





# Fracttal HUB: WhatsApp notification setup when assigning OTs

 [help.fracttal.com/hc/en-us/articles/38479875161357-Fracttal-HUB-WhatsApp-notification-setup-when-assigning-OTs](https://help.fracttal.com/hc/en-us/articles/38479875161357-Fracttal-HUB-WhatsApp-notification-setup-when-assigning-OTs)

Process automation is key to efficient maintenance management. With the **Fracttal Hub** add-on, **Fracttal One** integrates seamlessly with external services such as **WhatsApp**, optimizing communication within the maintenance team.

This article provides the necessary steps to configure WhatsApp notifications for the assignment of *new WOs*, thus facilitating task coordination and tracking.

Shared data in the integration Data flow between Fracttal and *WhatsApp*:

Fracttal		WhatsApp
Critical alerts (alerts, failures, and readings outside the established range)		Notification
Status change or completion of WOs (Work Orders)		Notification
Assignment of new tasks		Notification
Specific requests and inquiries		Notification

The availability of these add-ons depends on your plan. Verify add-on compatibility with your plan, and if you have questions, consult the Customer Success team.

Before starting, make sure you have:

- The Fracttal Hub add-on activated in your account.
- An account in the WhatsApp Business API with a message template previously approved by Meta for sending notifications.

## Process Overview

The configuration consists of four steps to create the automation:

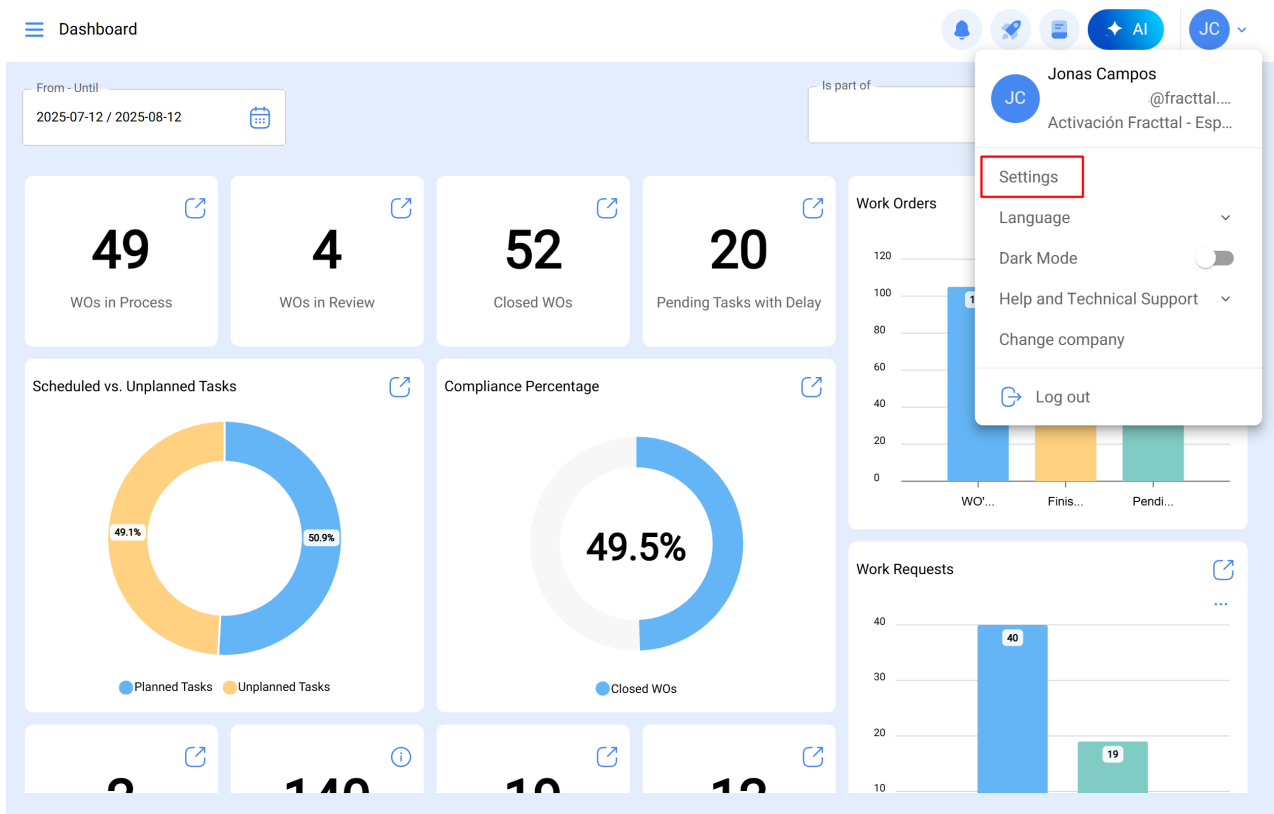
- **Permission Group:** Define what the automation can "see" and "do" in Fracttal One.
- **API Connection (OAuth Client):** Create credentials (key and secret) for communication with the Fracttal One API, linking them to the permission group.



- **Flow in Fractal Hub:** Build the automation logic, defining source (Fractal) and destination (WhatsApp).
- **Automator Event:** Define the trigger that will start the flow.

The first step is to ensure that our automation has the necessary access securely, without granting excessive permissions.

In the left sidebar menu of Fractal One, navigate to "Settings".



Click on "User Accounts".



Settings

Activación Fractal - Español - 477

Save

General

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Transactions Log

Security

API Connections

Guest Portal

Account

User Accounts

Permissions

User Accounts

67 / 110

Limited technician accounts

6 / 50

Request accounts

6 / Unlimited

Number of read only accounts

1 / Unlimited

Enabled

Name ↑

Email

Use

Yes

Adalbert

adalbert.malaguera@fractal.com

In

Yes

Adrian

adrianpiquer@mail.com

In

Yes

ADRIANA GRANADOS GER

adriana.granados@estrellaroja.com.mx

In

Yes

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avalosag@halmex.com.mx

In

Yes

ALBERTO SORIA

alberto.soria@fractal.com

In

Yes

ALEJANDRO

alejandro.llancavil@nefoscorp.com

In

Yes

Alejandro Alarcon

alejandroalarcon96@gmail.com

In

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+

- At the top of the screen, select the "Permissions" tab.
- Click the addition icon (+) in the upper right corner to create a new group.

Settings

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User Accounts

Permissions

Description ↑

Note

Read Only

010\_SUPERVISOR PLANTA\_MEC/ELECT

Supervisores de Mantenimie...

