

Work Order Rating in Fracttal One

help.fracttal.com/hc/en-us/articles/45473317194509-Work-Order-Rating-in-Fracttal-One

In **Fracttal One**, it is possible to rate completed work orders, which provides greater visibility into the operational actions performed.

Rating Work Orders in the Kanban View

In the **Kanban** view of work orders, located in the **"Completed"** column, users can easily identify which work orders are pending rating and which have already been rated.

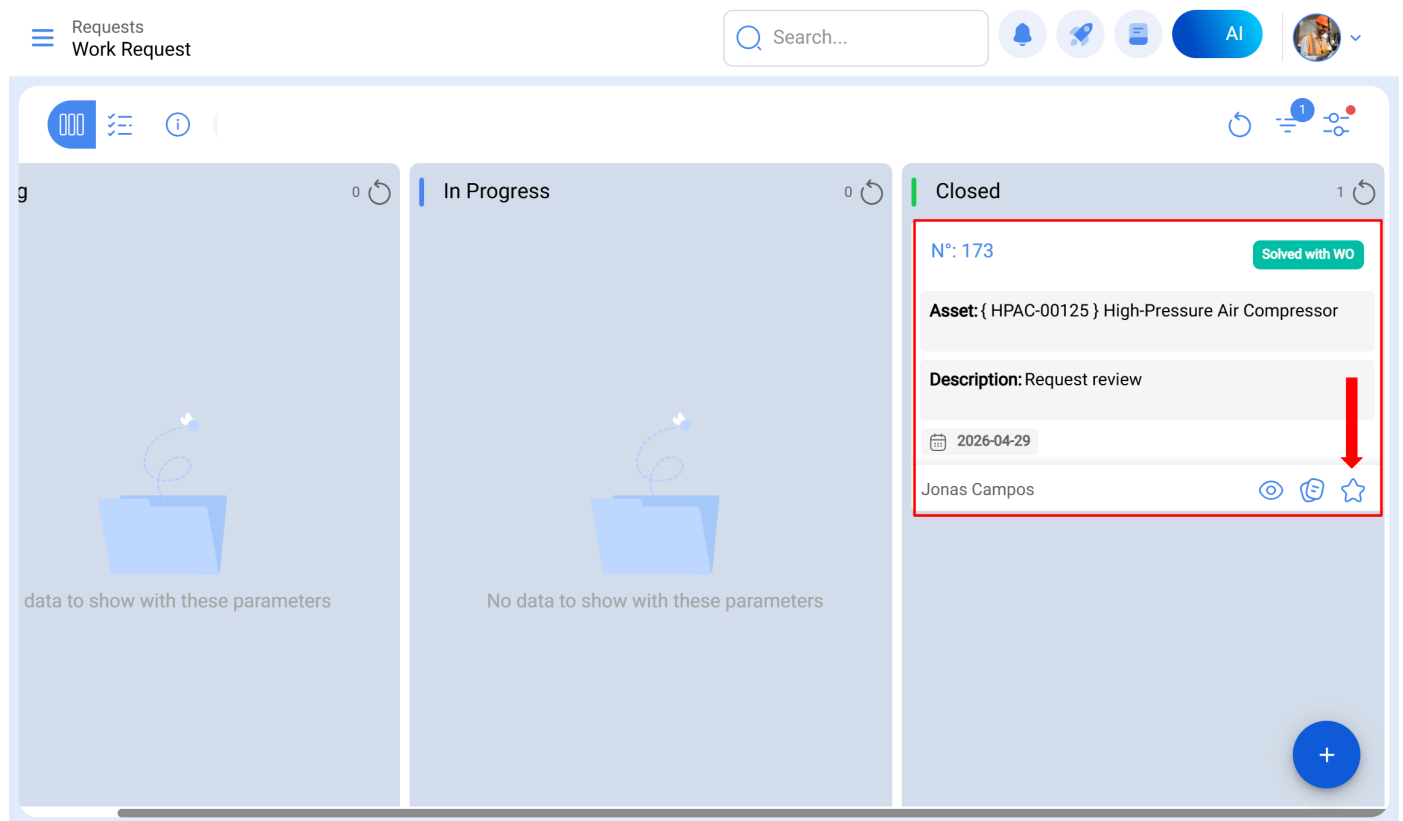
The screenshot shows a Kanban board with a column titled "Closed" containing one card. The card has the following details:

- Number: N°: 17
- Status: Solved without WO (green button)
- Asset: No asset assigned
- Description: Cambio de aceite
- Date: 2025-12-17
- Rating: 5 stars
- Assignee: Jonas Campos

