

How can I automatically notify the persons responsible assigned to tasks?

help.fracttal.com/hc/en-us/articles/37664719650573-How-can-I-automatically-notify-the-persons-responsible-assigned-to-tasks

The Fracttal One Automator allows you to send automatic email notifications to the **Human Resources** assigned to tasks, as long as the multi-responsible option is enabled. There are two moments when a human resource can be assigned to a task, and both scenarios can be covered by rules in the Automator.

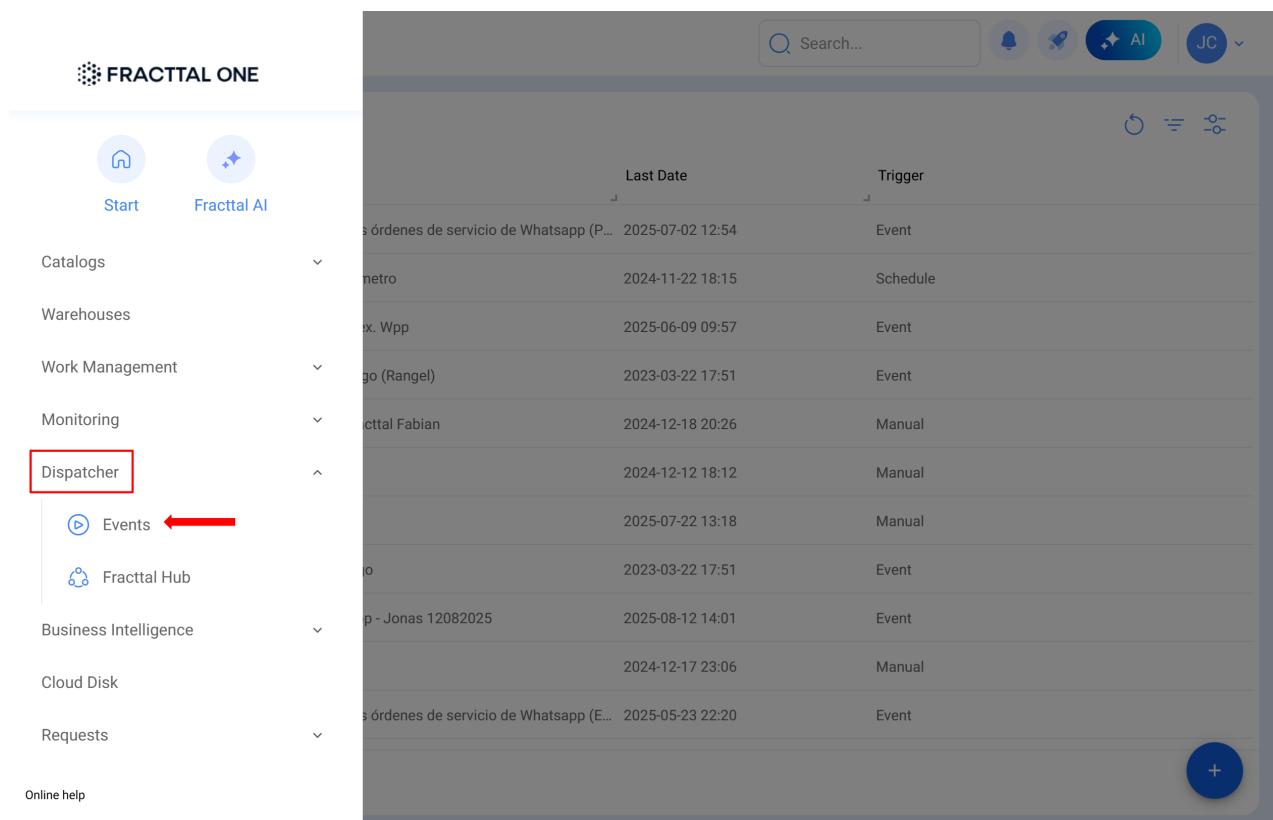
Below are the two possible scenarios in which this functionality can be applied.

Automatic notification when creating the Work Order

When the responsible parties are defined at the time of creating the Work Order, the **New WO** event must be configured in the Automator.

Step by step:

1. Access the **main menu**, go to the **Automator** module, and select **Events**.



2. Click **Add (+)** at the bottom right corner of the screen.

Dispatcher

Search...

