

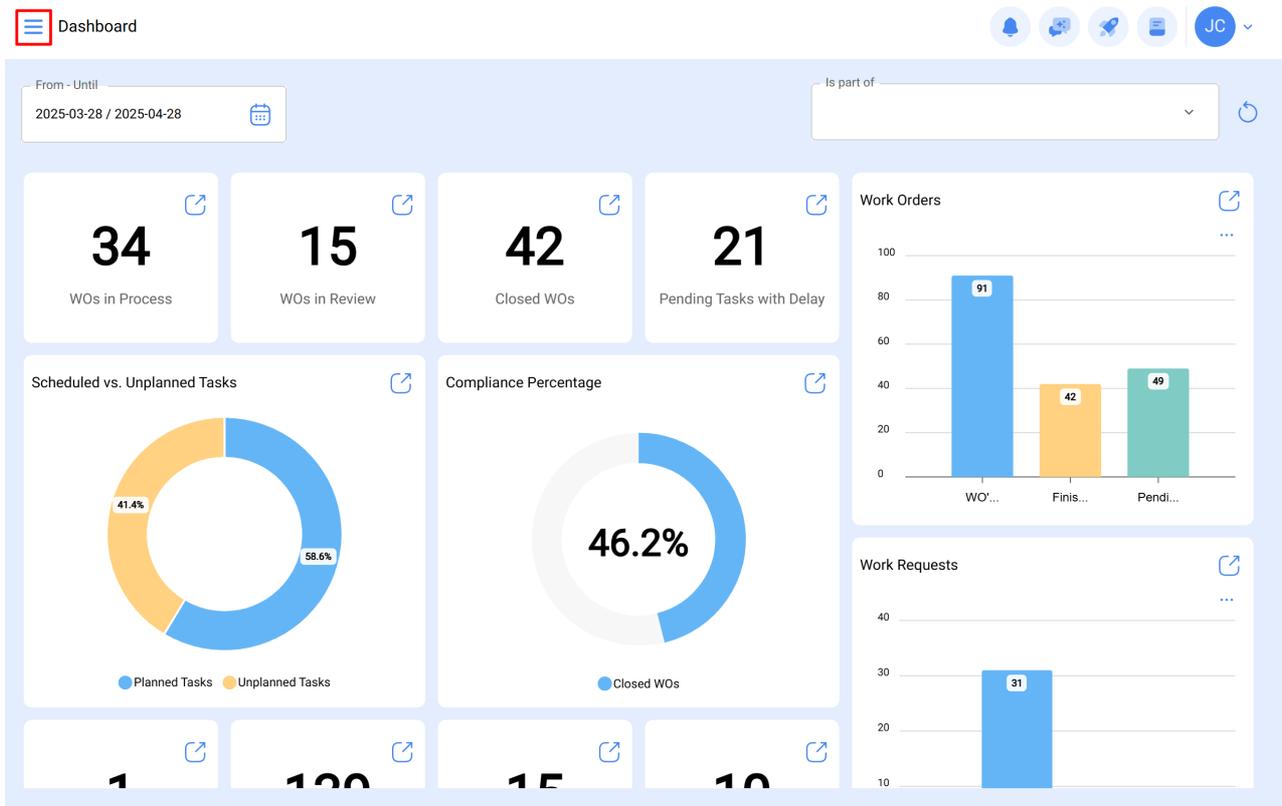
Work Requests and how to enter the module?

