

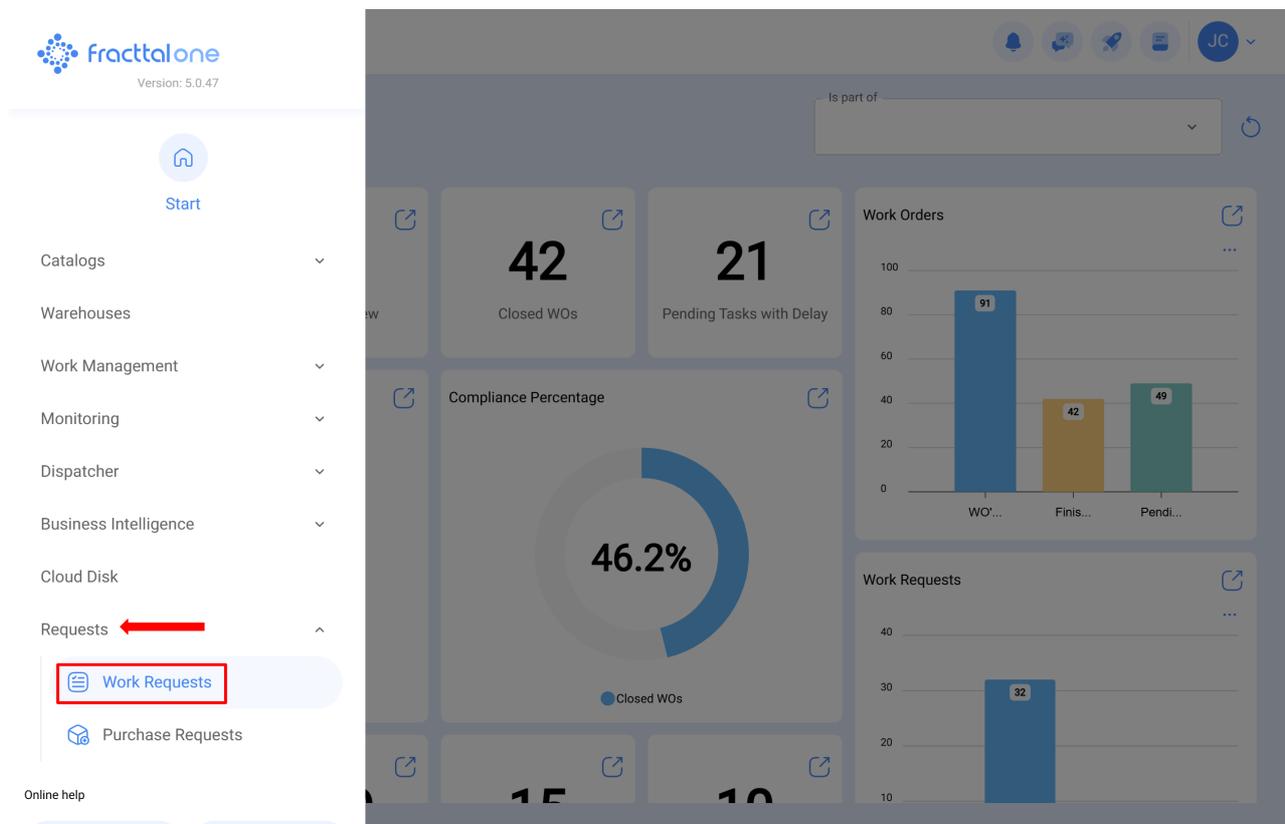
How to create a Work Request?

