

How to reassign the responsible person for a work order?

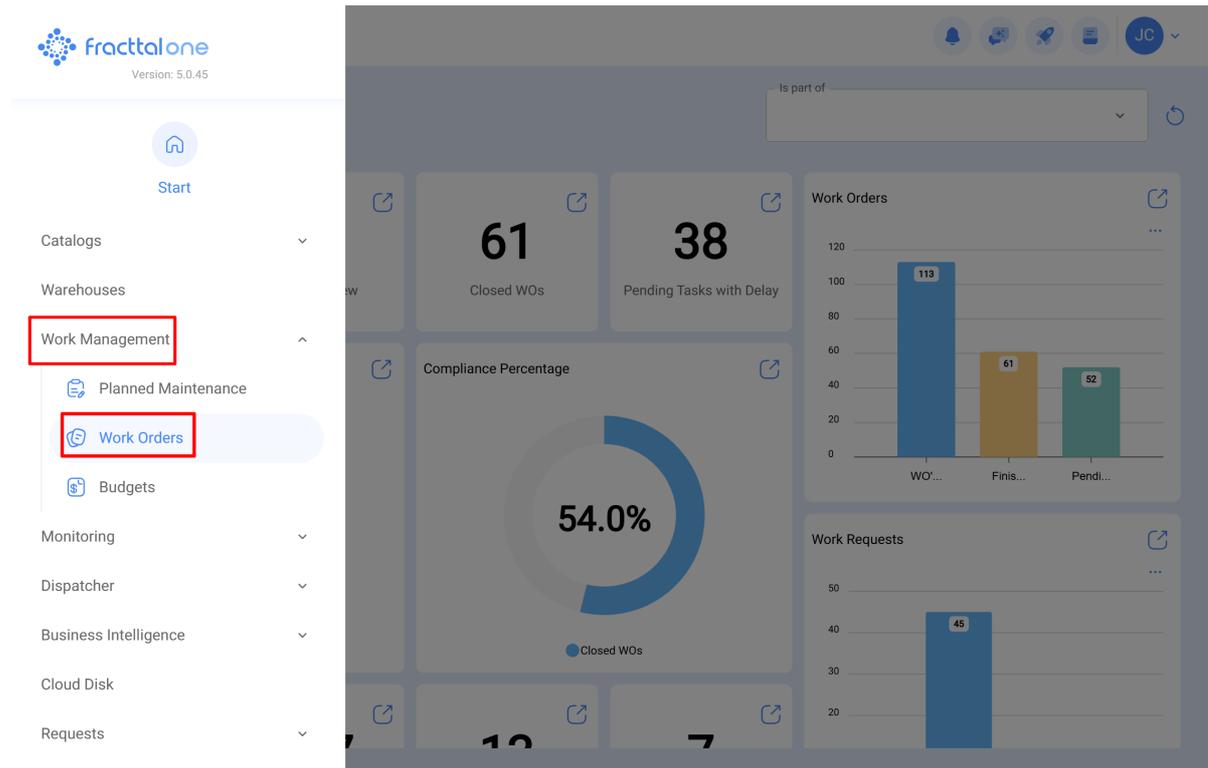
 help.fractal.com/hc/en-us/articles/35676491327757-How-to-reassign-the-responsible-person-for-a-work-order

In Fractal One, it is possible to assign a new responsible person to a work order during its progress, whether in process or under review. The process is simple and can be done without interrupting the progress of the work order (OT).

