

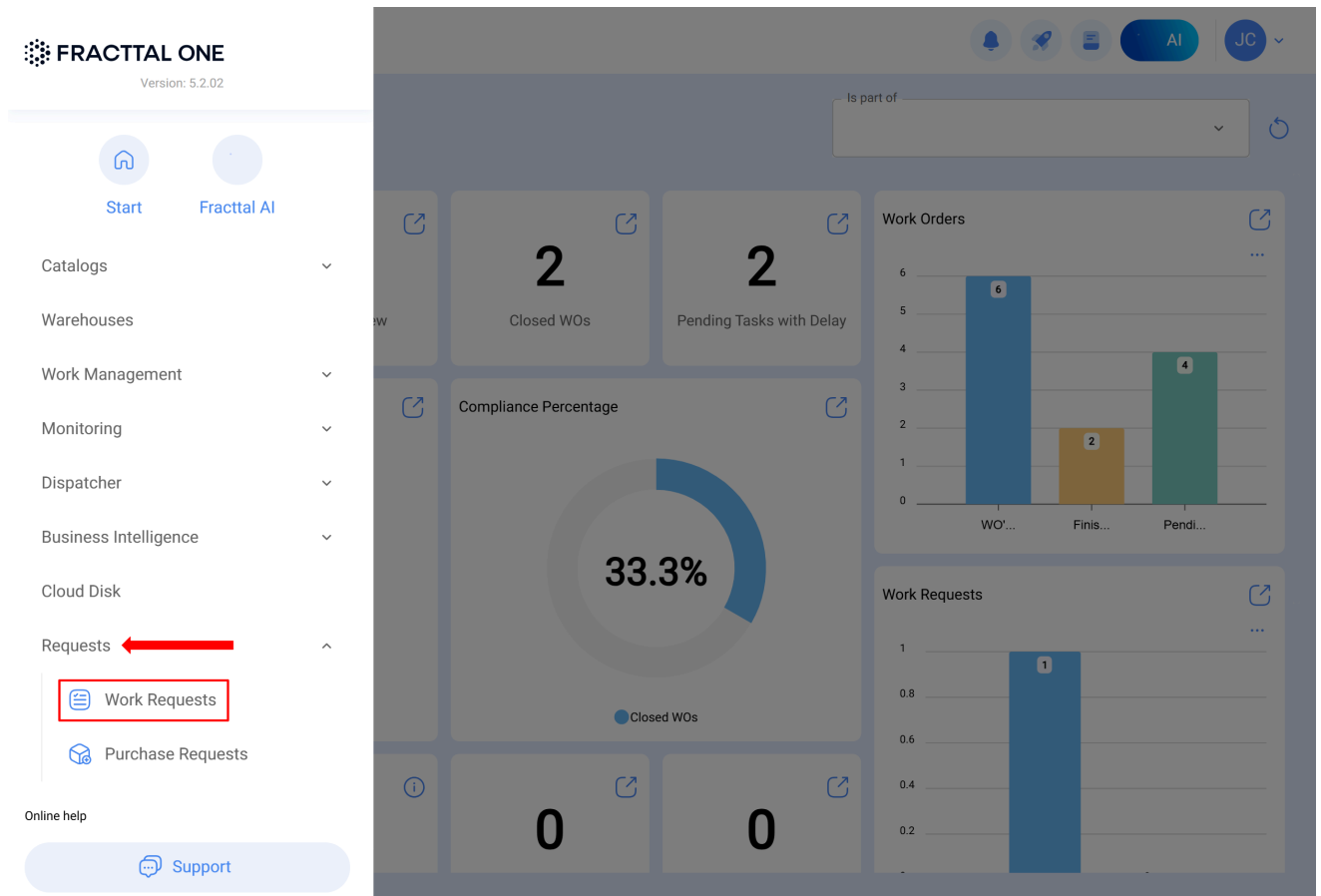
Access to request history and Work Order details – Help Center

help.fractal.com/hc/en-us/articles/41982645146125-Access-to-request-history-and-Work-Order-details

It is possible to view the Work Orders (WO) associated with a request from the Requests module in Fractal One. This functionality allows access to the information linked between the request and the WOs related to the asset, enabling the review of statuses and operational details within the maintenance process.