No

7teste

Yes

Access for Newrest Supervisors

No

Admin combustibles

No

administrador de edificios

No

ADMINISTRADORES CUENTAS DEMOS ONBOARDI...

PERMISO ESPECIAL PARA U...

No

Administrador limitado

No

ADMINISTRADOR LIMITADO - CHARLY

No

Administrador limitado ejemplo Fernando

No

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+

Give it a descriptive name.

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← Edit Group Permissions

Save

Description

grupo de permiso

Note


☐ Read Only.

☐ Select / Unselect All.

↺

≡

⚙



No data to show with these parameters

Showing 0 of 0

In the permissions matrix, you must enable at least the view (See) permissions for the modules that will be used in the flow.

← Edit Group Permissions

Description

grupo de permiso

Note

☐ Read Only.

☐ Select / Unselect All.

↺

≡

⚙

See

Add

Edit

Remove

Report

<input type="checkbox"/> Module	Submodule	See	Add	Edit	Remove	Report
<input type="checkbox"/> Assets	Maps	✓	✓	✓	✓	✓
<input type="checkbox"/> Inhouse Personnel	General	✓	✓	✓	✓	✓
<input type="checkbox"/> Inhouse Personnel	Import/Export	✓				
<input type="checkbox"/> Third Parties	General	✓	✓	✓	✓	✓
<input type="checkbox"/> Third Parties	Services	✓	✓	✓	✓	✓
<input type="checkbox"/> Third Parties	Import/Export	✓				
<input type="checkbox"/> Warehouses	General	✓	✓	✓	✓	✓
<input type="checkbox"/> Warehouses	Purchase orders	✓	✓	✓	✓	✓
<input type="checkbox"/> Warehouses	Entries	✓	✓	✓	✓	✓

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Save the permission group.



## Step 2: Configure the API Connection (OAuth Client)

Now, create the access credentials that will use the permission group you just defined.

- In the **Settings** menu, click on **API Connections**.
- At the top, click on the *OAuth Clients* tab.

The screenshot shows the 'Settings' menu on the left with 'API Connections' highlighted. The main area displays the 'OAuth consumers' tab, which is highlighted with a red box. Below the tab, there is a table with 13 rows, each containing a checkbox and a name. The names are: PERMISOS DESTINO, AFJ Permisos destino, consumidor alex, Conexiones API Fractal Imène, Permisos destino, consumidorfabian09/05, Projeto 1212, teste API jonas, and WFRNAR ATUALIZACÖES 2024. A blue '+' button is located in the bottom right corner of the table area. The top of the page shows the 'Settings' menu and the user profile 'JC'.

<input type="checkbox"/>	Name
<input type="checkbox"/>	PERMISOS DESTINO
<input type="checkbox"/>	AFJ Permisos destino
<input type="checkbox"/>	consumidor alex
<input type="checkbox"/>	Conexiones API Fractal Imène
<input type="checkbox"/>	Permisos destino
<input type="checkbox"/>	consumidorfabian09/05
<input type="checkbox"/>	Projeto 1212
<input type="checkbox"/>	teste API jonas
<input type="checkbox"/>	WFRNAR ATUALIZACÖES 2024

Click the addition (+) button in the lower right corner to create a new connection.



Settings

AI

JC

Activación Fractal - Español - 477

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API Connection

OAuth consumers

App authorizations

Name

PERMISOS DESTINO

AFJ Permisos destino

consumidor alex

Conexiones API Fractal Imène

Permisos destino

consumidorfabian09/05

Projeto 1212

teste API jonas

WERNAR ATIIAI IZACÔES 2024

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+

Complete the following fields in the side panel:

- **Authorization Type:** Select Client Credentials.
- **Name:** Provide a clear identification name.
- **Description:** Add a brief detail about its purpose.
- **Permission Group:** Select the group created in Step 1.
- **Enable Fractal Hub (Middleware):** Check this box. This is crucial to allow Fractal Hub to use this connection.

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API Connection

Name

consumidor alex

Conexiones API Fractal Imène

Permisos destino

consumidorfabian09/05

Projeto 1212

teste API Jonas

WEBNAR ATUALIZAÇÕES 2024

CONEXION FABIAN HUB

Conexion whatsapp

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Edit OAuth consumer

Grant type

Client credentials

Name

teste API

Description

Grupo de permisos

Group Permissions

grupo de permiso

Activate Fractal Hub (Middleware)

Credentials :

Creation Date

2025-08-12 10:20

Key

cSomUb9ATgFZ

Secret

ahhtsIOvcY8ZLFYHNEMHxcPi

Click Save.

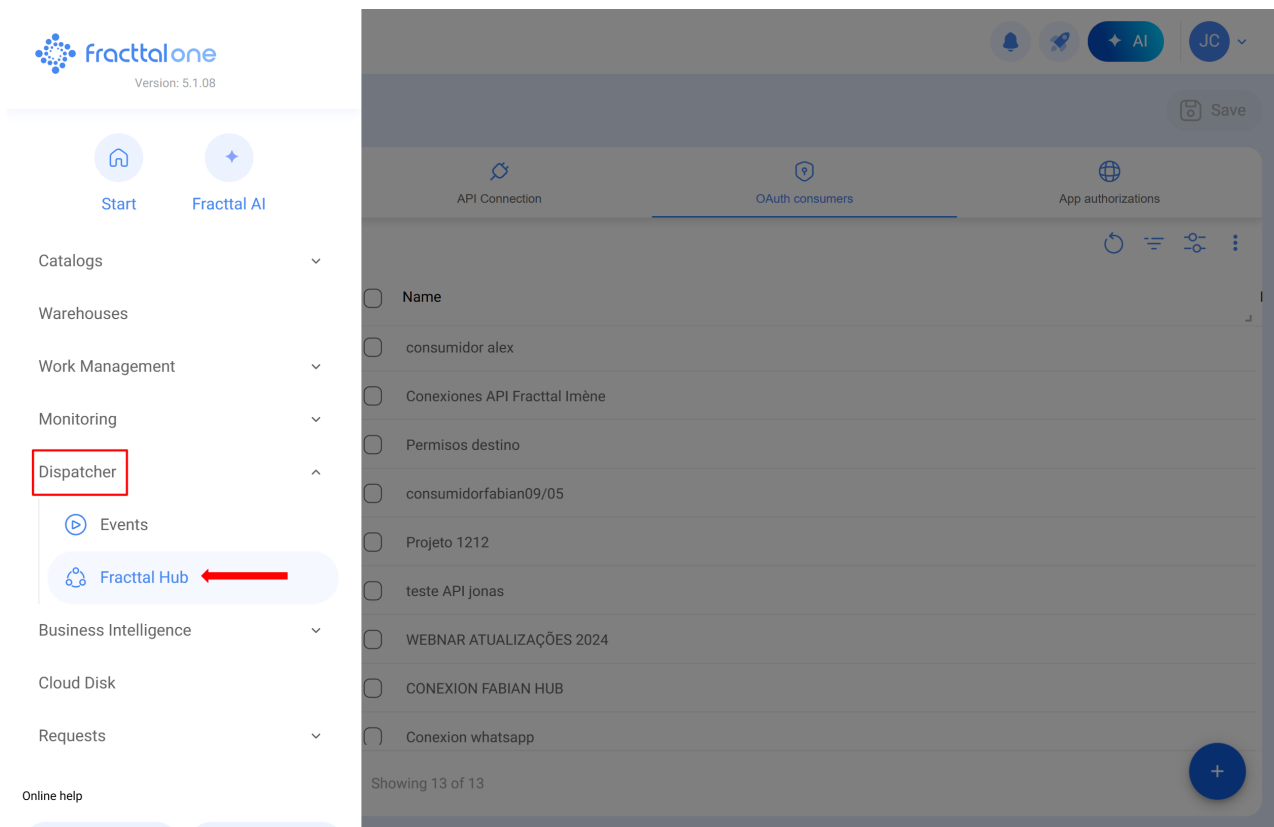
The platform will automatically generate and display a Key and a Secret. These are your API credentials.