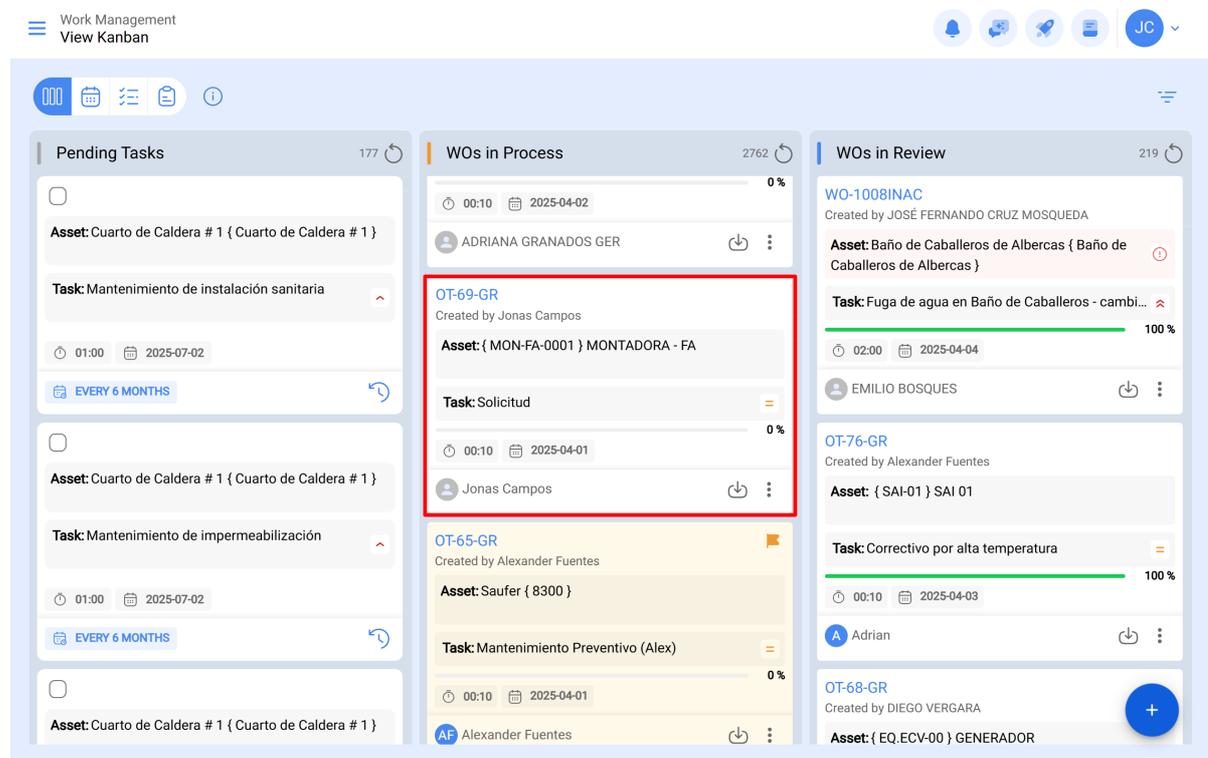
Steps to reassign the responsible person for an OT

1. Access the work order view

From the main menu, go to the "Tasks" module, then select "Work Orders".



In the view screen, locate the OT to which you want to reassign the responsible person and click on it to open the details.



2. Modify the current responsible person

The current responsible person's name will appear in the responsible person field of the OT.

The screenshot displays a 'Work Order' form. At the top left, there is a back arrow and the text 'Work Order'. At the top right, there is a 'Save' button and a vertical ellipsis menu. Below this, the responsible person is listed as 'Jonas Campos' with a dropdown arrow, and this text is enclosed in a red rectangular box. To the right of the name, the code 'OT-69-GR' is visible. Below the name, there are two small icons: a calendar icon with the date '2025-04-01' and a clock icon with the time '00:10'. Further down, there is a '00:00' timer icon and the text 'Total cost: \$ CLP 0,00'. A large empty text area labeled 'Note' is present. Below the 'Note' area is a section titled 'Work Management' with a 'Total: 1' indicator and a list icon. This section contains details for a work order: '{ MON-FA-0001 } MONTADORA - FA' with a right-pointing arrow and the text '// Fractal/'. Underneath, there is a 'Solicitud' section with the following details: 'Priority: Medium' (indicated by an orange bar), 'Task type: 00 Correctivo', 'Group 1:' with a right-pointing arrow, 'Group 2:', 'Work Request Num... 1257', 'Actual Schedule Dat... 2025-04-01', and 'Estimated Duration: 00:10:00'. At the bottom of this section, it shows 'RESOURCES 1 | ATTACHMENTS 0' and a 'NOT STARTED' status indicator.

By clicking on the name, a selection window will open to assign a new responsible person.

3. Select the new responsible person

In the selection window, complete the necessary fields to change the responsible person:

The image shows two side-by-side screenshots from a mobile application. The left screenshot is titled 'Work Order' and displays details for a work order assigned to 'Jonas Campos' on '2025-04-01' with an estimated duration of '00:10'. It includes a 'Note' field, a 'Work Management' section with details for '{ MON-FA-0001 } MONTADORA - FA', and a 'Solicitud' section with fields for Priority (Medium), Task type (00 Correctivo), Group 1, Group 2, Work Request Num... (1257), Actual Schedule Dat... (2025-04-01), and Estimated Duration (00:10:00). The right screenshot is titled 'Responsible' and shows a selection window with a red border. It contains two dropdown menus: 'Type of employee' with 'Inhouse Personnel' selected, and 'Name' with a dropdown arrow.

- **Employee Type:** Choose the type of employee, which can be "Human Resources" or "Third-Party".

This image is similar to the previous one, showing the 'Work Order' and 'Responsible' selection windows. In the 'Responsible' window, the 'Type of employee' dropdown menu is open, showing a list of options: 'Inhouse Personnel' (highlighted in light blue), 'Inhouse Personnel', and 'Third Party'. The 'Name' dropdown menu remains closed.

- o **Name:** In the "Name" field, click to open the list of available users and select the new responsible person for the OT.

