

## Reporting

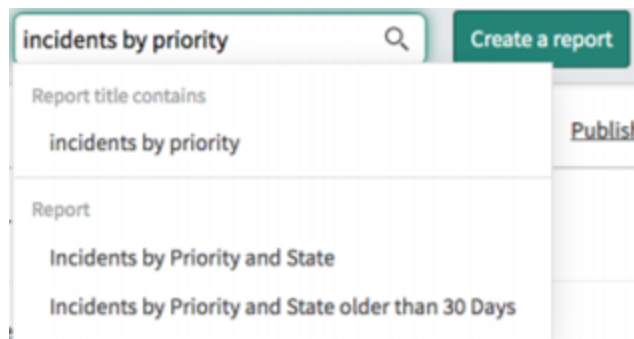
**Scenario:** The Service Desk team requests a high-level summary of all incidents assigned to their team, categorized by Priority and State.

### A. Create a Report

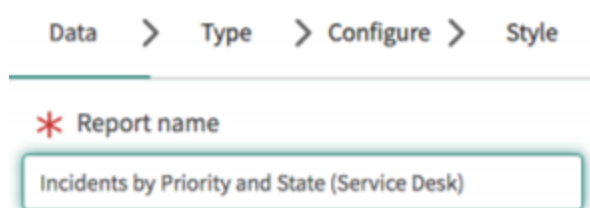
1. Go to **Reports > View / Run** to open the list of available Reports.
2. Click on **All** from the header options.



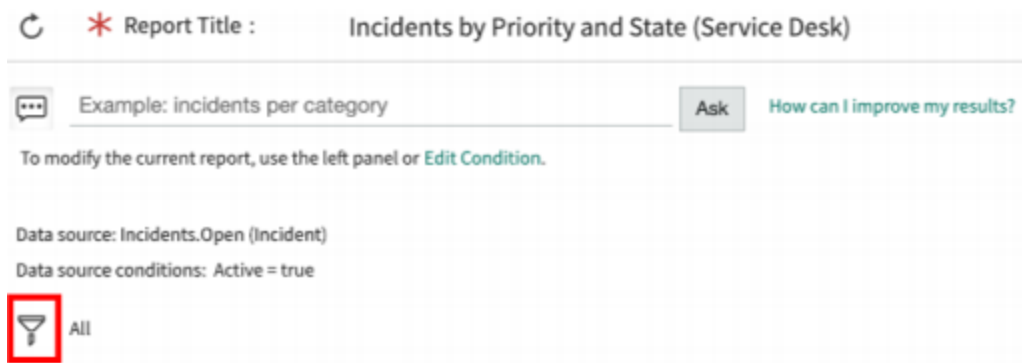
3. Select **Incidents by Priority and State** to open the report.



4. Go to the Data breadcrumb title from the panel on the left, then update the name of the report to **Incidents by Priority and State (Service Desk)**.

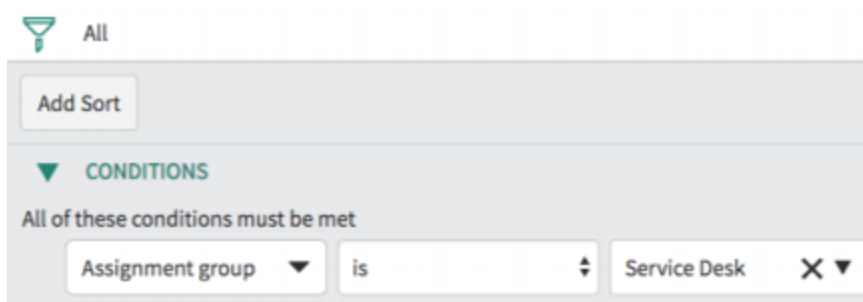


5. Click the **Open condition builder** icon (funnel) from the main reporting area to apply a filter on the data.



- Set single filter condition by using the drop-down menu

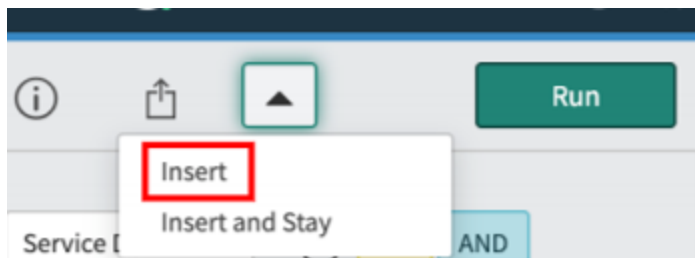
**Assignment group | is | Service Desk**



- Click **Run** from the Report Designer header. Notice the report's data has been updated.



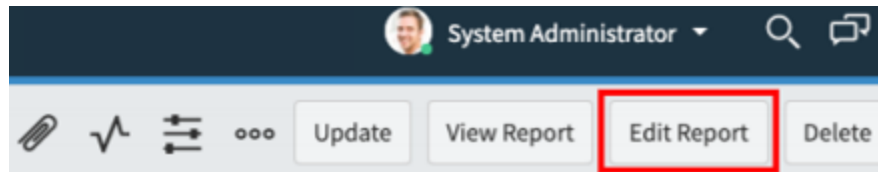
- Open the **Save** menu by clicking the downward-facing arrow next to the Share icon, then select **Insert** to save a copy of the report.



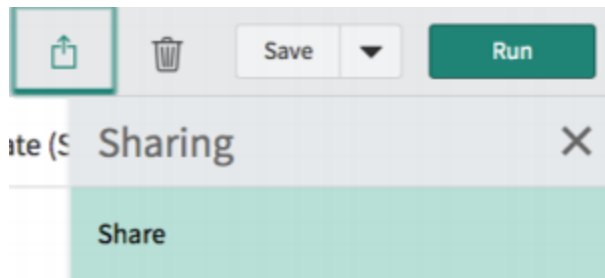
## B. Share the Report

- As the System Administrator, navigate to **Reports > Administration > All**
- Locate and open the record for the **Incidents by Priority and State (Service Desk)** report.

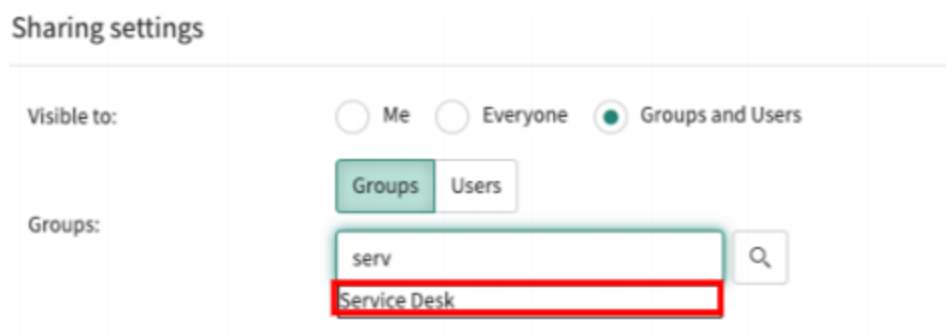
3. Click the **Edit Report** button



4. Open the **Sharing** menu from the Report Designer header and select **Share**.



5. Click the **Groups and Users** radio button, then add the **Service Desk** to the Groups list



6. Click **OK** to close the Sharing settings window then **Save** the report.

---

## Create an Extended Table

This lab is the same as the one in the SNF simulator, 15.1, so please refer to your simulator activity.