JC

	Description	Module	Submodule	Event
☐	NOTIFICACION POR RETRASO EN EJECUCION DE OT	Work Management	Pending Tasks	Pending tasks or with delay
☐	ASIGNACION DE OT WAPP	Work Management	Work Orders	New WO
☐	NOTIFICACION DE OC NUEVA	Warehouses	Purchase orders	New Purchase Order
☐	CHECK LIST PRE	Work Management	Work Orders	Task start
☐	EVENTO PARA NOTIFICAR SOLICITUDES URGENTES	Work Requests	My Work Requests	Create new Work Request
☐	ejemplo via express	Work Management	Work Orders	Work order completed
☐	Formulario fin de tarea	Work Management	Work Orders	Task completion
☐	CAMBIO DE ESTADO GLORY	Work Requests	My Work Requests	Status Change
☐	NOTIFICACION DE FIN DE CONTRATO	Settings	Document Management	Expiry of a document
☐	fin de tarea	Work Management	Work Orders	Task completion
☐	Existencia mínima de suministro	Warehouses	Stock	The existence of an item is und

Showing 37 of 37

+

3. In the configuration form, fill out the following fields:

Dispatcher

Save

Enabled ☒

Required Information

- Description no puede estar en blanco
- Module no puede estar en blanco
- Submodule no puede estar en blanco
- Event no puede estar en blanco

General

Terms

Actions

Module

Submodule

Event

Description

Description no puede estar en blanco

- **Module:** Tasks
- **Submodule:** Work Orders
- **Event:** New WO
- **Description:** enter a clear description, for example "New WO Notification".

New Work Order Notification
Save

Enabled

General

Terms

Actions

Module
Work Management

Submodule
Work Orders

Event
New WO

Description
New Work Order Notification

4. Click **Save** to create the event.

New Work Order Notification
Save

Enabled

Information

You have pending changes to save!