← Work Order

Jonas Campos ▾

2025-04-01 00:10

00:00

Note

Work Management

(MON-FA-0001) MONTADORA - FA
// Fractal/

Solicitud

Priority: = Medium
Task type: 00 Correctivo
Group 1:
Group 2:
Work Request Num... 1257
Actual Schedule Dat... 2025-04-01
Estimated Duration: 00:10:00

RESOURCES 1 | ATTACHMENTS 0

← Responsible ✓

Type of employee
Inhouse Personnel ▾

Name ▾

← Total Hours as Responsible for Work Order

→ 🔍 Search... ✕

2025-04-08

Code	Responsible	Email	Monday	Tuesday
	Abelardo Perez	abelardo123@fractal.com	NO HOURS	00:10
	Abraham - Triarc	abraham.mendoza1@triarccorp.com	NO HOURS	NO HOURS
	Adrian	adrianpiquer@gmail.com	00:10	NO HOURS
	ADRIANA GRANADOS GER	adriana.granados@estrellaroja.com.mx	NO HOURS	NO HOURS
	234-flo	avalosag@halmex.com.mx	NO HOURS	NO HOURS
	Adrian Vargas	a.vargas@mail.com	NO HOURS	NO HOURS
	Aguardando reprogramação		NO HOURS	NO HOURS
763283-0	AGUSTINA IRISARRI	airisarri@norton.com	NO HOURS	NO HOURS
SOL-057	Alan Barros de Medeiros		NO HOURS	NO HOURS
	TEC-022	Alan Everton Ferreira da Silva	NO HOURS	NO HOURS

Showing 35 of 647

← Work Order

Jonas Campos ▾
2025-04-01 00:10

00:00

Note

Work Management

{ MON-FA-0001 } MONTADORA - FA
// Fractal/

Solicitud

Priority: = Medium
Task type: 00 Correctivo
Group 1:
Group 2:
Work Request Num... 1257
Actual Schedule Dat... 2025-04-01
Estimated Duration: 00:10:00