### Step 3: Develop the Flow in Fractal Hub

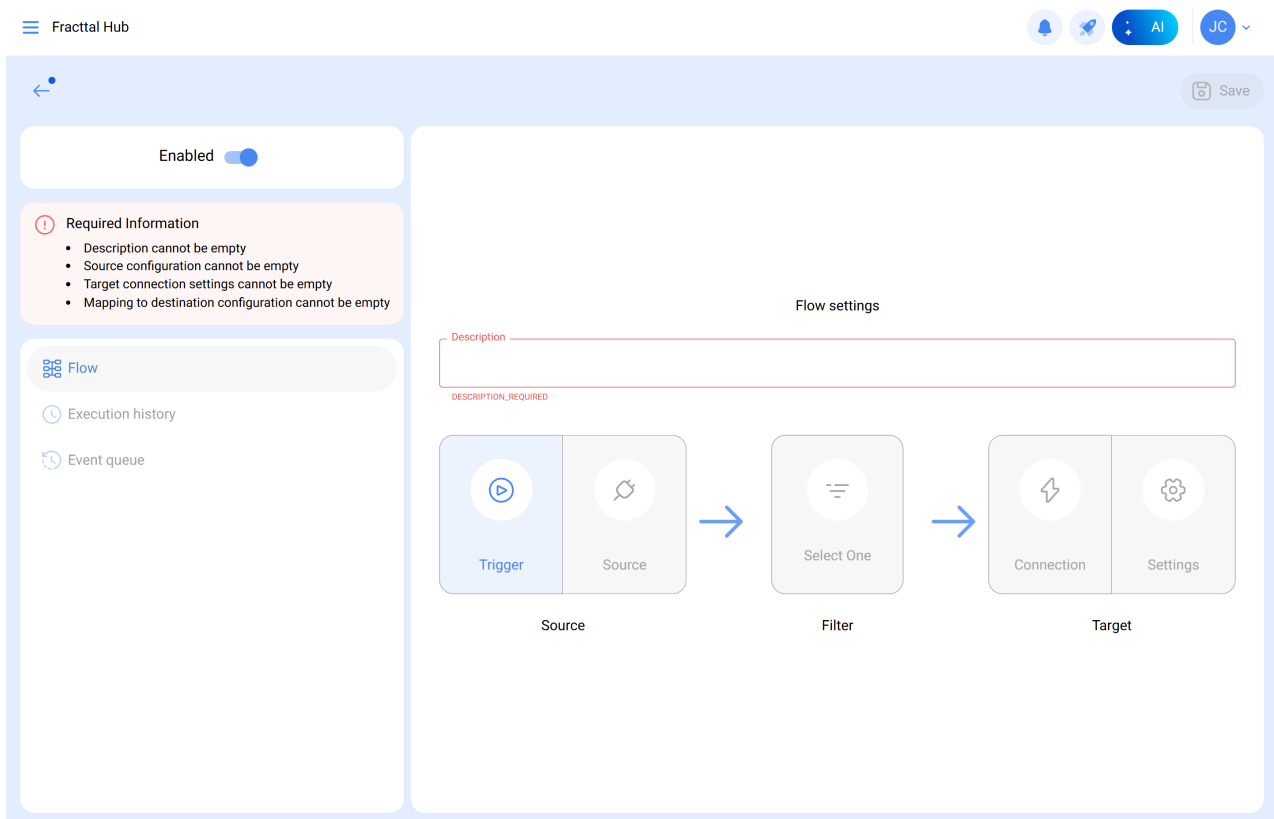
This is the central step, where we build the automation logic.

In the main menu, navigate to Automator and select Fractal Hub.



