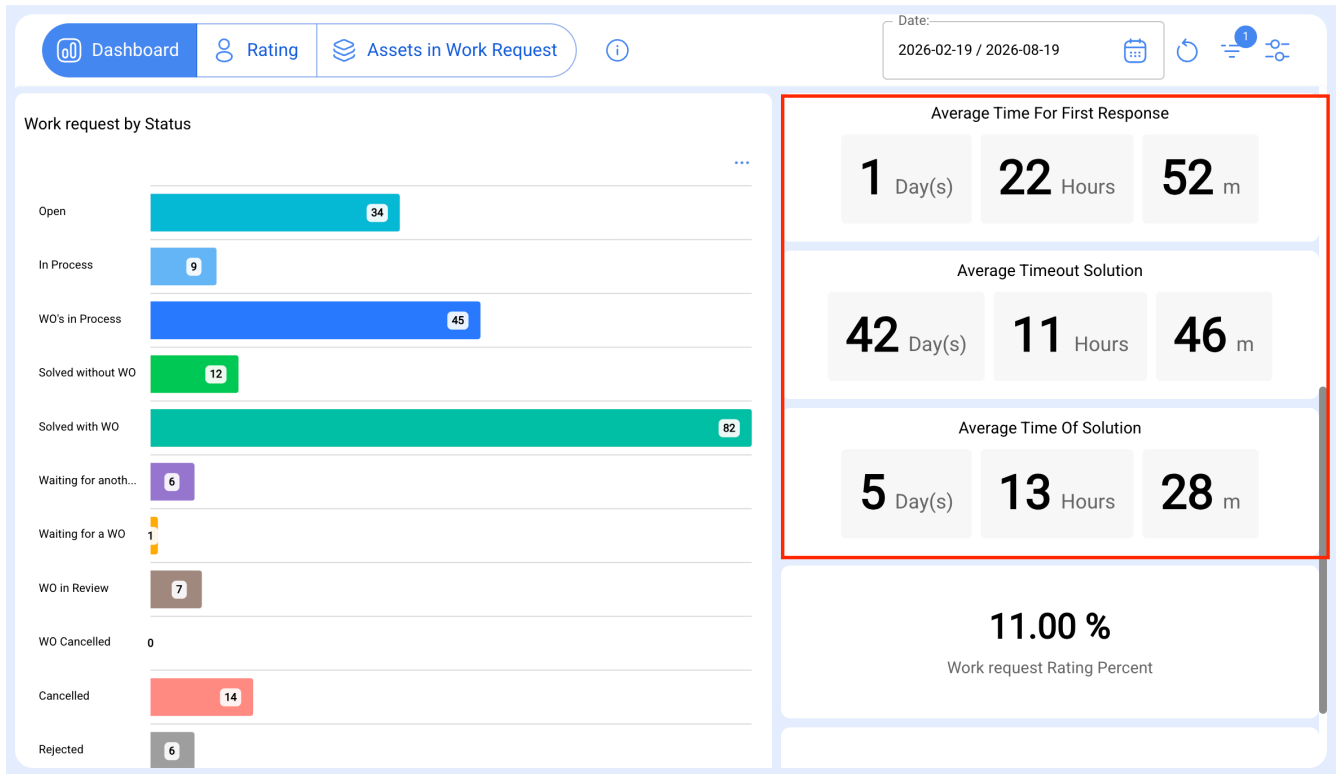
Horizontal bar chart showing the distribution of all requests within a given time period, classified by their status. This chart clearly visualizes the number of requests per status,

facilitating management analysis and progress tracking.



Average Times

- **Average Time to First Response:** Reflects the average period from the creation of the request to the first interaction or response from the maintenance team. This time is essential as it directly impacts the commitment to provide prompt responses.
- **Average Waiting Time for Solution:** Represents the average time users must wait from the creation of the request until it is fully resolved by the maintenance team.
- **Average Resolution Time:** Indicates the average duration it takes to resolve a request from its creation. This indicator influences operational efficiency and internal customer satisfaction.



Formula

Average Time For First Response

$$AverageTime = \frac{\Sigma(TCS - TC)}{S}$$

Abbreviations

TCS: Date of first state change

TC: Request creation date

S: Number of requests

Average Timeout Solution

$$AverageTime = \frac{\Sigma(TR - TC)}{S}$$

Abbreviations

TR: Resolution date (only if the request is in resolved state, otherwise it is the current date)

