

Get Started with Reports

List Report

Lab 1.1

10 minutes

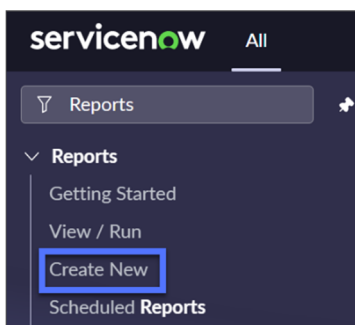
Lab objectives

In this lab, you create a simple list report using the Report Designer which offers a guided, step-by-step approach.

A. Define a List Report

Log into your ServiceNow instance.

1. Navigate to **Reports > Create New**.



2. While on the **Data** tab, define the report as shown:

Report name: **Active Incidents by State**

Source type: **Table**

Table: **Incident [incident]**

 A screenshot of the 'Data' tab in the Report Designer. The 'Data' tab is selected and highlighted with a blue box. The form contains the following fields:

- Report name:** Active Incidents by State
- Source type:** Table (selected from a dropdown menu)
- Table:** Incident [incident] (selected from a dropdown menu)
- Description:** There is no description for this table. To add a description, please contact your admin.

- Click the **Funnel icon** to open the condition builder.
- Set the condition to **Active | is | True**.

- Click **Next** or select the **Type** tab to open the **Type** section.
- Type **List** in the **Filter the visualizations** text box and select **List** type.

- Click **Next** or select the **Configure** tab to open the **Configure** section.
- Click the **Group by** dropdown and select the **State** attribute.

9. Click **Next** or select the **Style** tab to open the **Style** section.
10. Define the report style properties as follows:

Show chart title: **Report only**

Chart title: **Active Incident by State**

Size of the chart title: **20** px

Chart title color: **Green**

Title horizontal alignment: **Left**

The screenshot shows the 'Style' configuration tab for a report. The settings are as follows:

- Show chart title:** Report only (dropdown)
- Chart title:** Active Incidents by Stat (text input)
- Size of the chart title:** 20 (text input) px
- Chart title color:** Green (text input with search and info icons)
- Title horizontal alignment:** Left (dropdown)

11. Click **Run** to preview your report and answer the following questions:

- a. How is your report organized/grouped?
- b. How many In Progress/On Hold/New incidents do you have?

The screenshot shows the report preview for 'Active Incidents by State'. The report displays a table with the following columns: Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. The data is grouped by State, showing 144 total incidents. The groups are: State: New (47), State: In Progress (95), and State: On Hold (2).

Note: Clicking the **Run** button only runs the report but doesn't save/update the report. At any time during report building, you can preview the report by clicking the **Run** button.

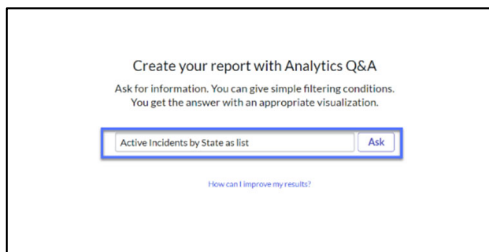
12. **Save** the report.

The screenshot shows the 'Save' and 'Run' buttons at the bottom of the report builder. The 'Save' button is highlighted with a blue border, indicating it should be clicked to save the report.

B. Define a List Report using Q&A

In this section, you generate a new report using the Analytics Q&A feature which allows you to quickly define a report using natural language.

1. Navigate to **Reports > Create New**.
2. Type **Active Incidents by State as list** in the **What do you want to see?** text box.



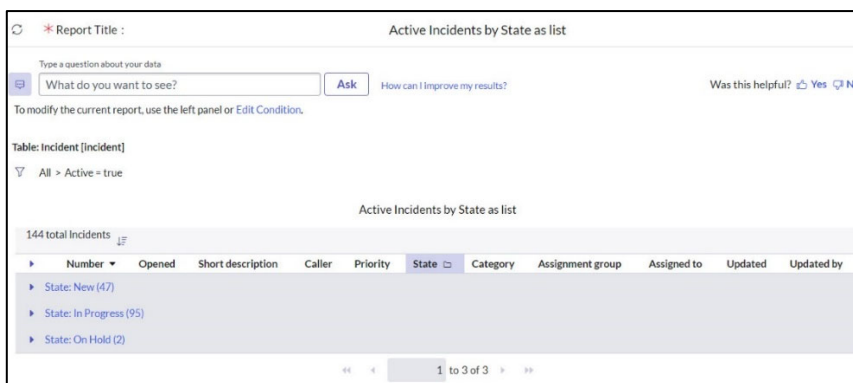
Create your report with Analytics Q&A
Ask for information. You can give simple filtering conditions.
You get the answer with an appropriate visualization.

Active Incidents by State as list

[How can I improve my results?](#)

Note: Analytics Q&A automatically recognizes the **by** keyword and groups the data by the State property.

3. Press the **Ask** button to generate the report.
4. Click **Run** and preview your report.
5. Confirm that the report generated shows identical results when compared to the report created in the earlier section.



Report Title: Active Incidents by State as list

Type a question about your data
What do you want to see? [How can I improve my results?](#) Was this helpful?

To modify the current report, use the left panel or Edit Condition.

Table: Incident [Incident]
All > Active = true

Active Incidents by State as list

144 total Incidents

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
State: New (47)										
State: In Progress (95)										
State: On Hold (2)										

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6. **Save** the report.

Congratulations!
You have completed the List Report lab.