ServiceNow Task Table Active Tickets Report

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Filters

Active is true (and)

Task Type is not Incident

Or

Task Type is Incident (and)

Incident State is not Resolved (and)

Incident State is not Closed (and)

Incident State is not Canceled

To each of the filter criteria blocks you need to filter by the tickets you wish to report on, for example

Assignment Group is xxxx

Assignment Group is one of xxxx, yyyy, zzzz

Service is xxxx

Region is xxxx

Why do we need to filter this way on the Task table

Pending Feedback is an available State on the Incident Table but is not found on the Task table, and while Pending Feedback incidents are considered Active on the Incident Table, they are considered Inactive on the Task table. When reporting on the Task table, to see active or open Incidents in the Pending Feedback state we need to find Incidents with that state from the Incident State rather than the Task State.