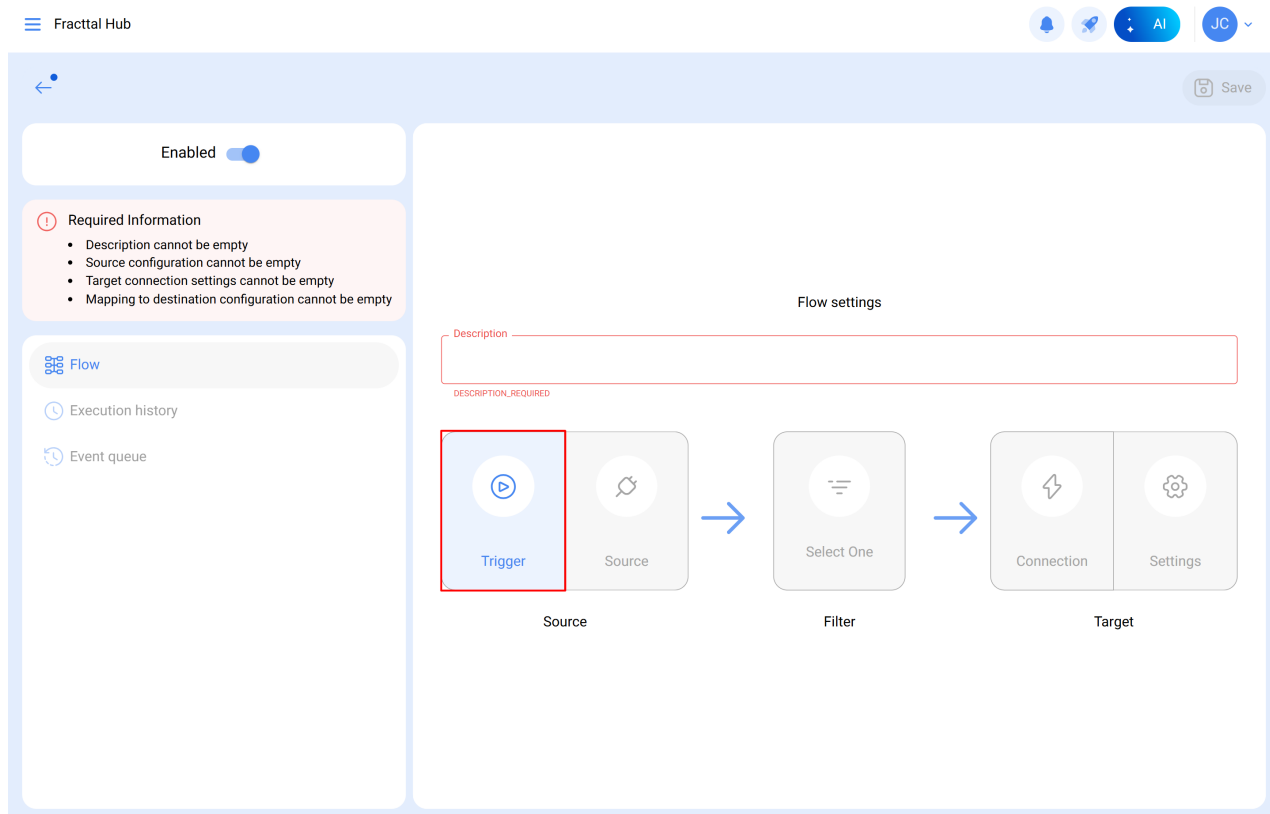


Create a new flow and give it a name.



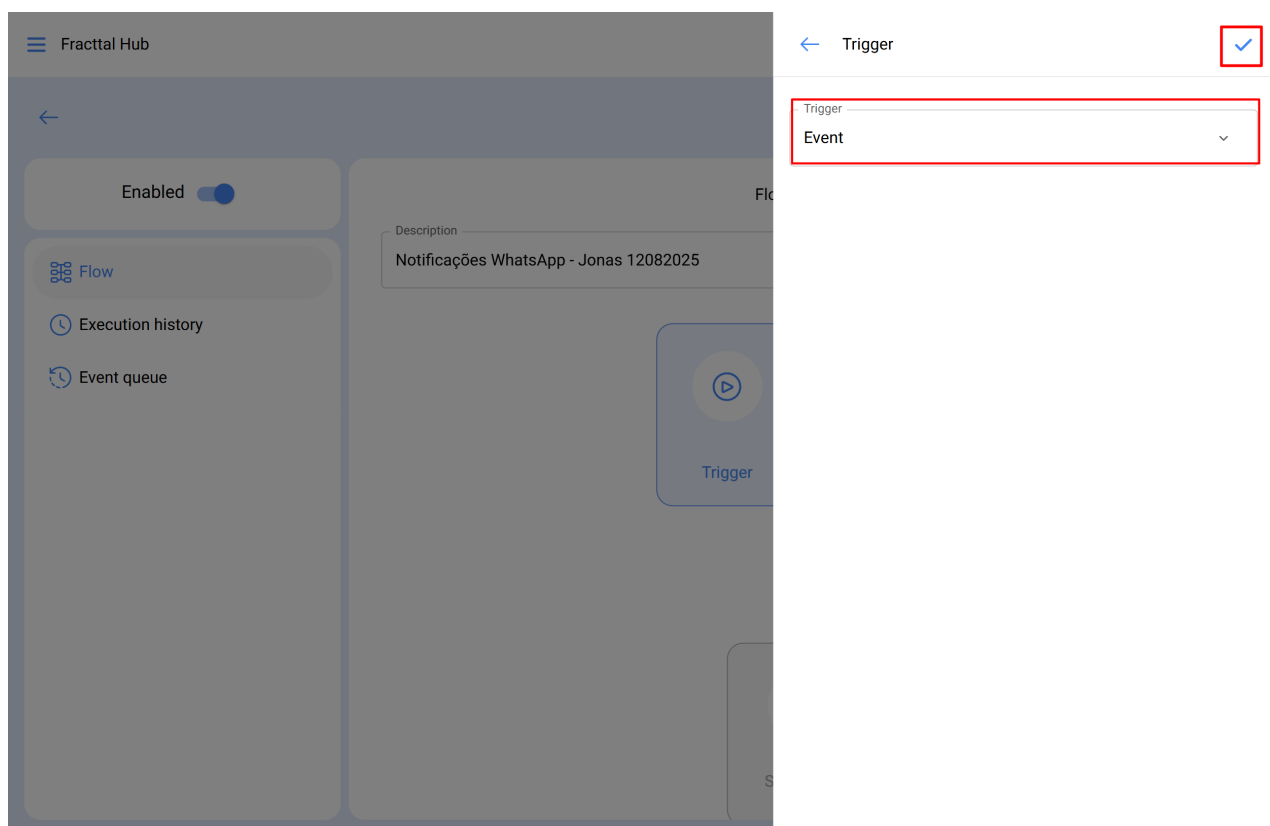
The flow screen is divided into parts: Trigger, Source, Connection, and Configuration.





