

Open a Work Order or a Support Ticket?

help.fracttal.com/hc/en-us/articles/38722310164109-Open-a-Work-Order-or-a-Support-Ticket

Scenario Definition: support service vs. internal management.

It is essential to understand the difference between creating a **Work Order (WO)** and a **Support Ticket**, as each serves a specific purpose. While WOs are designed to manage maintenance tasks, support tickets are intended to resolve technical issues related to the platform. Opening the correct type of request is key to ensuring your team receives the appropriate attention.

Key difference between WO and support ticket

- **WO:** Work order intended for your operations team to plan, execute, and record maintenance tasks.
- **Support ticket:** Technical help to resolve system issues (Fracttal One) or platform functionality problems.

When should you create a Work Order (WO)?

Work Order (WO): Should be used when you need to manage maintenance tasks or repairs of your company's assets, such as equipment, machines, or facilities.

In the **Work Orders** view, select the **"Add"** option to create a new WO. Fill in the corresponding details according to the type of task you need to perform.

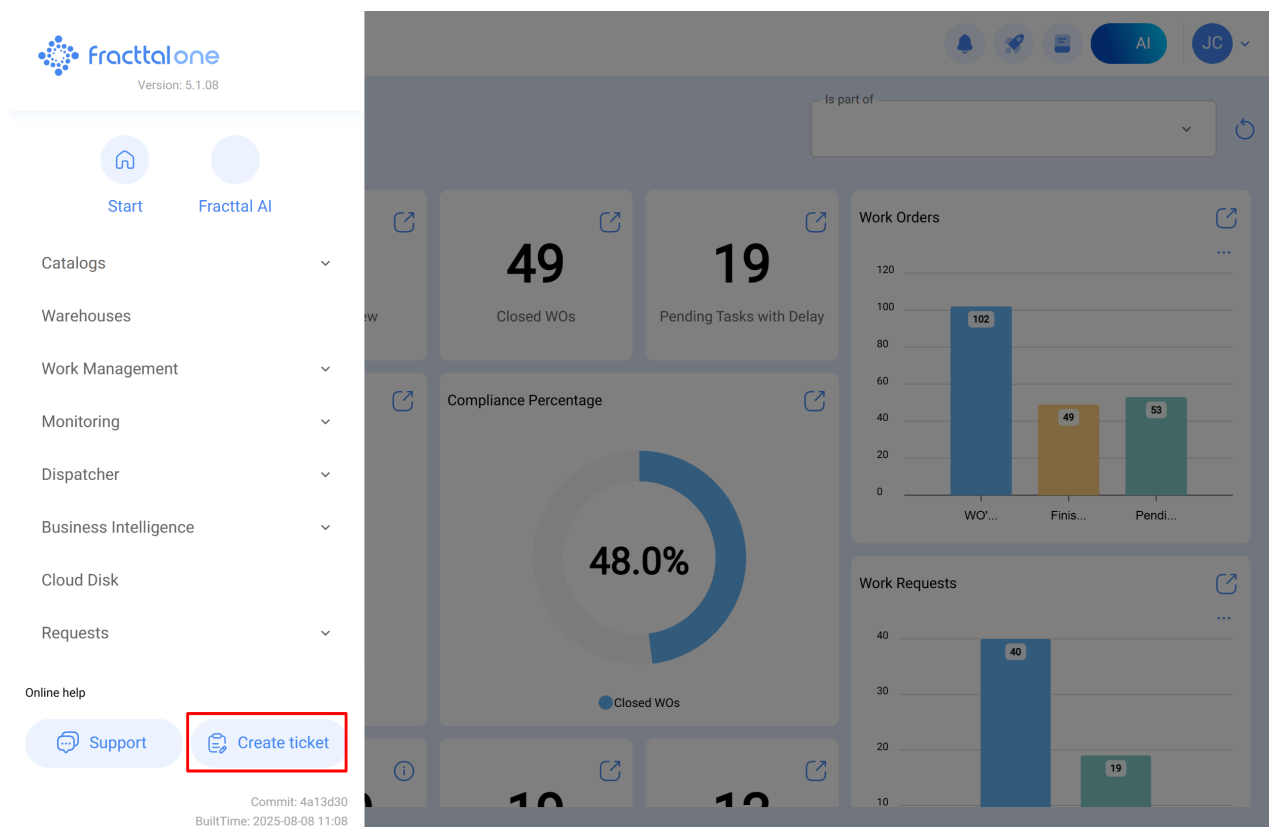
The screenshot displays the Fracttal Work Management interface in Kanban view. At the top, a navigation bar includes a menu icon, the text 'Work Management View Kanban' (with a red arrow pointing to it), and several utility icons (notifications, search, calendar, AI, and user profile 'JC'). Below the navigation bar, the interface is organized into three main columns: 'Pending Tasks' (222 items), 'WOs in Process' (2920 items), and 'WOs in Review' (250 items). Each column contains several task cards. The 'Pending Tasks' column shows tasks like 'MOLINO DE BOLAS { MB01 } METSO' and 'EQUIPO NORGREEN 1 { EQ.NORG-001 }'. The 'WOs in Process' column shows tasks like 'MOLINO DE BOLAS { MB01 } METSO' and 'MONTADORA - FA { MON-FA-0001 } FRUNIV'. The 'WOs in Review' column shows tasks like 'CENTRO COMERCIAL EL TESORO' and 'CentroPruebasIDOM'. Each task card includes details such as the asset name, task description, due date, and a progress bar. In the bottom right corner of the 'WOs in Review' column, there is a blue circular button with a white plus sign, which is highlighted by a red square, indicating the 'Add' button for creating a new Work Order.

For more information on how to create a WO, check our detailed article in the Help Center: [How to create UNPLANNED WOs?](#)

When should you open a support ticket?

It is used when you need technical assistance related to the platform's operation, such as errors, failures, or difficulties accessing any system functionality.

To open a support ticket, go to the **"Technical Support"** section in Fractal One and select **"Create ticket"**. Here you can describe the problem and the support team will work to resolve it.



For more details on managing support tickets, consult our full article in the Help Center: [Access, support, and search in the Help Center](#)

Related to

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- [ticket](#)