

How to edit a work request already created?

help.fracttal.com/hc/en-us/articles/25052750023437-How-to-edit-a-work-request-already-created

To edit an existing work request, first locate it in the Pending column. Once you've found it, click on the request.

The screenshot displays the Fractal Work Request interface. At the top, there are navigation elements including a menu icon, 'Requests Work Request', 'Old Version', and a user profile 'FE'. The main area is divided into three columns: 'Pending' (158 requests), 'In Progress' (346 requests), and 'Closed WO's' (497 requests). Each column contains a list of work request cards. The first card in the 'Pending' column is highlighted with a red box and a red arrow pointing to it. This card is for request N°: 1008, asset 'CENTRO COMERCIAL EL TESORO (CC-TER)', description 'Test', dated 2024-08-12, and assigned to Ramon Toro. Other cards in the 'Pending' column include N°: 1002 (asset 'FRACTAL FERMOS {FRAC-01}', description 'No enciende', dated 2024-08-09, assigned to ROGELIO LOPEZ - GER) and N°: 997 (asset 'No asset assigned', description 'Test', dated 2024-08-06, assigned to Ramon Toro). The 'In Progress' column shows cards like N°: 1009 (asset 'UNIDAD GENERADORA DE HIDROGENO', description 'Revisar Generador torre 2', dated 2024-08-13, assigned to Fabián Eliceer Montoya Fonne...) and N°: 1007 (asset 'PLANTA 1 CDMX México {PLA-01-FRA}', description 'Ejemplo de planificador', dated 2024-08-12, assigned to JOSÉ FERNANDO CRUZ MOS...). The 'Closed WO's' column shows cards like N°: 1001 (asset 'CENTRO COMERCIAL EL TESORO (CC-TER)', description 'UNIDAD NO CARGA AIRE', dated 2024-08-09, assigned to IVAN ROMERO - GER), N°: 1000 (asset 'MITSUI AUTOMOTRIZ PERU {MIT-01}', description 'Unidad no da marcha', dated 2024-08-09, assigned to ALBERTO - GER), and N°: 999 (asset '{ V-GER } Vehiculo - GER', description 'Falla en baterias', dated 2024-08-09, assigned to ADRIANA GRANADOS GER). A blue plus icon is visible in the bottom right corner of the interface.

Upon clicking, you will be redirected to the next interface where the request information is located.

← REPARACION PARA CLIENTE Save Change Status

Work Request Number 2697
Work Request Status
● Open

Details

- 🏠 General
- 📄 Work Request Status
- 📎 Attachments



Created by VALERIA MARROQUIN Creation Date 2024-03-07 14:07

Description REPARACION PARA CLIENTE

Do you know the asset? Asset HERRAMIENTAS ELECTRICAS { TH-52 } SAN SALVADOR

Comments
TALADRO PERCUTOR 1/2" 18V 2804-20
CAMBIO DE BROQUERO
PEDRO ORELLANA
VENEZUELA T87098

Incident date

Please note the following:

1. Only requests found in the Pending column can be edited, as shown in the image.
2. The information that can be edited includes:

- **Image**
- **Asset**
- **Reference**
- **Classification 1 and 2**
- **Group**
- **Keywords**
- **Status change**
- **Comments**
- **Add attachments**