

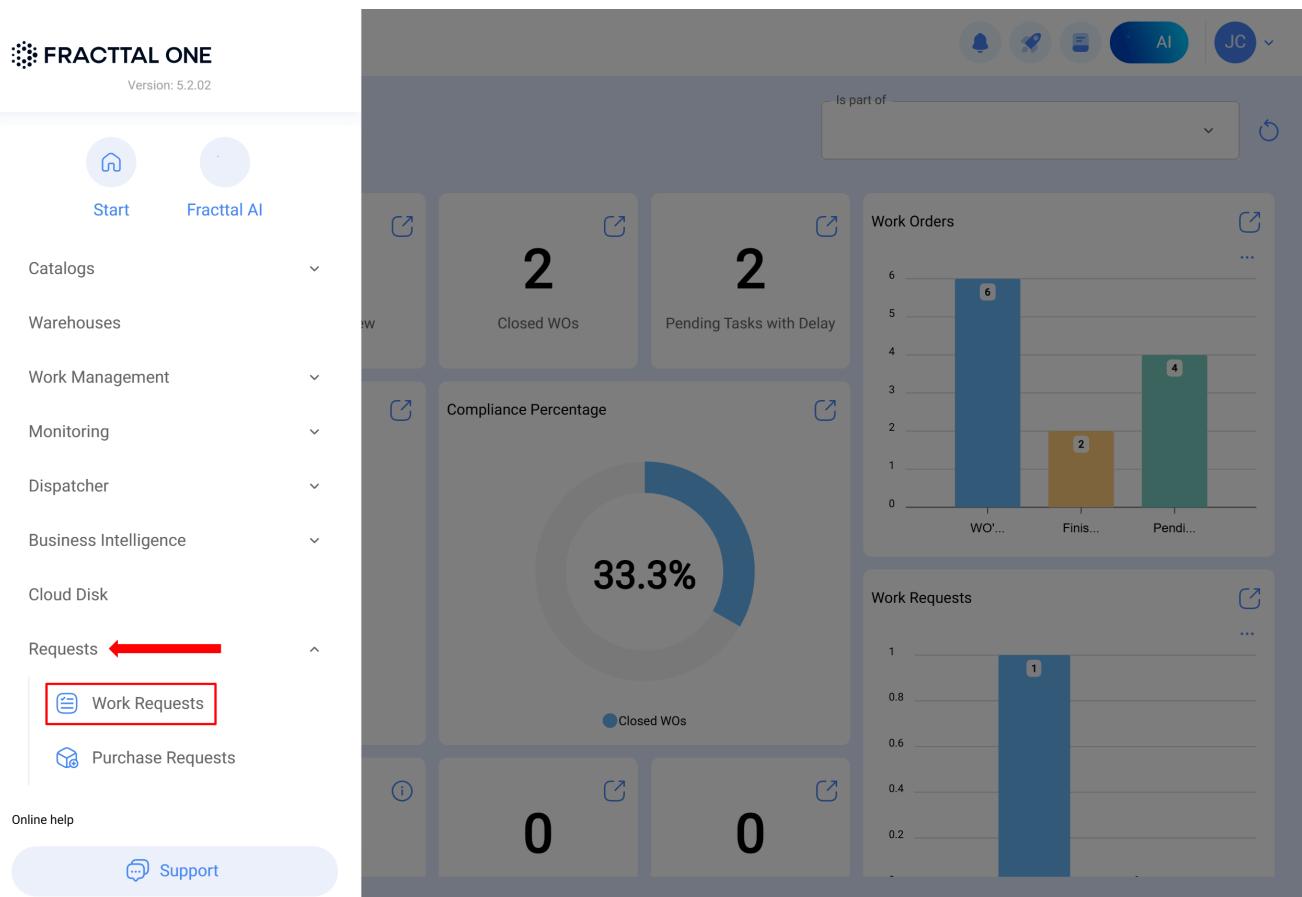
Access to request history and Work Order details – Help Center

 help.fracttal.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 shows a work request management interface with three main sections: Pending, In Progress, and Closed.

Pending: Contains 1 item (Nº: 2).
- Asset: MOLINO VERTICAL { MCA-PCEM-MC-MV }
- Description: DERRAME DE ACEITE
- Date: 2025-11-27
- Assigned to: Marcelo Campos

In Progress: Contains 2 items (Nº: 3 and Nº: 1).
- Asset: High-Pressure Air Compressor { HPAC-00125 }
- Description: Daño Estructural
- Date: 2025-11-27
- Assigned to: Marcelo Campos
- Asset: MOLINO VERTICAL { MCA-PCEM-MC-MV }
- Description: EL EQUIPO SE DETUVO
- Date: 2025-11-25
- Assigned to: Diego Vergara

Closed: Contains 0 items.
- Message: No data to show with these parameters

Header elements include: Requests, Work Request, Search bar, and various icons for AI, notifications, and filters.