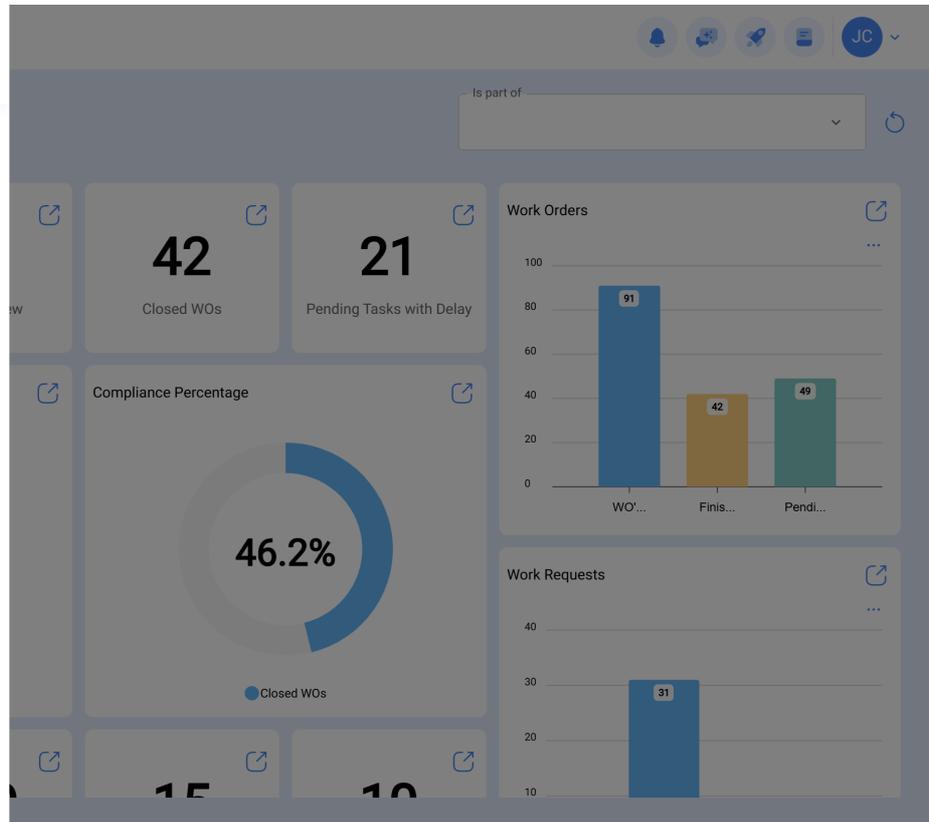
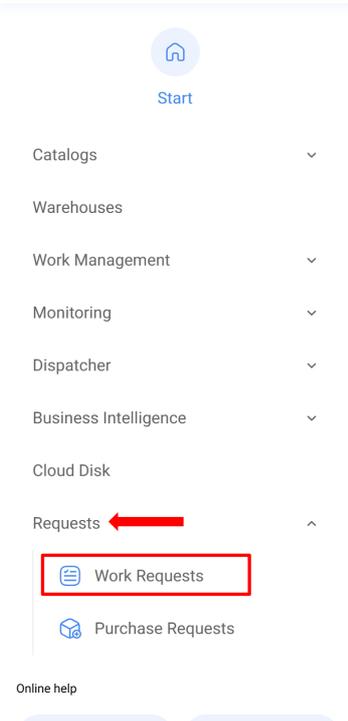
help.fractal.com/hc/en-us/articles/25052701123085-Work-Requests-and-how-to-enter-the-module

In this module, platform users may report incidents through work requests, which may be filled out and managed on the platform as appropriate.

How to enter the Work Request module?

To enter the Work Request module, look for the module in the top left menu of the main bar of the platform and click on "Requests" and then on " Work Requests".





When clicked, a new window will open with all the work requests that have been made in the system with their corresponding statuses.

The 'Requests Work Request' window shows a list of requests categorized into three columns:

- Pending (218):**
 - N°: 1289:** Asset: No asset assigned. Description: Prueba portal. Date: 2025-04-25. Assigned to: Diego.
 - N°: 1287:** Asset: No asset assigned. Description: Tenemos una manguera rota y se presenta fuga de aceite. Date: 2025-04-24. Assigned to: Alexander Sanchez.
 - N°: 1283:** Asset: No asset assigned.
- In Progress (453):**
 - N°: 1288:** Asset: HELLER TORNO CNC - 0002 { MQU-0002 }. Description: MANTENIMIENTO PREVENTIVO DE LUBRICACION. Date: 2025-04-23. Assigned to: ALEXANDER SANCHEZ.
 - N°: 1284:** Asset: OTIS ELEVADOR #1 { EL01 }. Description: EL EQUIPO NO LLEGA HASTA EL FINAL DE CARRERA. Date: 2025-04-23. Assigned to: ALEXANDER SANCHEZ.
 - N°: 1280:** Asset: MOTOR A GAS { MOT-GAS-09 }.
- Closed (602):**
 - N°: 1286:** Asset: HORNO 01 { HOR-01 }. Description: EJEMPLO SOLICITUD GRUPO FAC. Date: 2025-04-24. Assigned to: DIEGO VERGARA.
 - N°: 1285:** Asset: CENTRO COMERCIAL EL TESORO { CC-TER }. Description: ejemplo. Date: 2025-04-23. Assigned to: DIEGO VERGARA.
 - N°: 1279:** Asset: PORTATIL 04 { PTL-0004 }.

