

# AIRS – Unable to export a report to Excel

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**Category:** {'link':

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## AIRS – Unable to export a report to Excel

Purpose: Follow this procedure when a user reports Unable to export a report to Excel.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Name of the Business Line Detailed Description of the issue. Screen shot of the export attempts to Excel by user

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document required information and troubleshooting details in the incident.
3. Please attach any referenced knowledge articles to the incident.
4. Ask the user if they have been able to export to Excel previously? Document this in the work notes of the incident.
5. Reports are found on the AIRS dashboard by Business Line (currently only Revenue Cycle Management tab exists). As more Business Lines are deployed, people will have their own tab. This currently lists all Open Enhancement Requests grouped by Application. You can click on any application to see the details behind it.

NOTE: the first large blue box is marked empty because no application was selected within the request.

EXAMPLE: Select SmartSource

There is one Open Task for SmartSource.

NOTE: Assignment Group Name can also be selected which indicates the group where it currently resides.

6. Detailed Reports show Enhancements that are Closed and Complete.

Right Click on Assignment Group and select Export to Excel.

When Export Complete appears select Download button.

The number of columns in Excel should match the columns appearing on the report.

7. Follow the resolution process.
8. If additional assistance is needed, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Uncategorized Software / Application

Service

ServiceNow North America

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Uncategorized Software / Application

Service

ServiceNow North America

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

ServiceNow Support Team

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