TC: Request creation date

S: Number of requests

Average Time Of Solution

$$AverageTime = \frac{\Sigma(TS - TC)}{S}$$

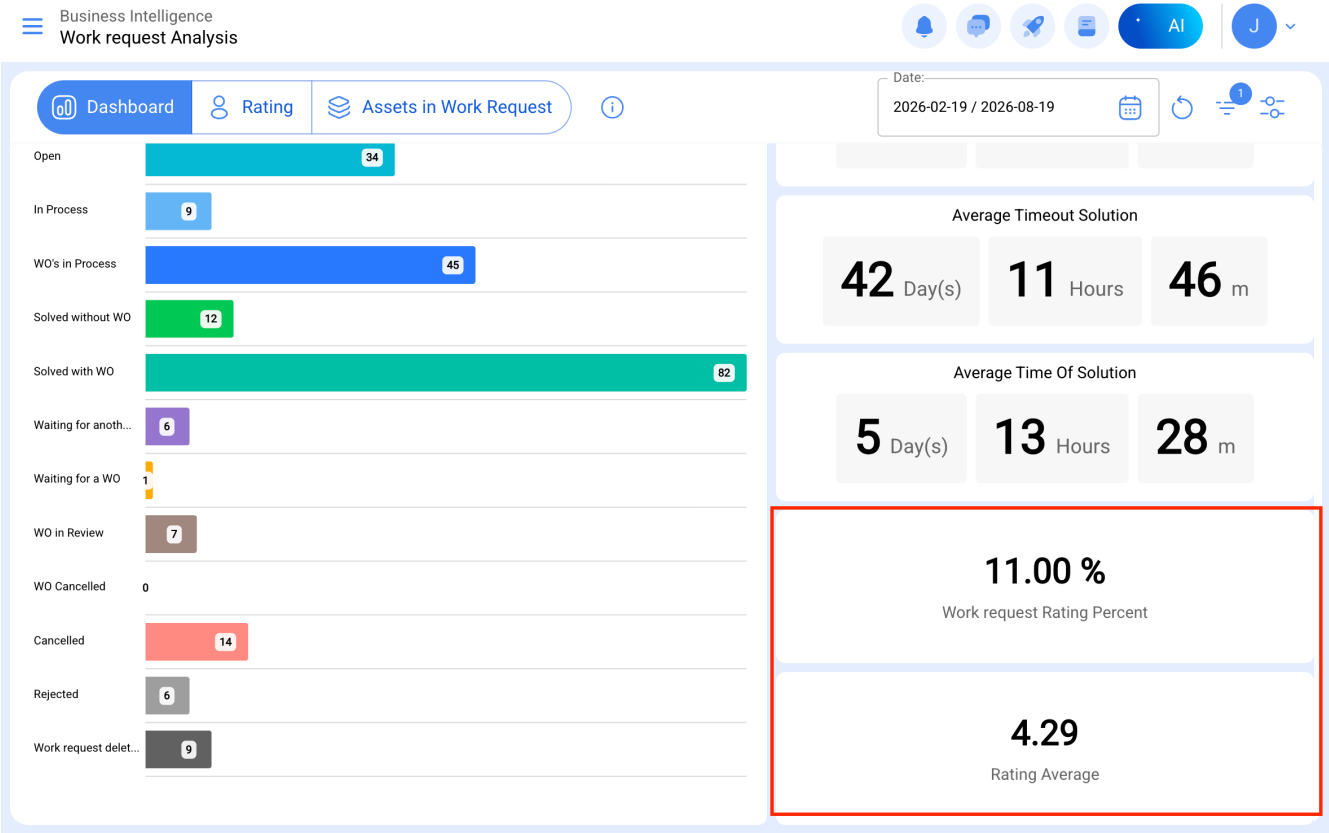
Abbreviations

TS: Solution date (only if the request is resolved with or without WO)

Note: This informational box details the data source, ensuring transparency and guaranteeing understanding and reliability of the information.

Percentage and Average of Ratings

- **Percentage of Rated Requests:** Shows the percentage of requests that have been evaluated or rated by users after their resolution. A high rating rate may indicate good internal customer satisfaction.
- **Average Rating:** Represents the average score given by users to the solutions provided by the maintenance team. It serves as a key indicator of the quality of service delivered.



Within the Dashboard, users can download charts in SVG, PNG, and CSV formats, providing flexibility and ease in managing visual information.

- The **SVG** format allows scalability without loss of quality, ideal for adapting to different platforms and sizes.
- The **PNG** ensures high-quality images with transparency, perfect for sharing clear charts.
- The **CSV** facilitates access to underlying data in tabular format, enabling detailed analysis and efficient collaboration.

These options enhance the user experience, promote collaboration, and ensure effective dissemination of information to support informed decisions.

Rating

The **Rating** by Responsible is a system designed to evaluate and assign a score to the individual performance of a responsible person, whether an employee, team leader, or another person in charge of managing work requests registered on the platform.

Business Intelligence
Work request Analysis

Dashboard

Rating

Assets in Work Request

Date:
2026-02-19 / 2026-08-19

Responsible	Count Work Request Solved	Rating Average Work Request
Diego Perez	1	5.00
DIEGO P FRACTTAL	25	1.76
Franko Garcia	3	0.00
Guillermo Trejos	2	2.50
John Coltrane	2	0.00
Jonas Campos	3	5.00
Juan Perez	2	0.00
Marcelo Campos	5	0.00
MECANICOS ABB	1	0.00
TECNICO MECANICO CHP1	3	0.00

Showing 20 of 20

Assets in Work Request

In this tab, you can quickly see the list of assets that have submitted work requests, as well as the count of requests for each of these assets. This type of analysis is very important as it allows identifying which assets have had the highest number of events for which an unplanned work request has been raised.

 Dashboard  Rating  Assets in Work Request 

Date:

2026-02-19 / 2026-08-19



☐	Asset	Number of reported requests
☐	 { 001-001-xx } equipo 1	1
☐	 { 10001077 } JUMBO XL3	2
☐	 { 10008534 } ROBOT	1
☐	 { 160/01 } LTS 160/01	1
☐	 { 20120002 } CAMION MAN C7 - MOD TGX 18.400 4X2 LL - ...	1
☐	 { 20200025 } SISTEMA CAMARAS VIDEOVIGILANCIA	1
☐	 A3/SPEED 1000 SLIM I { PTQ-UHT-A3SI }	1
☐	 { AA-01-MCA } Aire Acondicionado Oficina Principal	1
☐	 A/A CALL CENTER (PORTATIL) { AA-CC }	2
☐	 { ACS-CE/V ALEGRE } Agua Caliente Sanitaria - Caldera Eléc...	2

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