It is also possible to access the requests through the list view.

	Work Request Number	Work Order	Status	Description
<input type="checkbox"/>	1289		Created from Guest Portal	Prueba portal
<input type="checkbox"/>	1288	OS809-25	WO's in Process	MANTENIMIENTO PREVENTIVO DE LUBRICA
<input type="checkbox"/>	1287		Created from Guest Portal	Tenemos una manguera rota y se presenta f
<input type="checkbox"/>	1286	OS808-25	Solved with WO	EJEMPLO SOLICITUD GRUPO FAC
<input type="checkbox"/>	1285		Rejected	ejemplo
<input type="checkbox"/>	1284	OS802-25	WO in Review	EL EQUIPO NO LLEGA HASTA EL FINAL DE C
<input type="checkbox"/>	1283		Created from Guest Portal	sdsa
<input type="checkbox"/>	1282		Open	Falla de equipo
<input type="checkbox"/>	1281		Open	PRUEBA
<input type="checkbox"/>	1280	OT1038UFSM	WO in Review	EQUIPO SUENA RARO
<input type="checkbox"/>	1279	OT1032UFSM	Solved with WO	EQUIPO NO ENCIENDE

Showing 50 of 1273

The states in which an request can be found are as follows:

Filter icon highlighted with a red arrow.

Pending

218

- N°: 1289** (Guest Portal)
Asset: No asset assigned
Description: Prueba portal
2025-04-25
Diego
- N°: 1287** (Guest Portal)
Asset: No asset assigned
Description: Tenemos una manguera rota y se presenta fuga de aceite
2025-04-24
Alexander Sanchez
- N°: 1283** (Guest Portal)
Asset: No asset assigned