Steps to access request history and WO details

1. Navigate to the Requests module from the main menu and select the Work Request option.



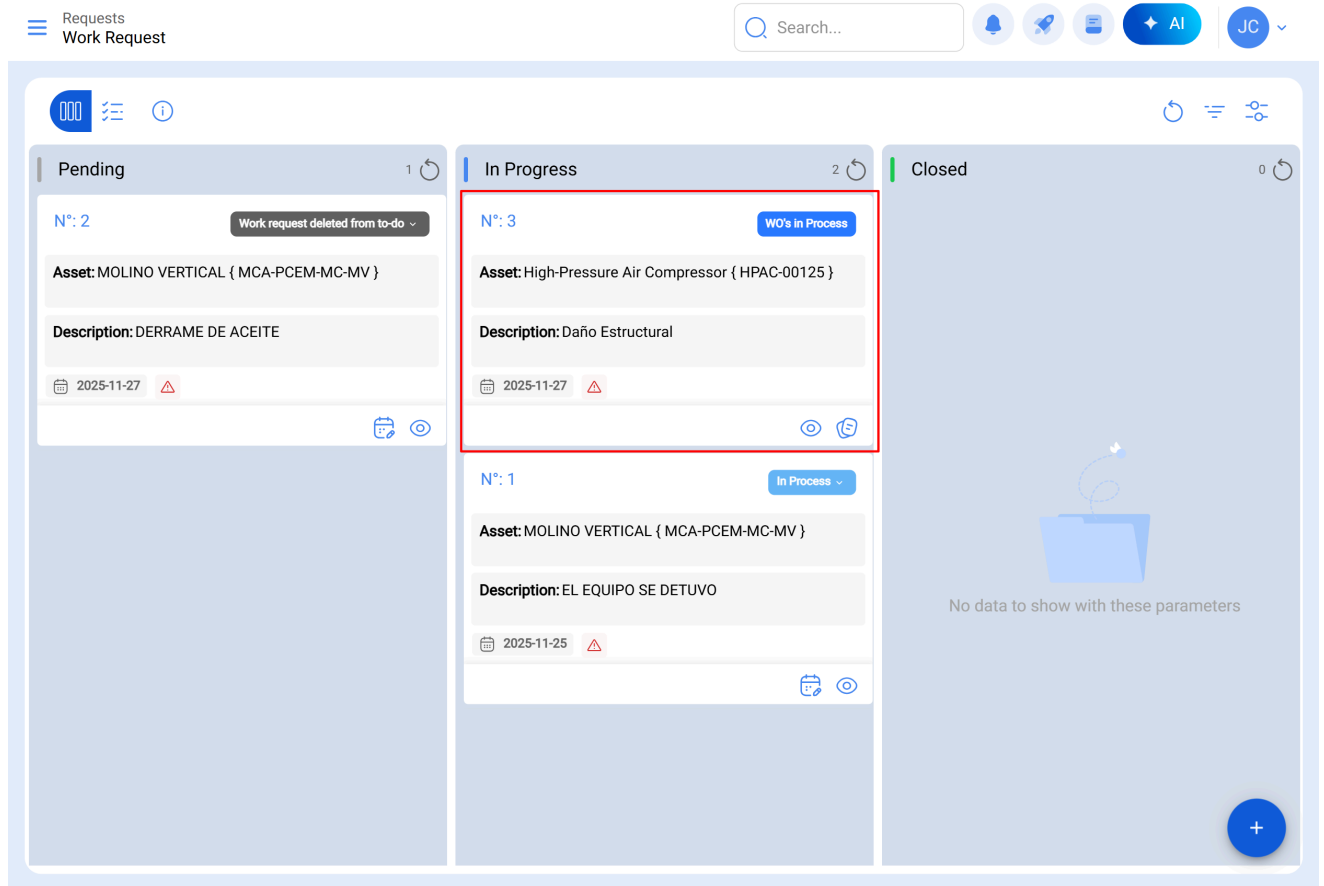
2. Locate the desired request in the list of work requests.

The screenshot displays a web application interface for managing work requests. At the top, there is a navigation bar with a hamburger menu, the text "Requests Work Request", a search bar, and user profile icons. The main content area is divided into three vertical columns representing different stages of request completion: "Pending", "In Progress", and "Closed".