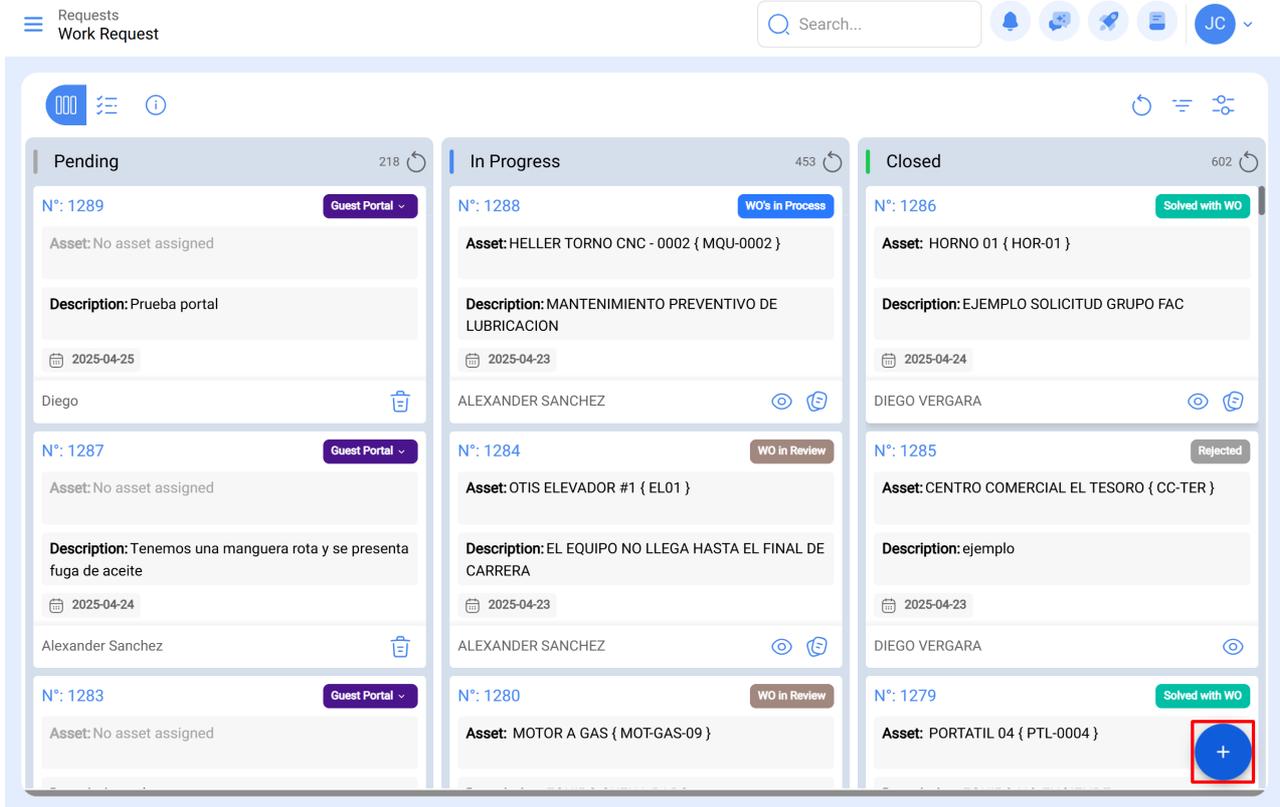
help.fractal.com/hc/en-us/articles/25142814250253-How-to-create-a-Work-Request

In the platform there are two ways to make a work request, the first is to make it directly from the work request module and the second option is to add it from the quick action button located in the main bar of the platform.

From the work request module:

To add a new work request, you must click on the add symbol located at the bottom right of the platform.





After clicking on add, a new window will open where the requester must complete all the necessary information in the "General" tab in order to detail the work request to be reported in the system.

The form is titled 'General' and includes a 'Required Information' section with the following items:

- Description can't be blank
- Asset can't be blank
- Requested email can't be blank
- Location can't be blank

The form fields are:

- Created by:** Jonas Campos
- Creation Date:** 2025-04-28 12:11
- Description:** (Text area with error message: 'Description can't be blank')
- Do you know the asset?:**
- Asset:** (Dropdown menu with error message: 'Asset can't be blank')
- Comments:** (Text area)

The information that can be added when reporting a work request is the following:

- **Created by:** Name of the profile of the person raising the request, this name is taken directly from the login account registered in the system of that person.
- **Creation date:** Date on which the request is being reported in the system.
- **Description:** Short description identifying the Work Request.
- **Do you know the asset:** Option that allows the user reporting the request to indicate if he/she knows the name of the asset in question (this option can be set as mandatory in the WO-Settings module).
- **Asset:** Name or identification of the asset associated to the work request in the system.
- **Comments:** Detailed description of the Work Request.
- **Incident Date:** Date on which the incident occurred for which the work request is being raised (this date does not necessarily have to coincide with the date on which the request is reported in the system).
- **It's Urgent?:** Option where the degree of criticality of the request is established as urgent.
- **Image:** Image or photograph illustrating the reported work request.