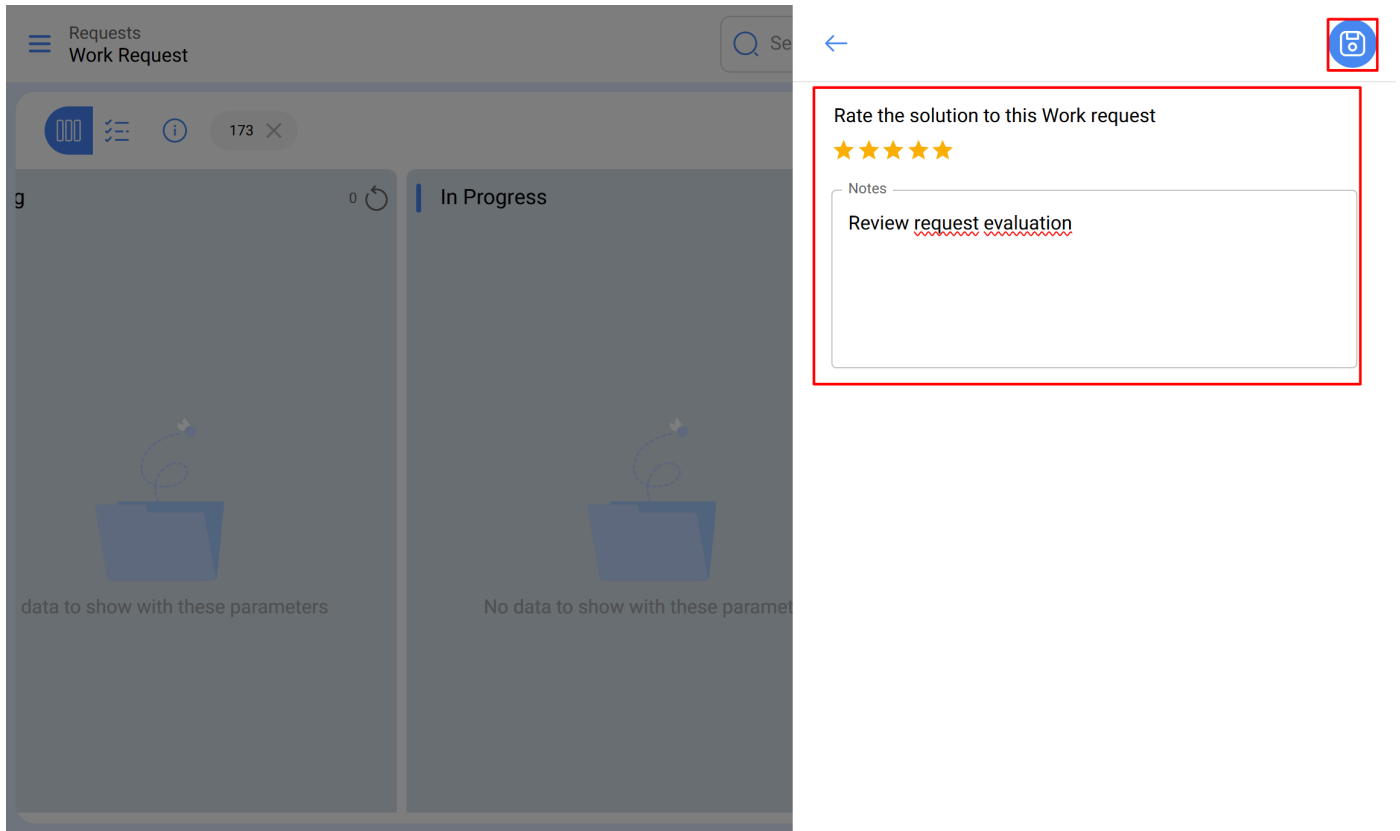
The rating icon will only be available to the user responsible for the specific work order. This means that, even if the person responsible for the work order linked to the request is different from the person responsible for the review, only the person responsible for the request can rate the work order.

How to Rate a Work Order?

Go to the completed column and locate the request. To rate a work order, simply click the icon that appears next to the work order you want to evaluate.



- Select the number of stars (from **1 to 5**) that best represents your rating according to the context.
- If you want, you can add a comment to provide more details about your rating. This can help offer more comprehensive feedback.



Only **resolved** work orders have the rating option.

Click save to save the operation.

This feature also reflects information obtained directly from the **Business Intelligence** module, allowing for a more accurate and detailed view of agent performance.

Related article: [Work Order Analysis: Agent Rating](#)