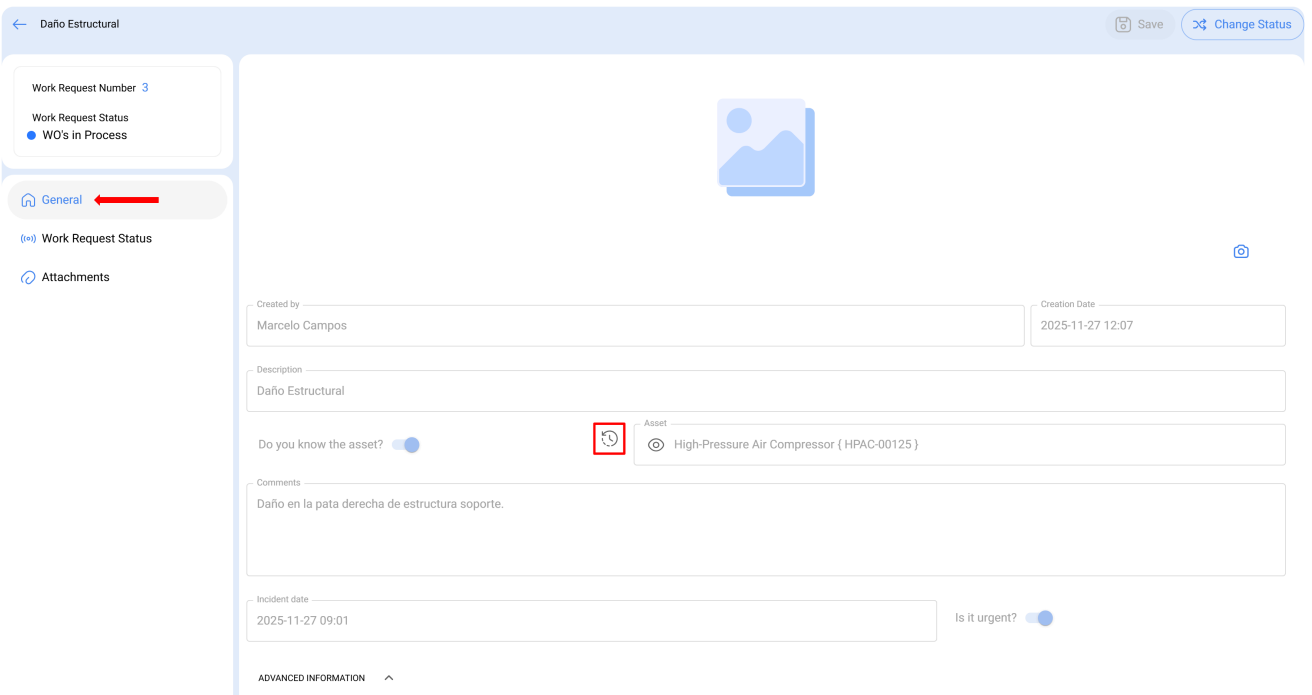
- Pending (1 request):** Contains one request with ID "N°: 2". The asset is "MOLINO VERTICAL { MCA-PCEM-MC-MV }" and the description is "DERRAME DE ACEITE". The date is "2025-11-27". The assigned person is "Marcelo Campos". A notification "Work request deleted from to-do" is visible.
- In Progress (2 requests):** Contains two requests. The top one has ID "N°: 3", asset "High-Pressure Air Compressor { HPAC-00125 }", description "Daño Estructural", date "2025-11-27", and assigned to "Marcelo Campos". The bottom one has ID "N°: 1", asset "MOLINO VERTICAL { MCA-PCEM-MC-MV }", description "EL EQUIPO SE DETUVO", date "2025-11-25", and assigned to "Diego Vergara".
- Closed (0 requests):** Currently empty, showing a message "No data to show with these parameters" and a folder icon.

Each request card includes a status label (e.g., "WO's in Process", "In Process"), a date, a warning icon, and user information with icons for details and refresh. A blue plus button is located at the bottom right of the interface.

