

Work Requests Analysis Dashboard

help.fracttal.com/hc/en-us/articles/25197339115661-Work-Requests-Analysis-Dashboard

The **Work Requests Analysis Dashboard** allows for detailed monitoring of requests registered in the system. It provides real-time tracking of the number of requests created, resolved, and pending, as well as metrics on average response times and the status of requests.

Accessing the Dashboard

- In the main menu, go to **Business Intelligence**.
- Select **Work Requests Analysis**.

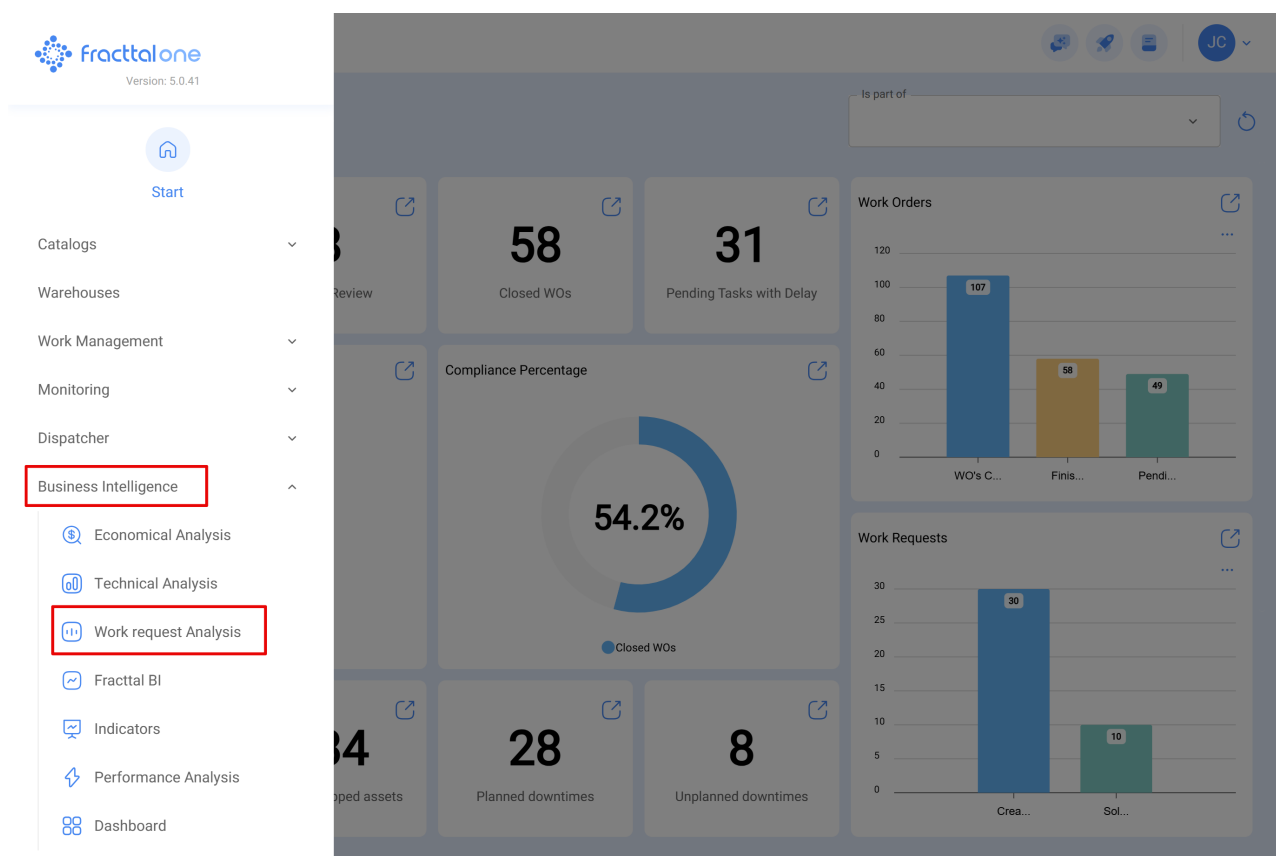
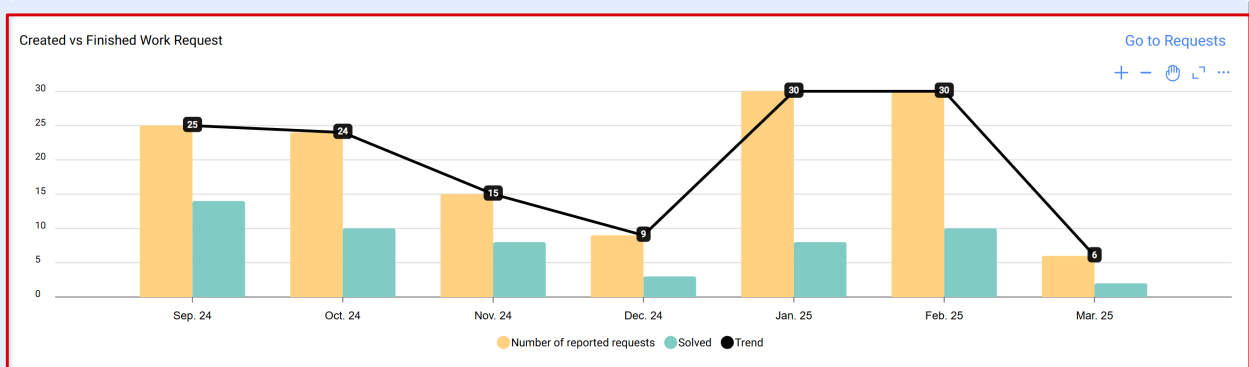


