

How to set classifications, priority, and tags when generating Work Orders from the virtual scheduler for work requests?

 help.fractal.com/hc/en-us/articles/39967859854349-How-to-set-classifications-priority-and-tags-when-generating-Work-Orders-from-the-virtual-scheduler-for-work-requests

It is possible to configure the **Dispatcher** so that, when converting a Work Request into a Work Order through the Virtual Scheduler, the fields Classification 1, Classification 2, Priority, and Tags are optionally assigned.

This configuration complements the data already required by the action (e.g., Responsible, Task type), which helps the generated orders more accurately reflect the team's needs and priorities.

Steps to follow

1. Go to **Dispatcher** → **Events** → **New rule (+)**.

Fractal One

Start Fractal AI

Start

Fractal AI

Catalogs ▼

Warehouses

Work Management ▼

Monitoring ▼

Dispatcher ▲

Events
←

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Cloud Disk

Requests ▼

Online help

Dispatcher

	Description	Module	Submodule	Event
☐				
☐	PROXIMO VENCIMIENTO OCA	Settings	Document Management	Expiry of a document
☐	ST-OT	Work Requests	My Work Requests	Create new Work Request
☐	Nuevo comentario	Work Requests	My Work Requests	New comment on work requ...
☐	Nueva etiqueta	Work Management	Work Orders	New label
☐	Eliminar etiqueta	Work Management	Work Orders	Label deleted
☐	Test etiquetas	Work Requests	My Work Requests	Create new Work Request
☐	Test Tareas pendientes	Work Management	Pending Tasks	Pending tasks or with delay
☐	Test whatsapp (Sebastian)	Work Management	Work Orders	New WO
☐	Work request	Work Requests	My Work Requests	Create new Work Request
☐	NUEVA OT_PRUEBA_SEBASTIAN	Work Management	Work Orders	New WO
☐	Reponer Stock	Warehouses	Stock	The existence of an item is u...

Showing 13 of 13

←

Save

Enabled ☒

Required Information

Description can't be blank
 Description is too short (the minimum is 2 characters)
 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

2. In Module, select **Requests**.

Dispatcher






←

Save

Enabled ☒

Required Information

Description can't be blank
 Description is too short (the minimum is 2 characters)
 Submodule can't be blank
 Event can't be blank

General

[Terms](#)
[Actions](#)

Module

Work Requests

Submodule

Event

Description

Description can't be blank

3/7

3. In Submodule, select **My requests**.

Dispatcher

Enabled ☒

Required Information
Description can't be blank
Description is too short (the minimum is 2 characters)
Event can't be blank

General
Terms
Actions

Module: Work Requests
Submodule: My Work Requests

Event:
Description:
Description can't be blank

Save

4. In Event, select the trigger to create **New Request**. Add a **description** as appropriate.

Dispatcher

Enabled ☒

Required Information
Description can't be blank
Description is too short (the minimum is 2 characters)

General
Terms
Actions

Module: Work Requests
Submodule: My Work Requests

Event: Create new Work Request
Description:
Description can't be blank

Save

5. Save the **General** tab and proceed to Actions.

The screenshot shows the 'Mis Solicitudes' configuration page in the 'Dispatcher' application. The page has a light blue header with a back arrow, the title 'Mis Solicitudes', and a 'Save' button in the top right corner. On the left, there is a sidebar with an 'Enabled' toggle switch, an 'Information' section stating 'You have pending changes to save!', and a list of tabs: 'General' (selected), 'Terms', and 'Actions'. The main content area contains four dropdown menus: 'Module' (Work Requests), 'Submodule' (My Work Requests), 'Event' (Create new Work Request), and 'Description' (Mis Solicitudes).

6. Add the action Generate **Work Order** with:

The screenshot shows the 'Mis Solicitudes' configuration page in the 'Dispatcher' application, now on the 'Actions' tab. The 'Enabled' toggle is still on. The 'General' tab is no longer selected. The main content area is mostly empty, with a large blue folder icon and the text 'You must add the actions of the rule' in the center. At the bottom right, there is a blue circular button with a white plus sign, which is highlighted with a red square. The 'Save' button is still present in the top right corner.

7. Complete the required data (e.g., Responsible, Task type).

The screenshot shows the 'Add Action' form in the Dispatcher app. The left sidebar contains a menu with 'General', 'Terms', and 'Actions'. The main area has a toggle for 'Enabled' and a list of actions. A dropdown menu is open, showing options for 'Send email to:'. The option 'Generate Work Order with:' is highlighted with a red box. Below it, 'Fractal Hub' is listed. The right sidebar shows the 'Action' field with a dropdown arrow.

8. In the same action, optionally assign **Classification 1**, **Classification 2**, **Priority**, and **Tags** that the Work Order should receive upon generation.

The screenshot shows the 'Add Action' form in the Dispatcher app. The left sidebar contains a menu with 'General', 'Terms', and 'Actions'. The main area has a toggle for 'Enabled' and a list of actions. The 'Generate Work Order with:' option is selected in the dropdown menu. The 'Responsible' and 'Task type' fields are highlighted with red boxes. The right sidebar shows the 'Action' field with a dropdown arrow.

9. Save and activate the rule.

The screenshot displays the 'Dispatcher' application interface. On the left, a sidebar contains a menu with 'General', 'Terms', and 'Actions' (highlighted). The main content area is titled 'Mis Solicitudes' and features an 'Enabled' toggle switch. Below this, there's a section for 'Actions (Perform these actions)' with a list containing 'Generate Work Order with:'. To the right, a panel titled 'Add Action' is open, showing configuration options for the selected action. These options include: 'Action' (Generate Work Order with:), 'Type of employee' (Inhouse Personnel), 'Responsible' (Jonas Campos), 'Task type' (06 Preventivo), 'Group 1' (8. Verificaciones a realizar en pruebas finales.), 'Group 2' (Articulo 11), 'Priority' (High), and 'Labels'. A red box highlights the 'Add Action' button in the top right corner of the configuration panel.

Perform a test with a **Work Request** and verify the values in the resulting Work Order and its history.

Notes

- Optional attributes only apply to Work Orders generated **after** activating the rule.
- If you need different assignments by request type, create **separate rules** with different conditions/filters.
- This assignment does not change the statuses of the Work Order; it only sets the fields indicated in the action.
- The Virtual Scheduler is an add-on that requires purchase.