Additionally, the system allows you to add advanced information to the work request where you can detail the following:

- **Reference:** Name or reference code that can be added to the request.
- **Location:** Option that allows to establish the geolocation of the site where the request was raised (this information is taken from the GPS system of the device used to raise the request).
- **Group:** Catalog where you can create groups of colors that can be used to be assigned to the requests (the configuration of the name and colors of these groups is done from the Settings-Catalogs module).
- **Group 1 and 2:** Corresponds to free fields left by the platform to be completed as required. (The configuration is done from the Settings-Catalogs module).
- **Keywords:** Catalog where you can establish identification keywords when creating a work request. (The configuration is done from the Settings-Catalogs module).

Note: *It is possible to set which fields are mandatory when opening an request in Fractal One. To do this, go to the settings menu, in the submenu 'modules - work requests' and make the corresponding settings. For more information.*

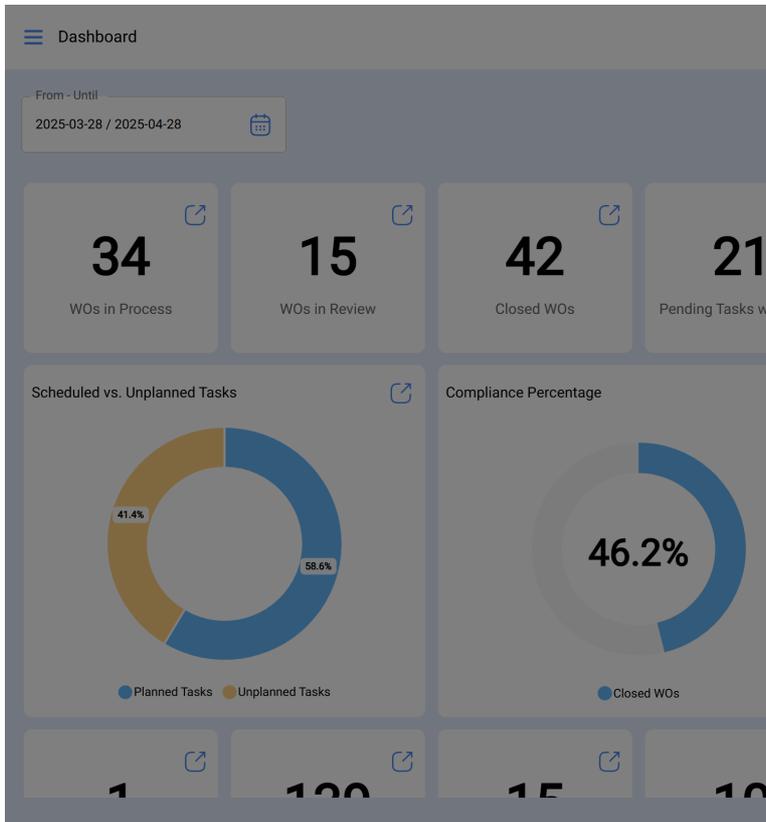
Finally, after completing the necessary information, the application will be generated, which must then be processed as appropriate.

The screenshot shows a 'Work Request' management interface. At the top, there is a search bar and a user profile 'JC'. Below, the interface is divided into three columns: 'Pending' (219 requests), 'In Progress' (453 requests), and 'Closed' (602 requests). Each column contains several request cards. The first card in the 'Pending' column (N°: 1290) is highlighted with a red box and a red arrow pointing to a 'Quick Action' button (represented by a gear icon). The card details include: Asset: FRUNIV MONTADORA - FA { MON-FA-0001 }, Description: PRUEBA - TEST, Date: 2025-04-28, and Assignee: Jonas Campos. Other cards in the 'In Progress' and 'Closed' columns show various assets and descriptions, such as 'HELLER TORNO CNC' and 'HORNO 01'.

From the quick action button

The quick action is a button that you will always find available in the main bar of the platform. To do so, just click on this option and then click on work request.

The screenshot shows a dashboard with a 'Dashboard' header and a user profile 'JC'. The dashboard features several widgets: 1) Four KPI cards: '34 WOs in Process', '15 WOs in Review', '42 Closed WOs', and '21 Pending Tasks with Delay'. 2) A 'Scheduled vs. Unplanned Tasks' donut chart showing 41.4% (Unplanned) and 58.6% (Planned). 3) A 'Compliance Percentage' donut chart showing 46.2%. 4) A 'Work Orders' bar chart with three bars: 'WO...' (91), 'Finis...' (42), and 'Pendi...' (49). 5) A 'Work Requests' bar chart with one bar: '32'. The top right of the dashboard has a navigation bar with a 'Quick Action' button (gear icon) highlighted by a red box.