Chart – Reported vs. Resolved Requests

The first highlighted element in the dashboard is the **Reported vs. Resolved Requests** chart, which compares the number of created and completed requests over time. This visualization facilitates the analysis of service flow and helps identify potential operational bottlenecks.



139

Number Work request Created

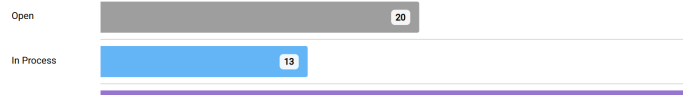
55

Number Work request Solved

84

Number Work request Pending

Work request by Status



Average Time For First Response

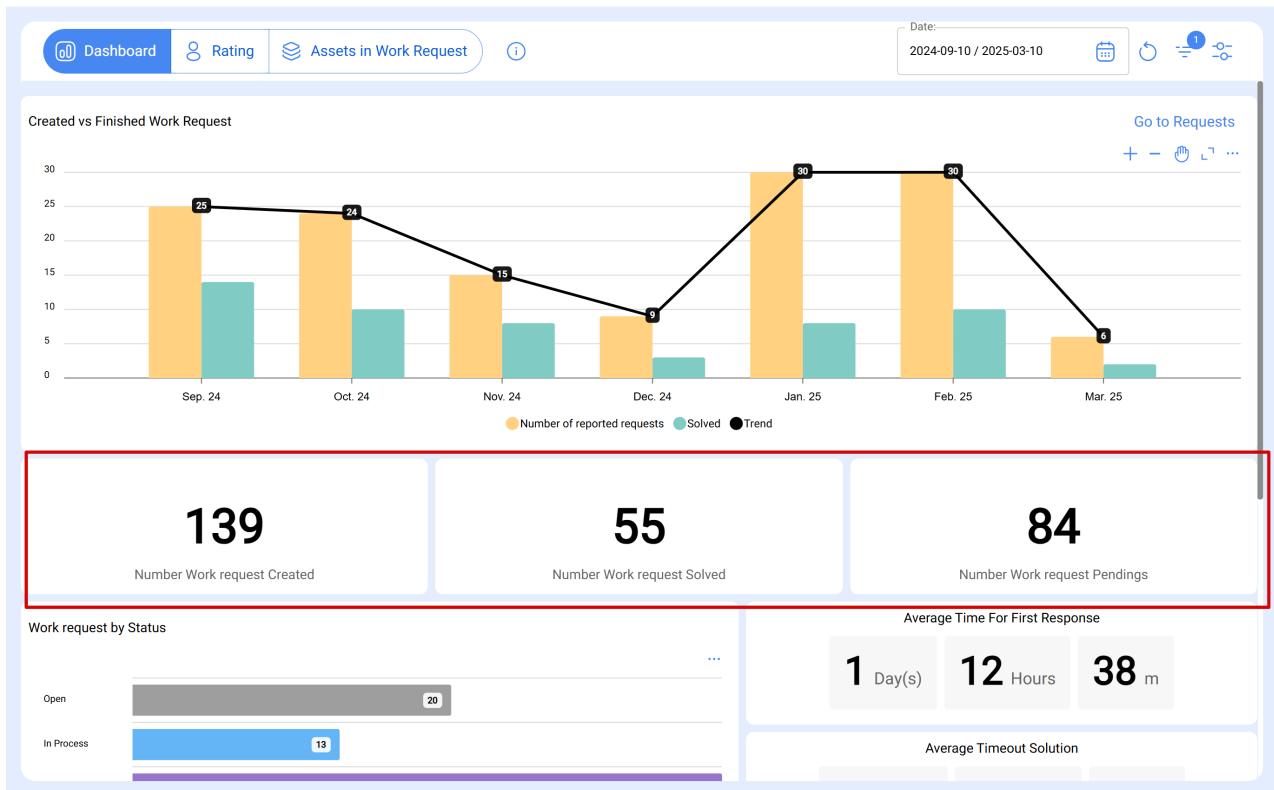
1 Day(s) 12 Hours 38 m

Average Timeout Solution

Right below the chart, the main quantitative indicators related to requests are displayed:

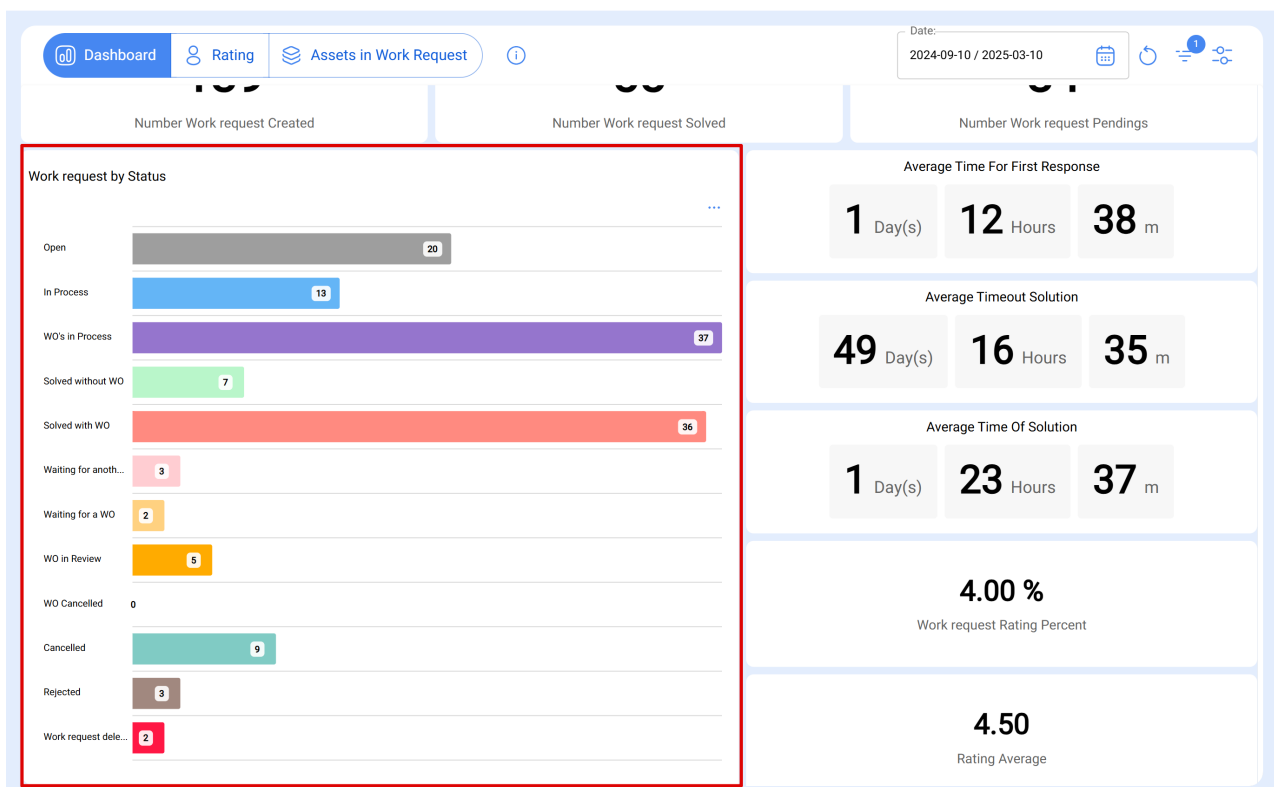
- **Number Work Requests Created**
- **Number Work Request Solved**
- **Number Work Request Pending**