## Trigger:

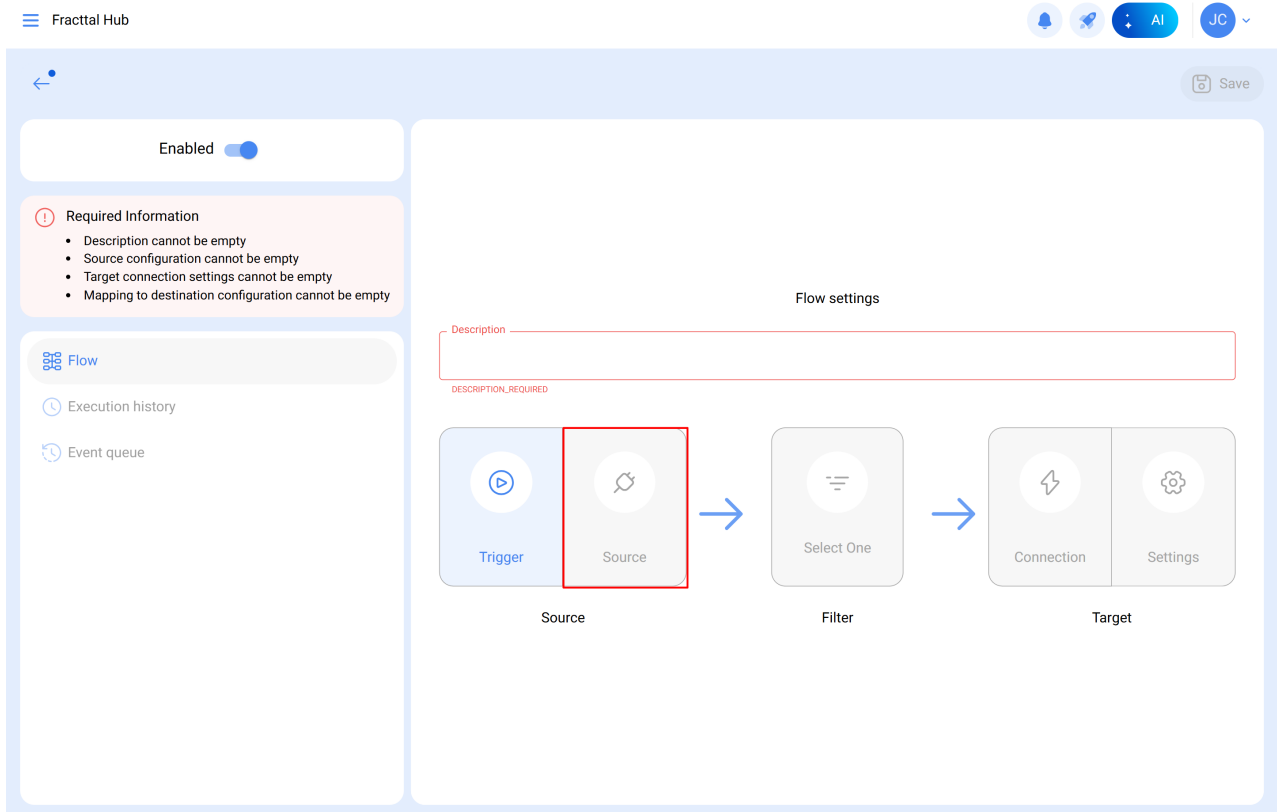
Click and select **Event**.



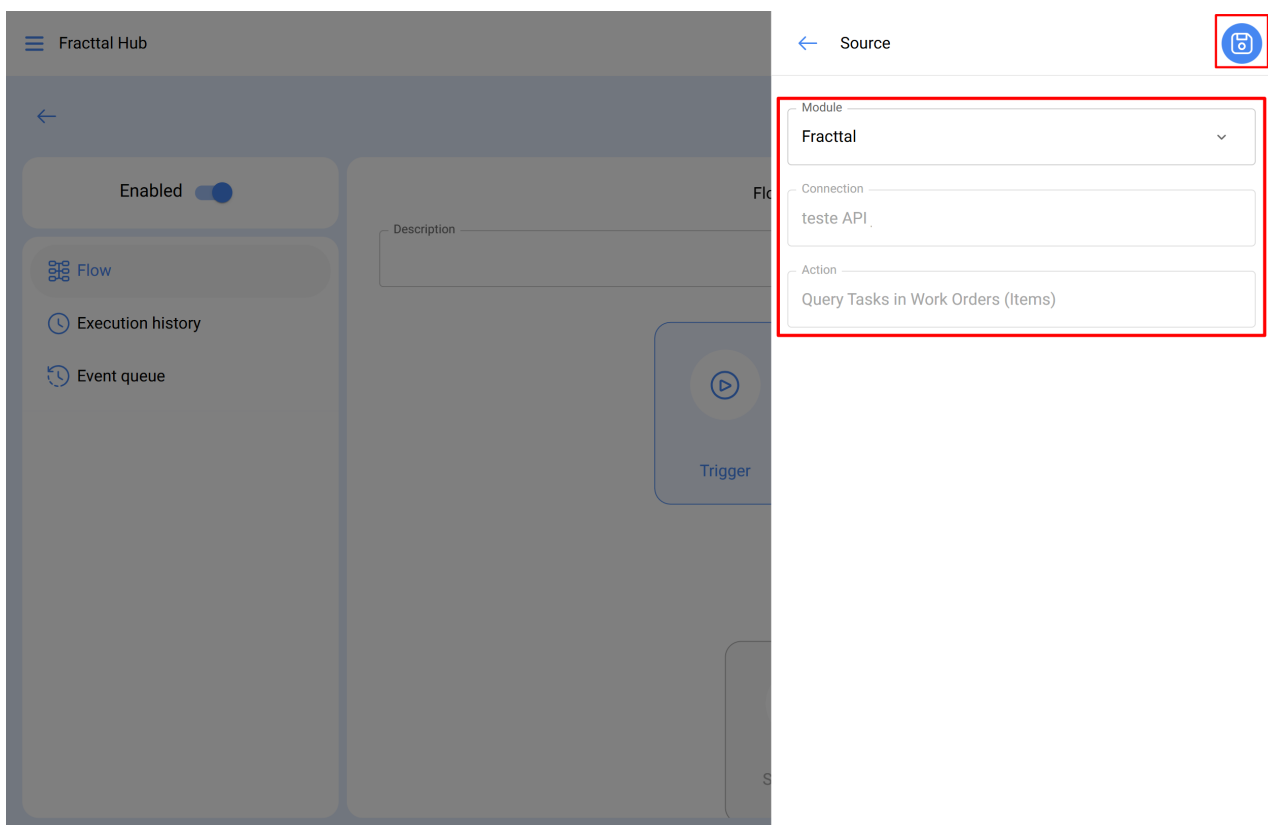
## Source:

Click to configure.





- **Module:** Select Fractal.
- **Connection:** Choose the API connection created in Step 2.
- **Action:** Select the action that will provide the data.