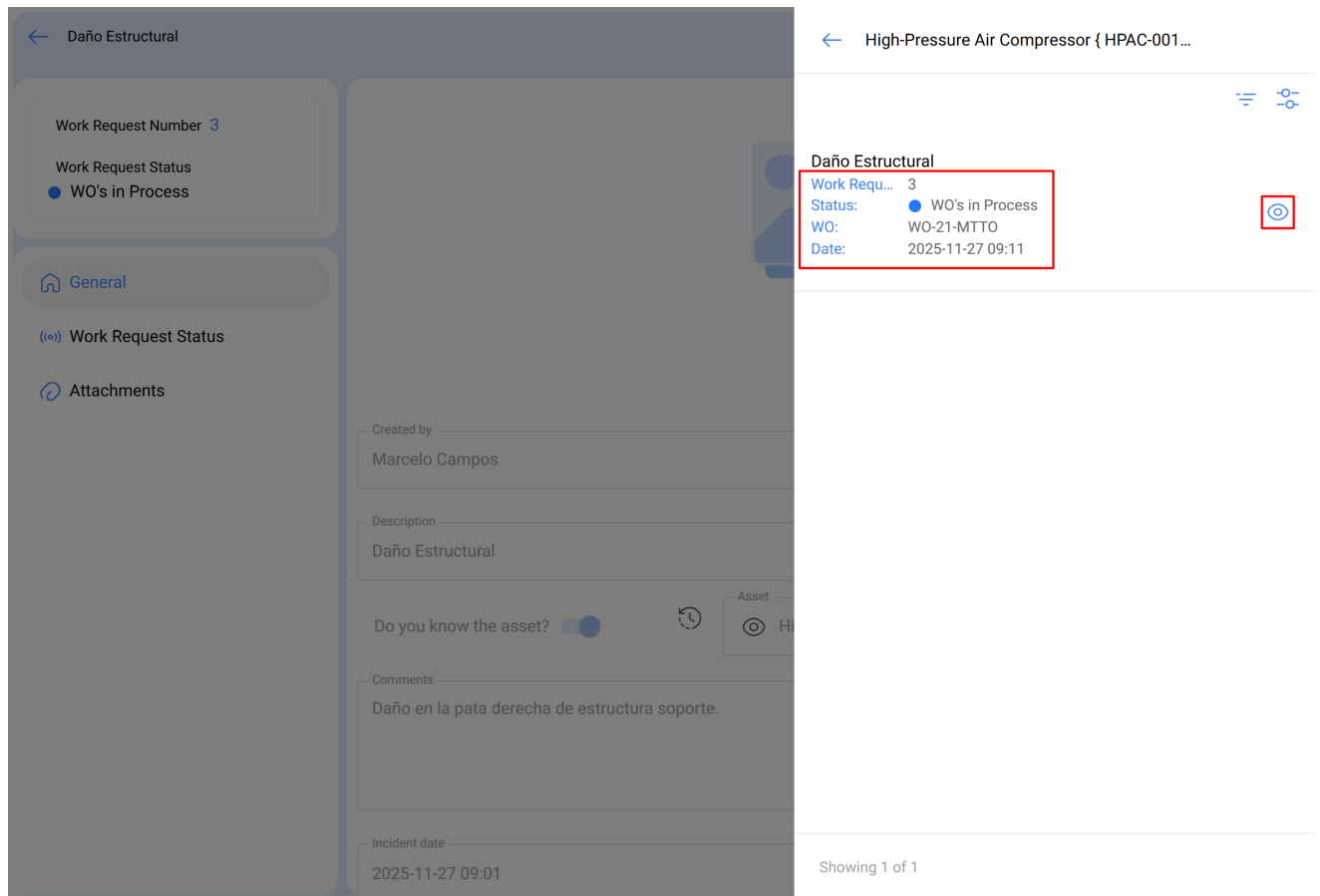
3. Click on the selected request to access its details.



4. On the main page, in the Overview section, locate the Request History icon and click it to open the side menu.



5. In the side menu, review the Work Orders associated with the asset, including information such as the request number, WO status, date, and the direct access icon to view the WO.



- **Request number:** Unique identifier of the request.
- **WO status:** Current status of the associated Work Order.
- **Date:** Date related to the WO.
- **Direct access icon:** An icon that allows direct access to the Work Order view, making it easier to review the complete details of the work order.



Daño Estructural

Work Requ... 3

Status: ● WO's in Process

WO: WO-21-MTTO

Date: 2025-11-27 09:11



Asset



High-Pre

estructura soporte.

Marcelo Campos

WO-21-MTTO

2025-12-02 00:10

0%

Total cost: \$ CLP 0,00

00:52

Note

Work Management

Total: 1

High-Pressure Air Compressor { HPAC-00125 }

// FRACTTAL BRASIL/ Jonas C/

Daño Estructural

Priority: Medium

Task type: PREDICTIVO

Group 1:

Group 2:

Work Request Num... 3

Actual Schedule Dat... 2025-12-02

Estimated Duration: 00:10:00

RESOURCES 0

ATTACHMENTS 0

IN PROGRESS

View of the WO associated with the request from the history