Work requests

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Set which of the following fields must be mandatory

Options	Required	Options	Required
Attachment		Location	
Asset	◉	Group	
Comments	◉	Group 1	
Requested By	◉	Group 2	
Requested email		Keywords	
Reference			

Allow work request administrators to edit the advanced information of requests in "Open" status

Allow the creator of the work request to edit advanced information for requests in "Open" status

1. In the configuration section of the 'Requests' module in Fracttal One, various options can be set to influence how service requests are managed and recorded. It is important to note that the color blue indicates that a permission is active, while gray indicates that it is inactive.

   Each permission enabled in this module becomes mandatory data when entering a service request. Here are the permissions that can be configured as mandatory:

   Attachments: This field can be made mandatory to attach relevant documents to the request.

   Active: Making this field mandatory ensures that all requests are active and tracked.

   Observations: Making this field mandatory ensures that additional details about the request are provided.

   Requested by: This field can be configured as mandatory to identify who made the request.

   Requester's Email: Making this field mandatory ensures the provision of a contact method for the requester.

   Reference: This field can be made mandatory to uniquely identify the request or associate it with an internal reference code.

   Location: Making this field mandatory helps identify where the service is required.

   Group: By making this field mandatory, it specifies which group or work area the request is intended for.

   Classification 1 and Classification 2: These fields can be configured as mandatory to classify the request according to different classification criteria.

   Keywords: Making this field mandatory facilitates searching and organizing requests using relevant keywords.