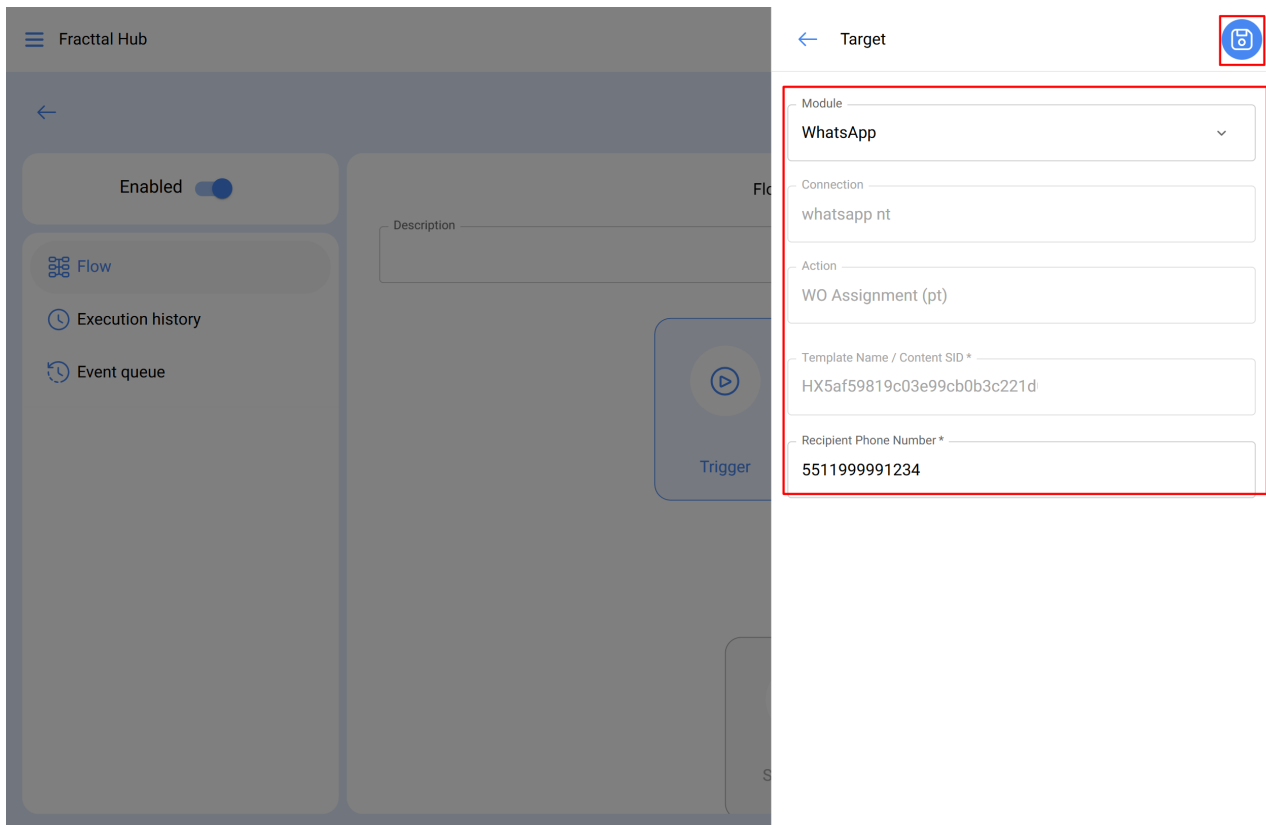
## Connection:

Click to configure.

The screenshot displays the 'Flow settings' configuration page in the Fractal Hub. The interface includes a sidebar on the left with navigation options: 'Flow' (selected), 'Execution history', and 'Event queue'. The main content area features a flow diagram with the following steps: 'Trigger' (Source), 'Source', 'Select One' (Filter), 'Connection' (Target), and 'Settings'. The 'Connection' step is highlighted with a red box. Above the flow diagram, there is a 'Description' field with a red border and a 'DESCRIPTION\_REQUIRED' error message. The top of the page shows the 'Fractal Hub' logo, a 'Save' button, and user profile information (AI, JC).

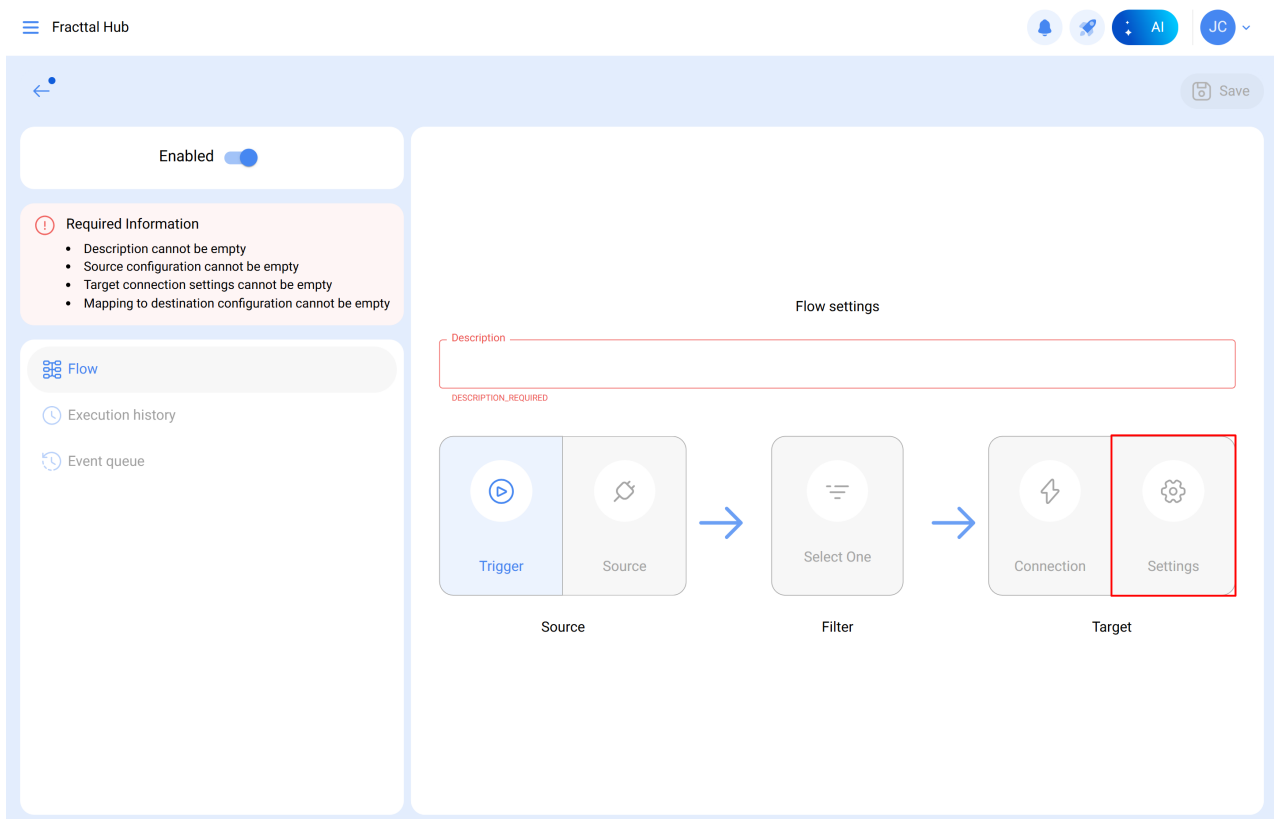
- **Module:** Select **WhatsApp**.
- **Connection:** Choose your preconfigured WhatsApp connection.
- **Action:** Select the action that will provide the data.
- **Template Name / Content SID:** This is a unique identifier for the text to be sent.
- **Recipient phone number:** Enter the phone number that will receive the notification, in international format (country code + area code + number, without spaces or special characters. Example: 5511999991234).