These indicators provide a quick overview of demand and the operational efficiency of the team.



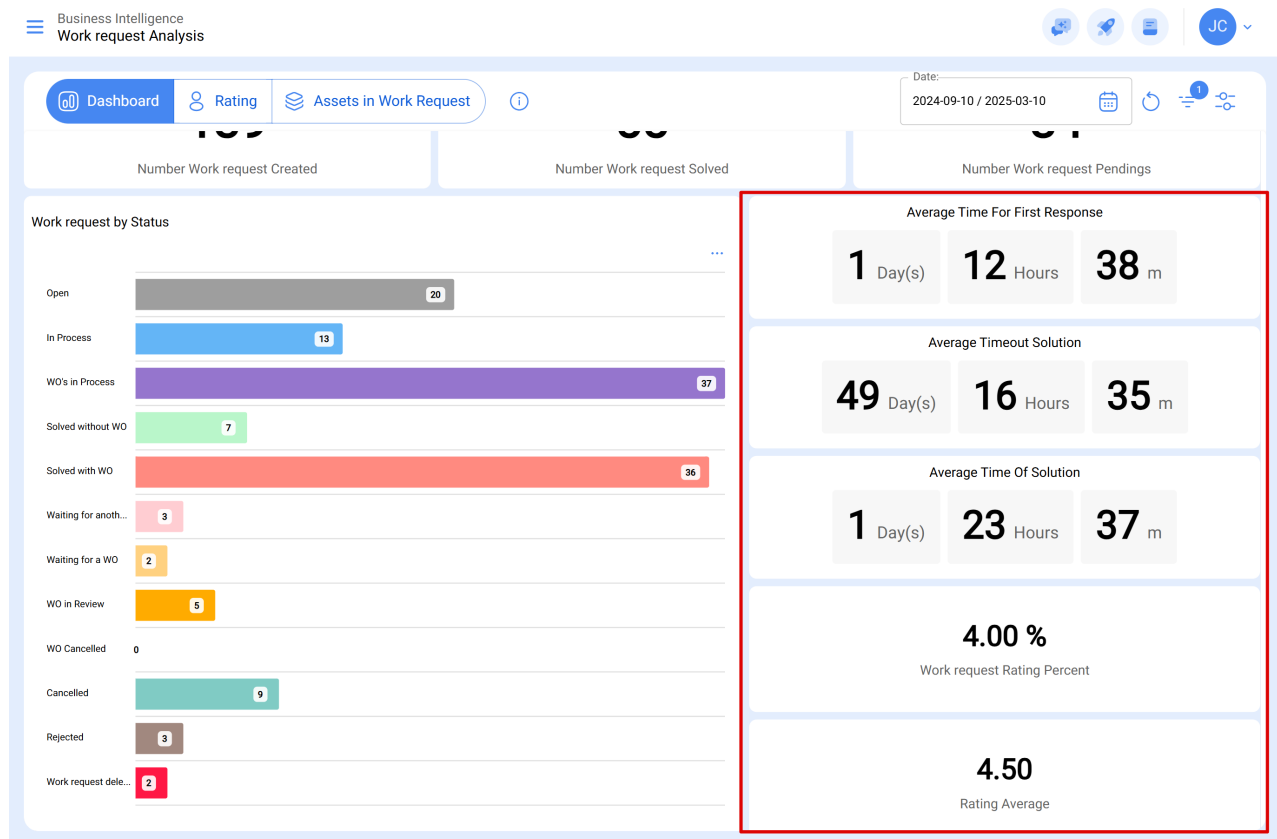
Work Requests by Status

The **Work Requests by Status** section details the stage each request is in within the service flow. This categorization helps prioritize demands and monitor team performance.



Average Response Time

This section offers a clear overview of the team's performance in managing service requests. Through key metrics such as the average time for the first response, waiting time, and total resolution time, it is possible to assess how quickly requests are attended to and resolved.



Rating Module

The **Rating Module** enables the evaluation of service team performance. It provides detailed insights into the number of attended requests and the average ratings received from users.

The main indicators in this category include:

- **Responsible:** Lists the technicians and users in charge of handling requests.
- **Count Work Request Solved:** Shows the total number of completed requests per responsible user.
- **Rating Average Work Request:** Displays the average score based on user feedback.

Dashboard

Rating

Assets in Work Request

?

Date:

2024-09-10 / 2025-03-10



<input type="checkbox"/> Responsible	Count Work Request Solved	Rating Average Work Request
<input type="checkbox"/> Abelardo Perez	5	0.00
<input type="checkbox"/> Adrian	3	0.00
<input type="checkbox"/> Adrian Vargas	1	0.00
<input type="checkbox"/> ALBERTO FERNANDEZ	5	0.00
<input type="checkbox"/> Alexander Fuentes (SOLICITANTE SUREXPORT)	1	0.00
<input type="checkbox"/> Alexander (NRSUR-TECNICO DE VALENCIA)	1	0.00