- ← Quick Action
- Location
 - Equipment
 - Unplanned Task
 - Work Request**
 - Meter Reading

After clicking, a new window will open where you must perform the same procedure as above to complete and generate the work request.

Requests
Work Request

Search...

JC

Pending (218)	In Progress (453)	Closed (602)
<p>N°: 1289 Guest Portal</p> <p>Asset: No asset assigned</p> <p>Description: Prueba portal</p> <p>2025-04-25</p> <p>Diego</p>	<p>N°: 1288 WO's in Process</p> <p>Asset: HELLER TORNO CNC - 0002 { MQU-0002 }</p> <p>Description: MANTENIMIENTO PREVENTIVO DE LUBRICACION</p> <p>2025-04-23</p> <p>ALEXANDER SANCHEZ</p>	<p>N°: 1286 Solved with WO</p> <p>Asset: HORNO 01 { HOR-01 }</p> <p>Description: EJEMPLO SOLICITUD GRUPO FAC</p> <p>2025-04-24</p> <p>DIEGO VERGARA</p>
<p>N°: 1287 Guest Portal</p> <p>Asset: No asset assigned</p> <p>Description: Tenemos una manguera rota y se presenta fuga de aceite</p> <p>2025-04-24</p> <p>Alexander Sanchez</p>	<p>N°: 1284 WO in Review</p> <p>Asset: OTIS ELEVADOR #1 { EL01 }</p> <p>Description: EL EQUIPO NO LLEGA HASTA EL FINAL DE CARRERA</p> <p>2025-04-23</p> <p>ALEXANDER SANCHEZ</p>	<p>N°: 1285 Rejected</p> <p>Asset: CENTRO COMERCIAL EL TESORO { CC-TER }</p> <p>Description: ejemplo</p> <p>2025-04-23</p> <p>DIEGO VERGARA</p>
<p>N°: 1283 Guest Portal</p> <p>Asset: No asset assigned</p>	<p>N°: 1280 WO in Review</p> <p>Asset: MOTOR A GAS { MOT-GAS-09 }</p>	<p>N°: 1279 Solved with WO</p> <p>Asset: PORTATIL 04 { PTL-0004 }</p> <p>+</p>

000 ☰ ⓘ

🔄 ⚙️ 🔍

Pending 219	In Progress 453	Closed 602
<p>N°: 1290 Open</p> <p>Asset: FRUNIV MONTADORA - FA { MON-FA-0001 }</p> <p>Description: PRUEBA - TEST</p> <p>📅 2025-04-28</p> <p>Jonas Campos ➡️ 🗓️ ⚙️</p>	<p>N°: 1288 WO's in Process</p> <p>Asset: HELLER TORNO CNC - 0002 { MQU-0002 }</p> <p>Description: MANTENIMIENTO PREVENTIVO DE LUBRICACION</p> <p>📅 2025-04-23</p> <p>ALEXANDER SANCHEZ 🗓️ ⚙️</p>	<p>N°: 1286 Solved with WO</p> <p>Asset: HORNO 01 { HOR-01 }</p> <p>Description: EJEMPLO SOLICITUD GRUPO FAC</p> <p>📅 2025-04-24</p> <p>DIEGO VERGARA 🗓️ ⚙️</p>
<p>N°: 1289 Guest Portal</p> <p>Asset: No asset assigned</p> <p>Description: Prueba portal</p> <p>📅 2025-04-25</p> <p>Diego 🗓️</p>	<p>N°: 1284 WO in Review</p> <p>Asset: OTIS ELEVADOR #1 { EL01 }</p> <p>Description: EL EQUIPO NO LLEGA HASTA EL FINAL DE CARRERA</p> <p>📅 2025-04-23</p> <p>ALEXANDER SANCHEZ 🗓️ ⚙️</p>	<p>N°: 1285 Rejected</p> <p>Asset: CENTRO COMERCIAL EL TESORO { CC-TER }</p> <p>Description: ejemplo</p> <p>📅 2025-04-23</p> <p>DIEGO VERGARA 🗓️</p>
<p>N°: 1287 Guest Portal</p> <p>Asset: No asset assigned</p>	<p>N°: 1280 WO in Review</p> <p>Asset: MOTOR A GAS { MOT-GAS-09 }</p>	<p>N°: 1279 Solved with WO</p> <p>Asset: PORTATIL 04 { PTL-0004 }</p> <p>+</p>