## Configuration:

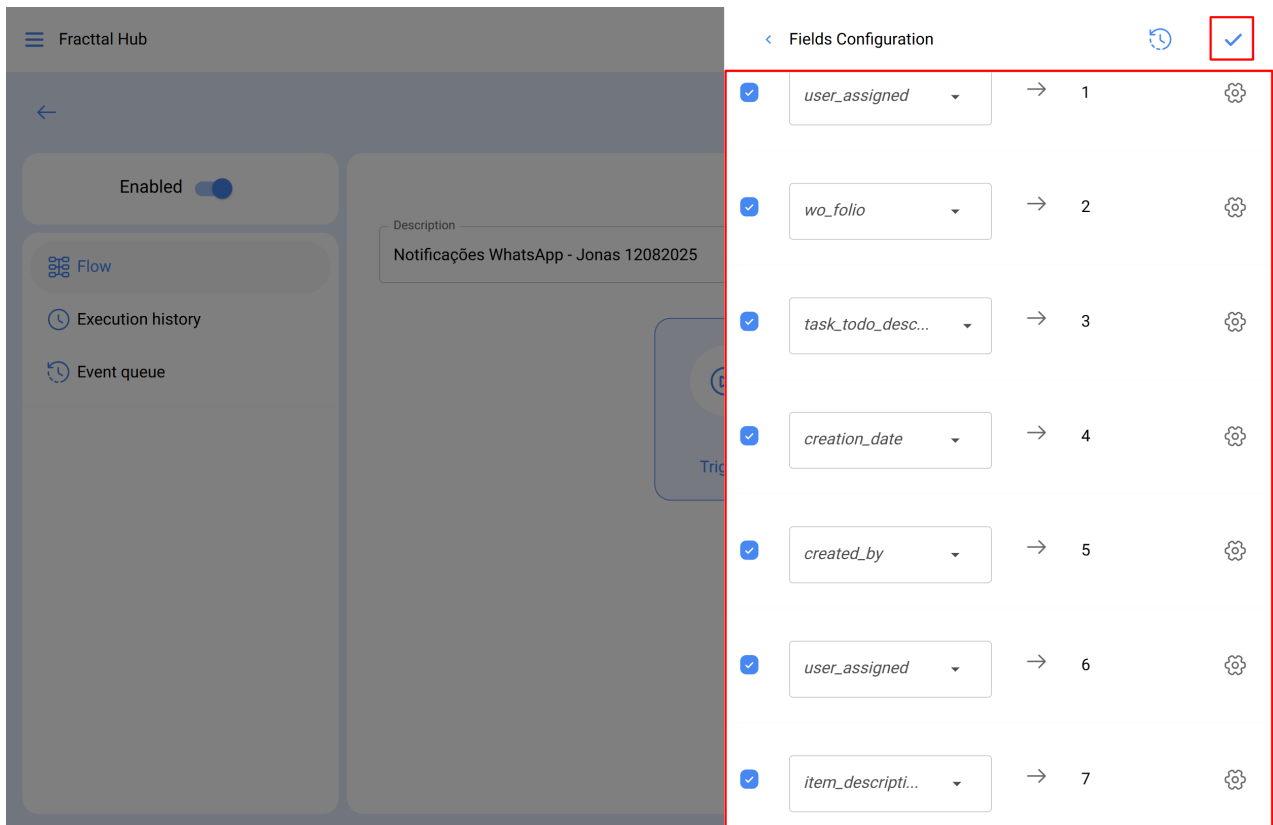
Click to detail.



## Fields:

Perform a detailed mapping of the data corresponding to each of the fields.






**Note:** The exact names of the **Fields** will depend on how you configured your source. If you use a source other than the recommended one, you must review the available fields to perform the mapping correctly.

## Step 4: Create the Automator Event


Finally, configure the trigger that starts the entire process.

In the main menu, go to Automator and select **Events**.








Version: 5.1.08







Start






Fractal AI

- Catalogs
- Warehouses
- Work Management
- Monitoring
- Dispatcher**
  -  Events
  -  Fractal Hub
- Business Intelligence
- Cloud Disk
- Requests

Online help











	Last Date	Trigger
s órdenes de servicio de Whatsapp (P...	2025-07-02 12:54	Event
netro	2024-11-22 18:15	Schedule
x. Wpp	2025-06-09 09:57	Event
go (Rangel)	2023-03-22 17:51	Event
cttal Fabian	2024-12-18 20:26	Manual
	2024-12-12 18:12	Manual
	2025-07-22 13:18	Manual
	2023-03-22 17:51	Event
p - Jonas 12082025	2025-08-12 14:01	Event
	2024-12-17 23:06	Manual
s órdenes de servicio de Whatsapp (E...	2025-05-23 22:20	Event





+












Create a new event by clicking the addition button (+).



