REPORTING

IN SERVICENOW

OVERVIEW

- Reporting

- Visualization Designer

REPORTING

- Reporting enables you to create and distribute reports that show the current state of instance data

  - EX: number of open incidents for each priority

- Reporting functionality is available by default for all tables EXCEPT system tables

  - EX: syslog, sys_attachment, sys_email, etc.

- Note: on new Yokohama instances, reporting functionality is replaced with Data Visualizations

VISUALIZATION DESIGNER

- The visualization designer allows anyone to easily create charts by following guided flows to configure, preview, edit, and share data

- You can schedule charts to be run and distributed on a regular basis

  o Good for quarterly or yearly reports

- The visualization designer provides many different configuration options including:

  o Data – select your data source

  o Type – select from over 20 different chart types to display your data

  o Group By and Sorting – group data by specific fields and run calculations against the data

  o Presentation – adjust the look of your visualization, from coloring to titles and adjusting a chart legend

DEMO

- Let's create a report/data visualization!

TERMINOLOGY

- Report/Data Visualization – a graphical representation of application data