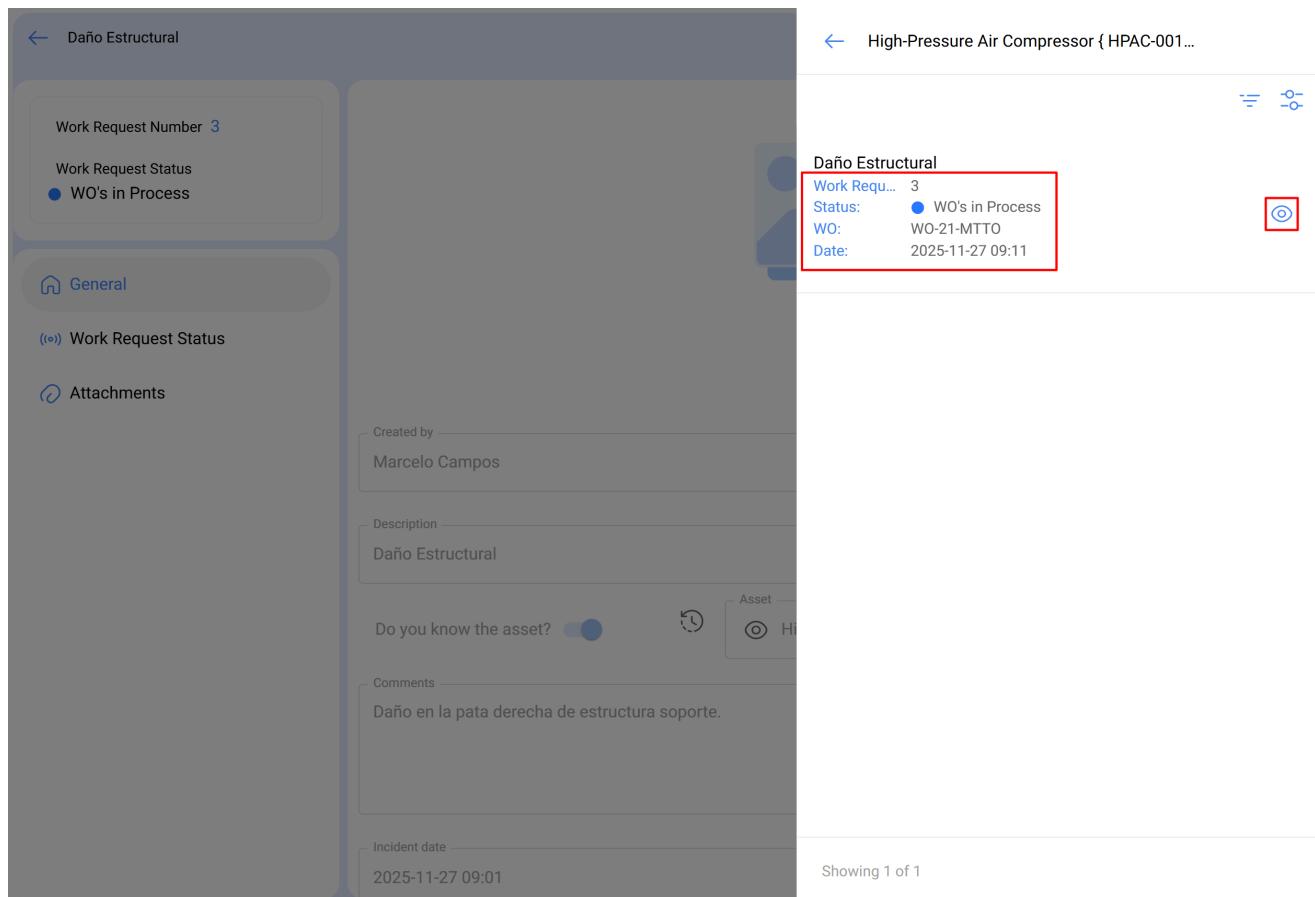
3. Click on the selected request to access its details.

The screenshot shows a dashboard for managing work requests. The top navigation bar includes 'Requests' and 'Work Request' buttons, a search bar, and various icons for notifications, AI, and user settings. The main area is divided into three sections: 'Pending', 'In Progress', and 'Closed'. The 'In Progress' section is currently selected and highlighted with a red box. It contains three items, each with a work request number, asset information, description, and creation date. The third item in the list is highlighted with a red box. The 'Closed' section shows a blue folder icon and a message stating 'No data to show with these parameters'. A blue '+' button is located in the bottom right corner of the main area.

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

The screenshot shows the details of a specific work request. At the top, there are back and forward navigation buttons, a 'Save' button, and a 'Change Status' button. The main content area is divided into several sections: 'General' (which is active and highlighted with a red arrow), 'Work Request Status', and 'Attachments'. The 'General' section contains fields for 'Work Request Number' (3), 'Work Request Status' (WO's in Process), and 'Description' (Daño Estructural). It also includes sections for 'Created by' (Marcelo Campos), 'Asset' (High-Pressure Air Compressor (HPAC-00125)), 'Comments' (Daño en la pata derecha de estructura soporte.), and 'Incident date' (2025-11-27 09:01). The 'Is it urgent?' field is also present. At the bottom, there is a 'ADVANCED INFORMATION' section with a '^' button.

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

structura soporte.

Marcelo Campos
2025-12-02 00:10

00:52 0 % Total cost: \$ CLP 0,00

Note

WO-21-MTTO

Work Management Total: 1

High-Pressure Air Compressor { HPAC-00125 } // FRACTAL 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