Dispatcher

<input type="checkbox"/>	Description	Module	Submodule	Event
<input type="checkbox"/>	 nueva ot fer pdf	Work Management	Work Orders	New WO
<input type="checkbox"/>	 automatizador jonas	Work Management	Work Orders	New WO
<input type="checkbox"/>	 TAREAS	Work Management	Pending Tasks	Pending tasks or with delay
<input type="checkbox"/>	 SIN ACTUALIZAR	Monitoring	Meters	meter without update
<input type="checkbox"/>	 AVISO DEBAJO DEL MINIMO	Warehouses	Stock	The existence of an item is un
<input type="checkbox"/>	 prueba	Monitoring	Meters	Out of range reading
<input type="checkbox"/>	 EJEMPLO RECASUR	Work Requests	My Work Requests	Create new Work Request
<input type="checkbox"/>	 EJEMPLO 2 RECASUR	Work Management	Pending Tasks	Pending tasks or with delay
<input type="checkbox"/>	 EJ DACH 1	Work Requests	My Work Requests	Create new Work Request
<input type="checkbox"/>	 CADUCIDAD DE DICTAMEN	Settings	Document Management	Expiry of a document
<input type="checkbox"/>	 ejemplo Rosalba	Work Management	Work Orders	Tasks expired in WO's

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+



←

Save

Enabled

Required Information

Description can't be blank

Module can't be blank

Submodule can't be blank

Event can't be blank

General

Terms

Actions

Module

Submodule

Event

Description

Description can't be blank

**General Tab:**

- **Module:** Select Tasks.
- **Submodule:** Select Work Orders.
- **Event:** Choose New WO.
- **Description:** Give a clear name, such as "WhatsApp Notification".



Dispatcher

automatizador

Save

Enabled ☒

General

Terms

Actions

Module: Work Management

Submodule: Work Orders

Event: New WO

Description: automatizador

### Conditions Tab:

To add the condition, click the (+) icon in the lower right corner.

Dispatcher

automatizador

Save

Enabled ☒

General

Terms

Actions

When the event meets these conditions:

☐ Without conditions ☐ At least one is true ☒ All be true

Showing 1 of 1

(+)

Define the rule that must be met for the event to trigger. For example:



- **Condition:** Responsible
- **Operation:** Is equal to
- **Type of responsible:** Human Resources
- **Value:** Name of the responsible person who will receive the notification

Dispatcher

← automatizador

Enabled ☒

When the event meets these conditions :

☐ Without conditions ☐ At least one is true ☒ All are true

☐ Condiciones

☐ Responsible

☐ Responsible

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← Add Terms

When Responsible

Operation Is equal to

Type of employee Inhouse Personnel

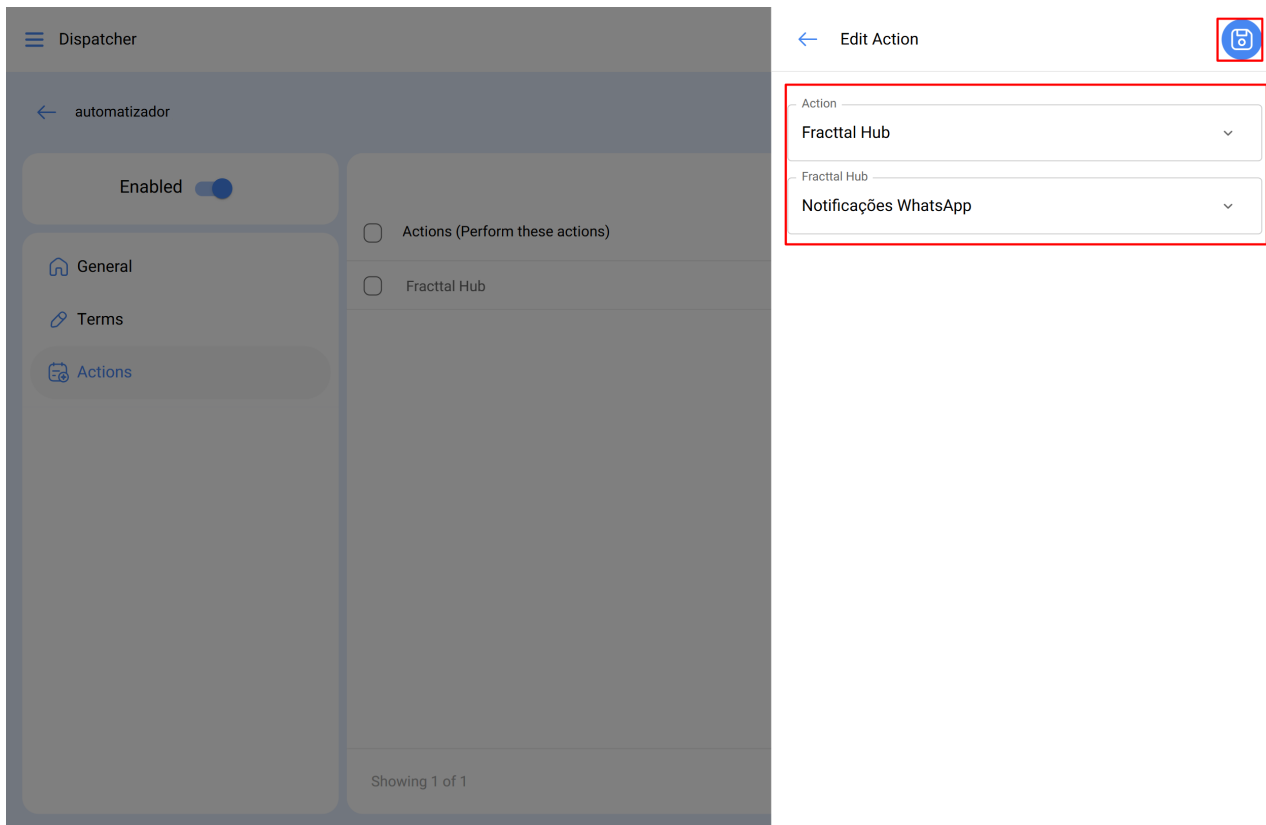
Responsible Jonas Campos

#### Actions Tab:

Define what will happen when the condition is met.

- Action: Select Fracttal Hub.
- Fracttal Hub: Select the flow you created in Step 3 (Sending WhatsApp notification).





To finish the process, click the **Save** button.

#### Notes:

- **Integration available in:** Portuguese (BR), Portuguese (EU), Spanish, English, French, and Italian.
- **Requirements:** You need to have a WhatsApp account and have the **Fractal HUB** Add-on activated.

Related to

[WhatsApp](#)