

How to view the content of a work requests?

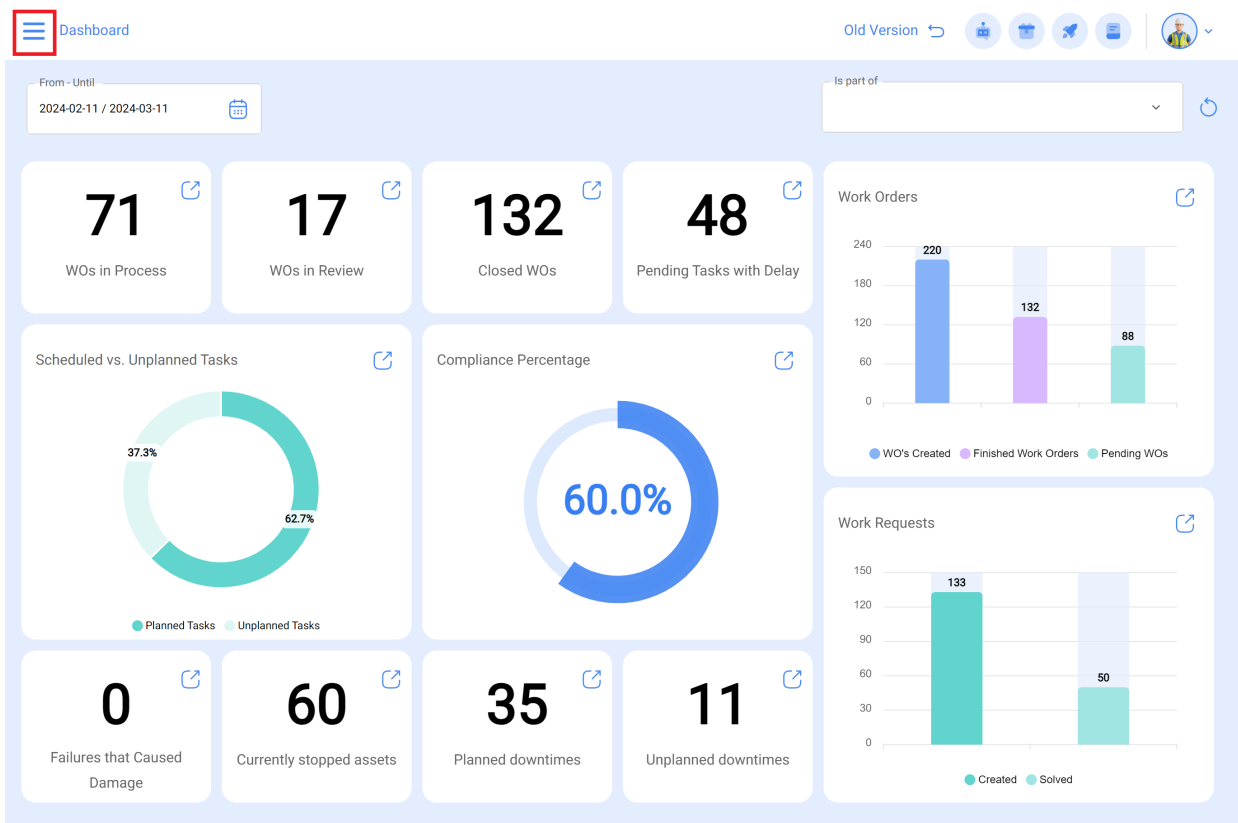
help2.fracttal.com/hc/en-us/articles/25020287883917-How-to-view-the-content-of-a-work-requests

From the task module, it is possible to observe the requests made by customers through work requests. This ensures that users with access to the order can review all the information in read mode, which facilitates detailed understanding of what is required.

Executors can better understand the requests by directly accessing the detailed information. This leads to more accurate execution, reducing misunderstandings and improving the quality of the response. It also speeds up response times and strengthens communication between teams, optimizing asset and resource management.

Steps to display content in work requests:

1. Click on the top left, in the main menu.



2. Click on the Work Management module.

The screenshot shows the Fractal One dashboard interface. On the left, a sidebar menu is visible with the 'Work Management' option highlighted with a red box. The main dashboard area contains several widgets: a 'Closed WOs' widget with a value of 132, a 'Pending Tasks with Delay' widget with a value of 48, a 'Compliance Percentage' widget showing 60.0%, and two bar charts. The 'Work Orders' chart shows 220 WO's Created, 132 Finished Work Orders, and 88 Pending WOs. The 'Work Requests' chart shows 133 Created and 50 Solved requests. The top right corner includes a user profile icon and a version indicator 'Old Version'.

3. Click on Work orders.

This screenshot is identical to the previous one, but the 'Work Orders' option in the sidebar menu is now highlighted with a red box. The rest of the dashboard content, including the 'Closed WOs' (132), 'Pending Tasks with Delay' (48), 'Compliance Percentage' (60.0%), and the two bar charts, remains the same.

4. Locate the assigned work order.

The screenshot displays a Kanban board for Work Management. The board is divided into four columns: Pending Tasks (401 items), WOs in Process (778 items), WOs in Review (505 items), and Closed. The 'WOs in Process' column contains three cards. The top card, 'WO-709-2024', is highlighted with a red border. It shows an asset 'HERRAMIENTAS ELECTRICAS { TH-52 } SAN ...' with a task progress of 0% and is assigned to Tony Fractal. Other cards in the 'WOs in Process' column include 'WO-706-2024' (assigned to Aaraul) and 'WO-704-2024' (assigned to Tony Fractal). The 'WOs in Review' column shows cards like 'WO-739-2024' (100% complete, assigned to Tony Fractal) and 'WO-735-2024' (100% complete, assigned to Jose I Quiroz H). The 'Closed' column shows partially visible cards like 'WO-740-2024' and 'WO-738-2024'.

5. Click on Detail of the task.

The screenshot shows the detailed view of a work order task. At the top, it indicates the user 'Tony Fractal' and the work order ID 'WO-709-2024'. The task is 'REPARACION A CLIENTE' for the asset 'HERRAMIENTAS ELECTRICAS { TH-52 } SAN SALVADOR'. The task type is 'ADMINISTRATIVO'. The estimated duration is 00:10:00. A red box highlights a right-pointing arrow icon on the right side of the task details section. Below the task details, there are sections for 'RESOURCES' (0) and 'ATTACHMENTS' (0). The priority is 'MEDIUM PRIORITY'.

6. Click on Detail of the Work Request.

The screenshot displays a mobile application interface for a 'Work Order'. The left sidebar shows the user 'Tony Fractal' and the work order details, including a timer and a date. The main content area on the right provides detailed information about the work request, such as the task type, schedule date, priority, and a task note. A red box highlights the 'Work Request Number 2699' link. At the bottom, there are 'Start' and 'Log' buttons.

Then, you are redirected to the work request information. Here you can see details like the person who created the request, the description explaining the reported event, the related asset, etc.

← Oil failure

 Save

 Change Status

Work Request Number **2703**

Work Request Status
● WO's in Process



Details

 General

 Work Request Status

 Attachments



Created by

Tony Tecnico

Creation Date

2024-03-11 19:28

Description

Oil failure

Do you know the asset?



Asset

 Aveo GT { DLW101 }

Comments

Internal failure

Incident date