General

Terms

Actions

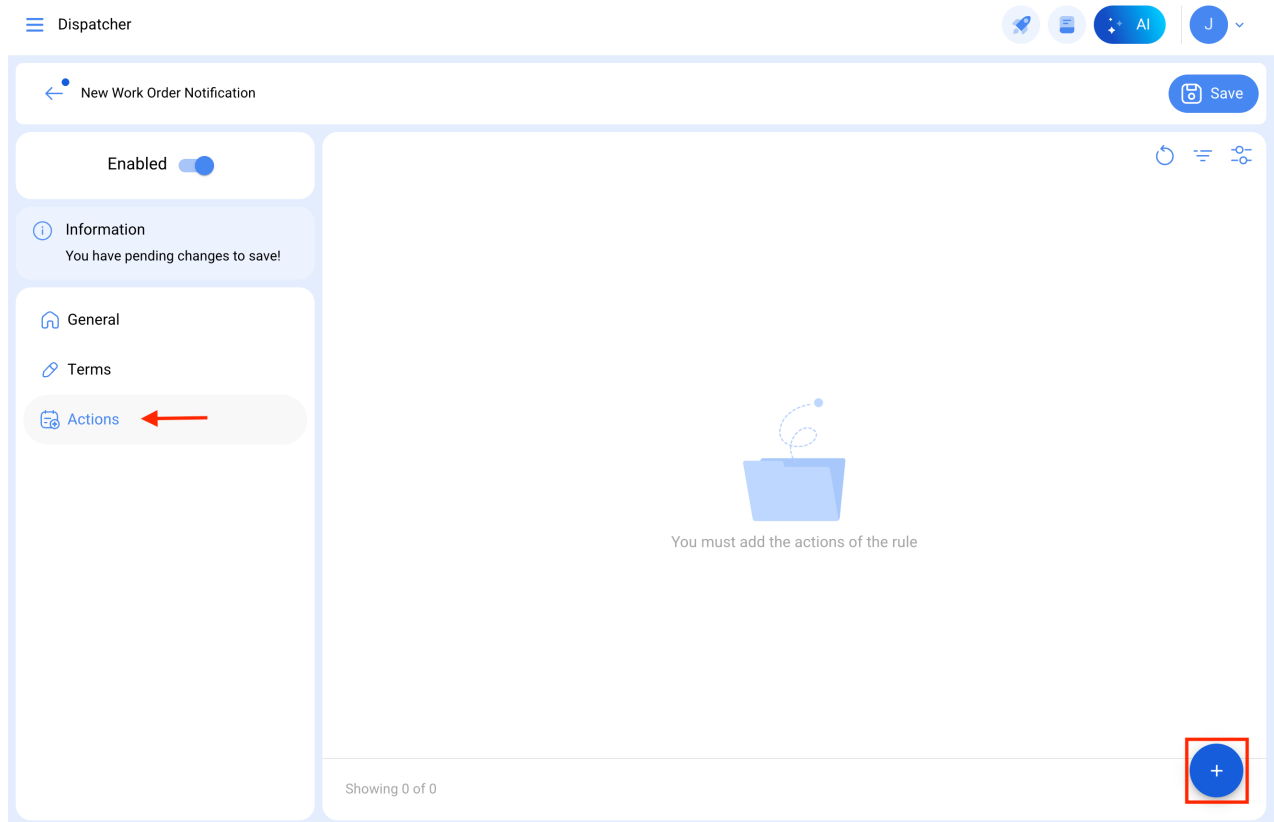
Module
Work Management

Submodule
Work Orders

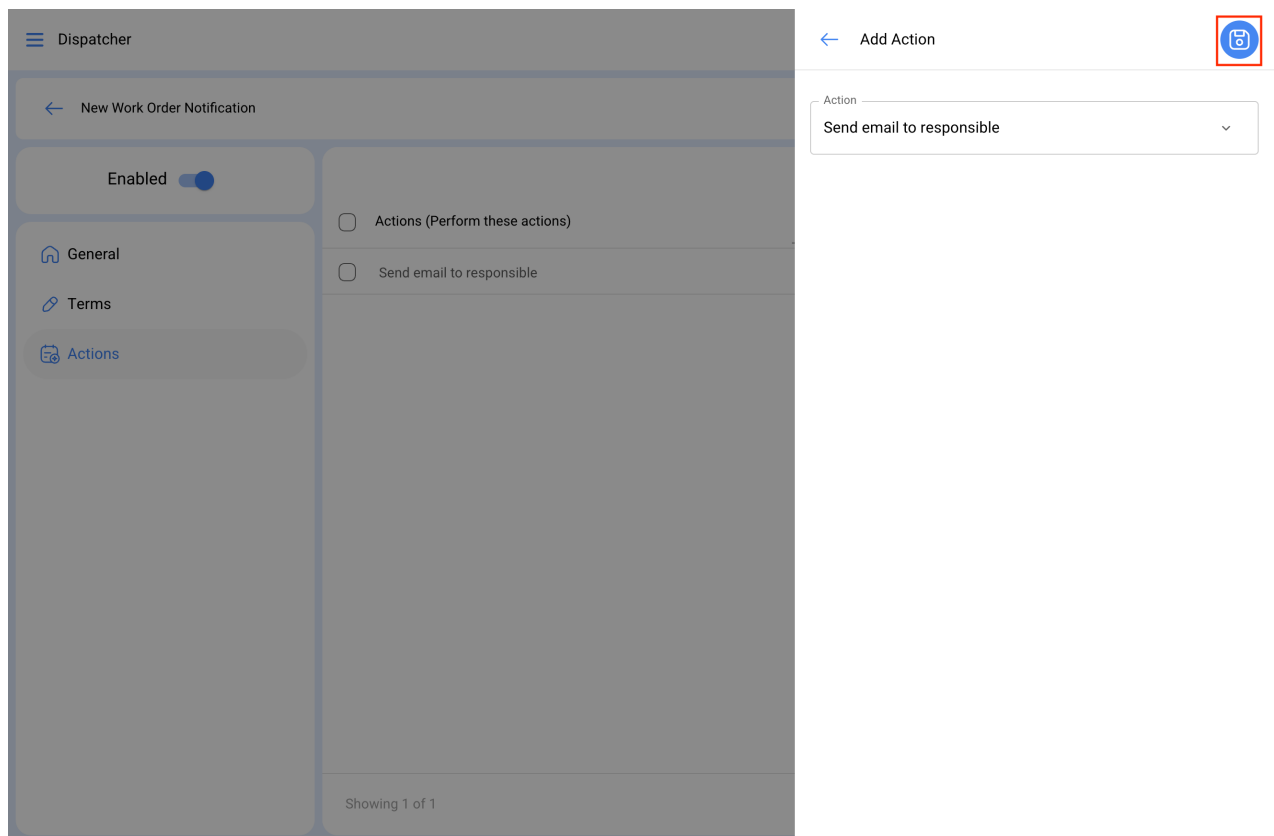
Event
New WO

Description
New Work Order Notification

5. Then, go to the **Actions** tab and click **Add action**.



6. Select the **Send email to responsible party** action and then save the changes.



Result: Each time a new WO is created with Human Resources assigned from its creation, they will automatically receive an email notification.