<input type="checkbox"/> ANA MORALES - HADES	1	5.00
<input type="checkbox"/> Carlos Altamar	1	0.00
<input type="checkbox"/> Darwin Mosqueda Antonio	1	3.00
<input type="checkbox"/> Diego Vergara	1	0.00
<input type="checkbox"/> FELICIANO MARTINEZ	1	0.00
<input type="checkbox"/> FELIPE RIVEROS	1	0.00
<input type="checkbox"/> JENNIFER ROBUSPACK	2	4.50

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Assets in Work Request

The **Assets in Work Request** module within the dashboard allows monitoring of which assets generate the highest number of requests. With this functionality, it is possible to identify trends, prioritize maintenance, and make strategic decisions to optimize asset management.

Dashboard

Rating

Assets in Work Request

?

Date:

2024-09-10 / 2025-03-10



<input type="checkbox"/> Asset	Number of reported requests
<input type="checkbox"/> { 00001-2 } FA mantenimiento J	1
<input type="checkbox"/> { 001 CH AEROPUERTO { T-1 } }	1
<input type="checkbox"/> { 124779874302 } EQUIPO DE DOS BOBINAS Y EIS NUCLEOS	1
<input type="checkbox"/> { 2 BOBINAS CONCENTRICAS 3 NUCLEOS	1
<input type="checkbox"/> { ACT.LOC-0001 } Fracttal Brasil	2
<input type="checkbox"/> { AEM-01 } AREA DE EMPAQUE	1
<input type="checkbox"/> { ASCENSOR 01	1
<input type="checkbox"/> { ativo A } Ativo A	1
<input type="checkbox"/> { BOD-001 } BODEGA PRINCIPAL DE HERRAMIENTAS	1
<input type="checkbox"/> BOMBA CENTRIFUGA 56 PUMPX EJEMPLO { BOM-57 } H10...	1
<input type="checkbox"/> { BUF-3 } BUFFER 3	1
<input type="checkbox"/> { CAM-18 } CAMARA 18	1
<input type="checkbox"/> Caminhão Báscula Mercedes { CB-05 }	1

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