RESOURCES 1 | ATTACHMENTS 0

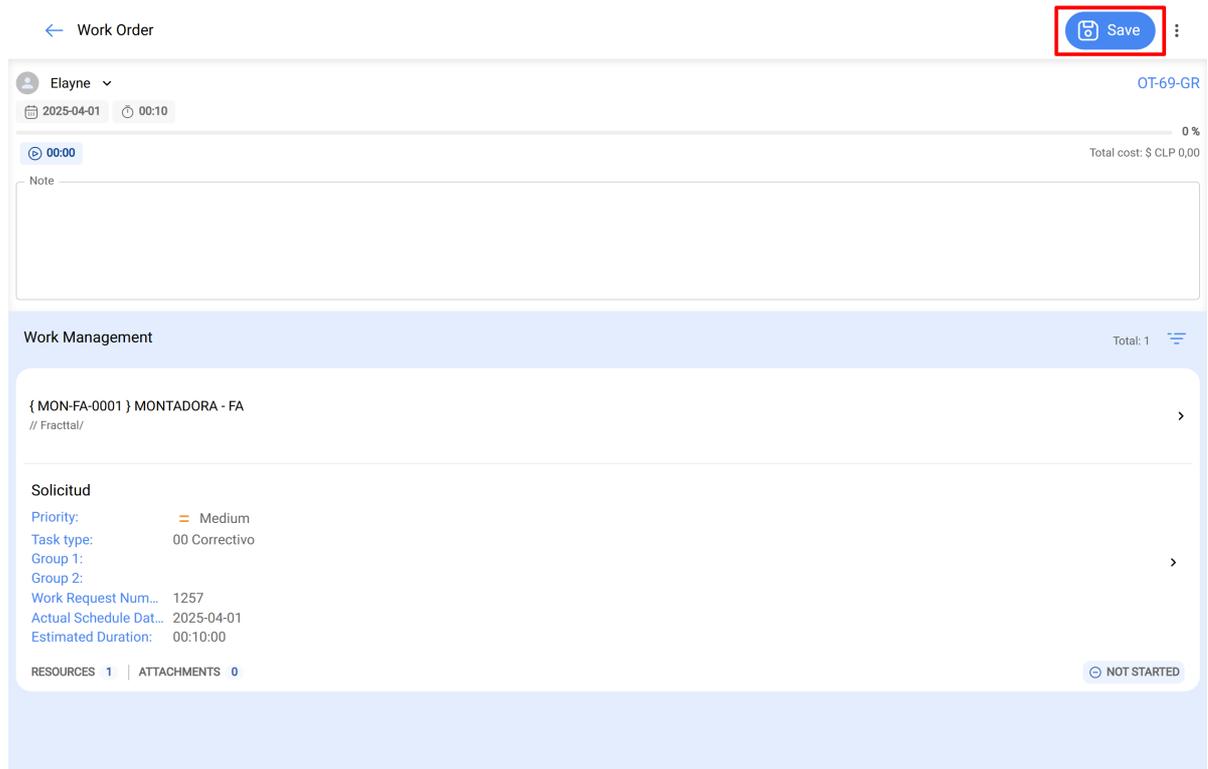
← Responsible ✓

Type of employee
Inhouse Personnel ▾

Name
Elayne ✕ ▾

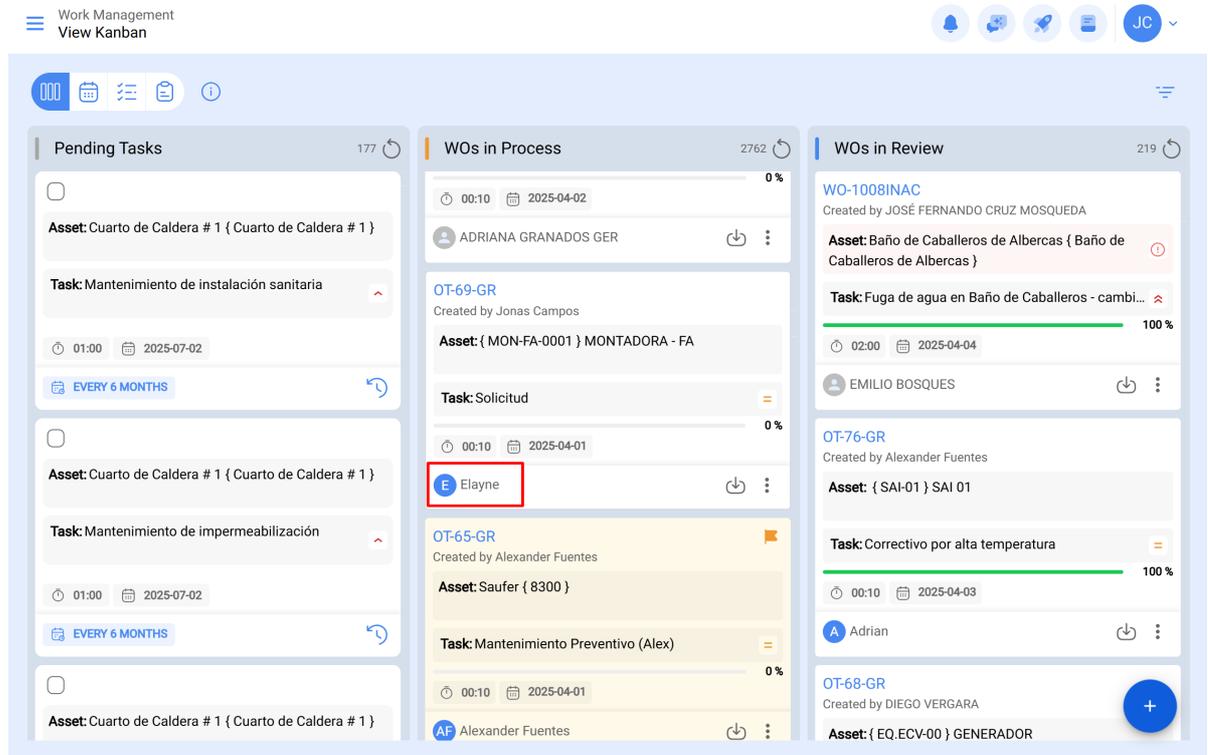
4. Save the change

Click the "Save" button to apply the change.



The screenshot shows a 'Work Order' form. At the top right, there is a blue 'Save' button with a document icon, which is highlighted with a red rectangular box. The form includes a user dropdown menu set to 'Elayne', a date '2025-04-01', and a time '00:10'. Below this, there is a 'Note' field and a 'Total cost: \$ CLP 0,00' indicator. The main section is titled 'Work Management' and shows details for a work order: '{ MON-FA-0001 } MONTADORA - FA // Fractal/'. It lists 'Solicitud' with 'Priority: Medium', 'Task type: 00 Correctivo', and other metadata like 'Work Request Num... 1257' and 'Actual Schedule Dat... 2025-04-01'. At the bottom right of this section, there is a 'NOT STARTED' status indicator.

The OT will be automatically updated with the new responsible person.



The screenshot displays a Kanban board for 'Work Management' with three columns: 'Pending Tasks' (177 items), 'WOs in Process' (2762 items), and 'WOs in Review' (219 items). In the 'WOs in Process' column, a card for 'OT-69-GR' is shown, created by 'Jonas Campos'. The card details include 'Asset: { MON-FA-0001 } MONTADORA - FA' and 'Task: Solicitud'. The responsible person 'Elayne' is listed at the bottom of the card and is highlighted with a red rectangular box. Other cards in the 'WOs in Review' column include 'WO-1008INAC' (100% complete) and 'OT-76-GR' (100% complete).