In Progress

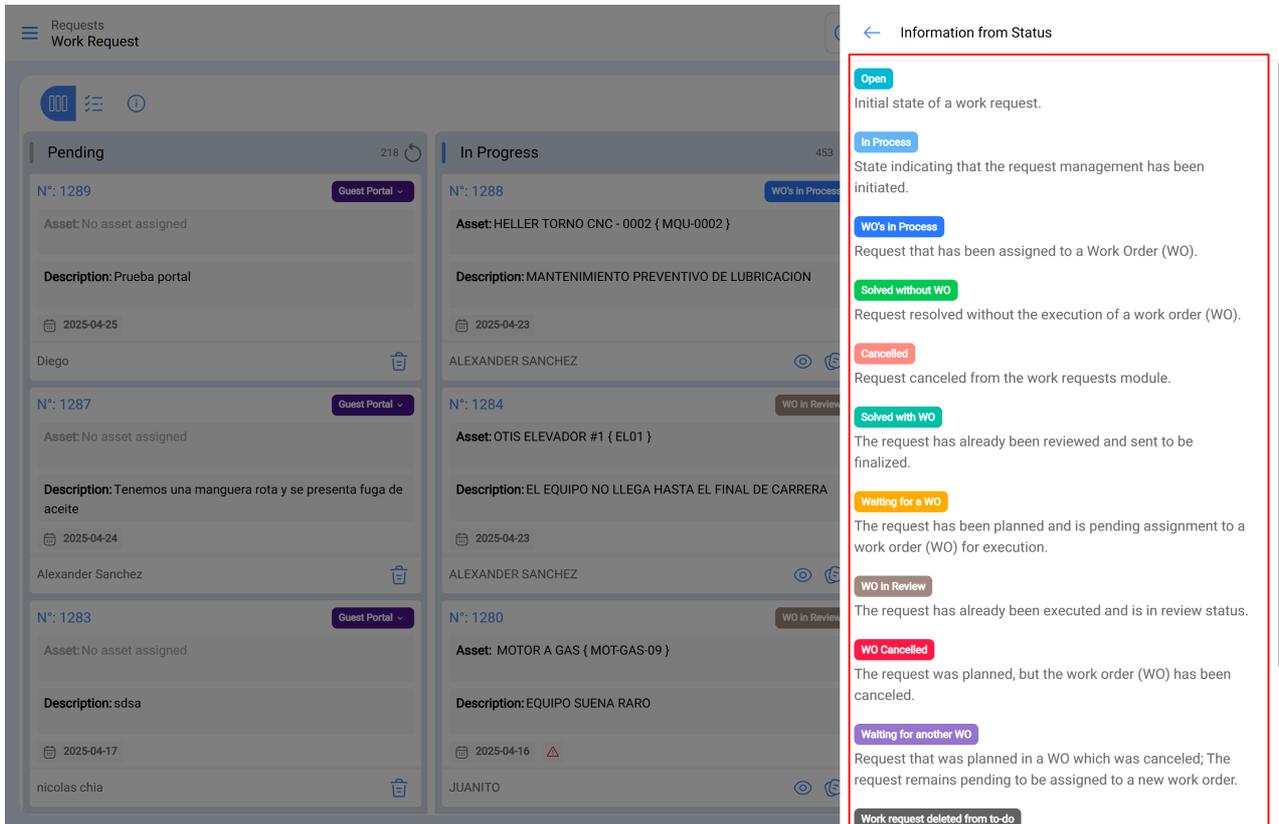
453

- N°: 1288** (WO's in Process)
Asset: HELLER TORNO CNC - 0002 { MQU-0002 }
Description: MANTENIMIENTO PREVENTIVO DE LUBRICACION
2025-04-23
ALEXANDER SANCHEZ
- N°: 1284** (WO in Review)
Asset: OTIS ELEVADOR #1 { EL01 }
Description: EL EQUIPO NO LLEGA HASTA EL FINAL DE CARRERA
2025-04-23
ALEXANDER SANCHEZ
- N°: 1280** (WO In Review)
Asset: MOTOR A GAS { MOT-GAS-09 }

Closed

602

- N°: 1286** (Solved with WO)
Asset: HORNO 01 { HOR-01 }
Description: EJEMPLO SOLICITUD GRUPO FAC
2025-04-24
DIEGO VERGARA
- N°: 1285** (Rejected)
Asset: CENTRO COMERCIAL EL TESORO { CC-TER }
Description: ejemplo
2025-04-23
DIEGO VERGARA
- N°: 1279** (Solved with WO)
Asset: PORTATIL 04 { PTL-0004 }



- **Open**: Status in which the request has not yet been processed.
- **In process**: State in which the request is in the process of creating an unscheduled task, before becoming a pending task or a Work Order (WO).
- **WO in Process**: State in which a request is once it has been planned and converted into a WO.
- **Solved without WO**: Status in which the request has already been resolved without having generated a WO.
- **Cancelled**: Status of a request that has been cancelled.
- **Solved with WO**: Status in which the request has already been resolved through a WO.
- **Waiting for another WO**: State where the request has been sent to the pending work management module and is waiting to be executed in a WO.
- **WO in Review**: Status in which the request has already been generated as a WO and is under review.
- **WO Canceled**: Status in which the request was generated in a WO, which was subsequently canceled. (In this case, the tasks associated with the WO return to Work Queues View)

- **Work request deleted from To-do:** State in which the request was removed from the Work Queues module and must be scheduled again from the work request module.
- **Rejected:** Status of a request that was rejected.
- **Awaiting another TO:** This status applies when a request previously had a Work Order (WO) assigned to it, but that WO was cancelled. The task that was not executed returns to the pending tasks category under this status.
- **Created in guest portal:** Status indicating that the request has been generated through the guest portal, meaning that it comes from an external user or guest.