

# List Report

Lab 1.1

15 minutes

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## Lab objectives

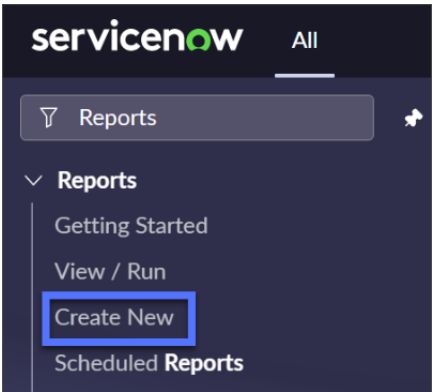
In this lab, you create a simple list report using the Report Designer which offers a guided, step-by-step approach.

**Lab Dependency:** *This is foundational for all subsequent lab exercises. Do not skip.*

## Section A. Define a List Report

Log into your ServiceNow instance.

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

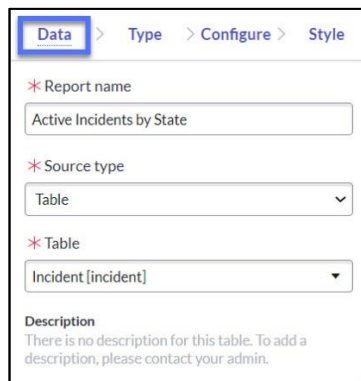


- While on the **Data** tab, define the report as shown:

Report name: **Active Incidents by State**

Source type: **Table**

Table: **Incident [incident]**



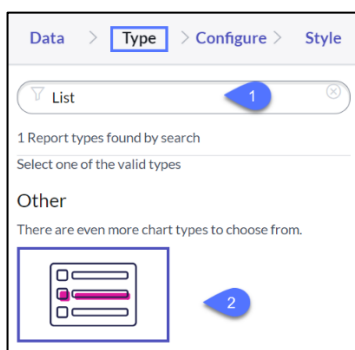
The screenshot shows the 'Data' tab selected in a report configuration interface. The 'Report name' field is set to 'Active Incidents by State'. The 'Source type' is set to 'Table'. The 'Table' dropdown is set to 'Incident [incident]'. A 'Description' section at the bottom states: 'There is no description for this table. To add a description, please contact your admin.'

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



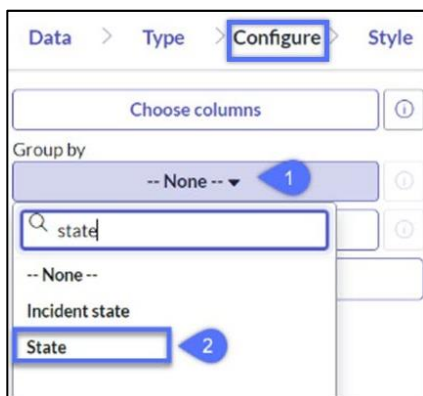
The screenshot shows the condition builder interface. The 'Report Title' is 'Active Incidents by State'. Below the title, there is a section for 'Table: Incident [incident]' with a filter 'All > Active = true'. The 'CONDITIONS' section is expanded, showing a condition: 'Active' is 'true'. The condition is set to 'All of these conditions must be met'. There are buttons for 'Add Sort', 'Clear All', and logical operators 'OR' and 'AND'.

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



The screenshot shows the 'Type' tab selected in a report configuration interface. The 'Filter the visualizations' text box contains the word 'List'. Below the text box, there is a section titled 'Other' with a message: 'There are even more chart types to choose from.' A list of visualization types is shown, with 'List' selected. A blue callout bubble with the number '1' points to the 'List' text box, and another blue callout bubble with the number '2' points to the 'List' visualization type in the list.

7. Select **Next** or select the **Configure** tab to open the **Configure** section.
8. Select the **Group by** dropdown and select the **State** attribute.



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

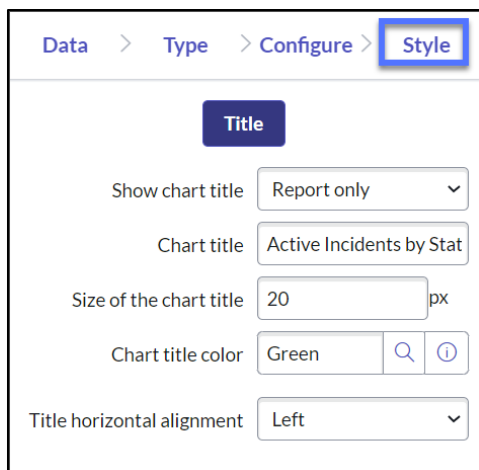
Show chart title: **Report only**

Chart title: **Active Incident by State**

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

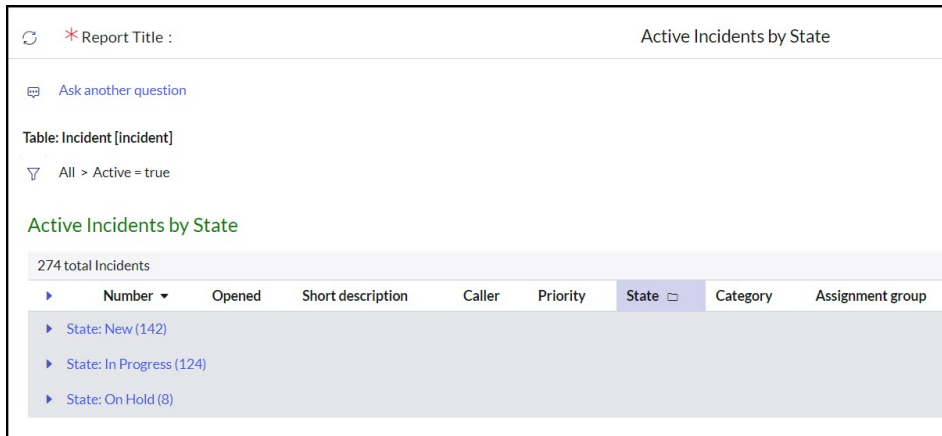
Chart title color: **Green**

Title horizontal alignment: **Left**



11. Select **Run** to preview your report and answer the below questions.

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



Report Title : Active Incidents by State

Ask another question

Table: Incident [Incident]

All > Active = true

Active Incidents by State

274 total Incidents

| Number                   | Opened | Short description | Caller | Priority | State | Category | Assignment group |
|--------------------------|--------|-------------------|--------|----------|-------|----------|------------------|
| State: New (142)         |        |                   |        |          |       |          |                  |
| State: In Progress (124) |        |                   |        |          |       |          |                  |
| State: On Hold (8)       |        |                   |        |          |       |          |                  |

**Note:** Selecting **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 selecting the **Run** button.

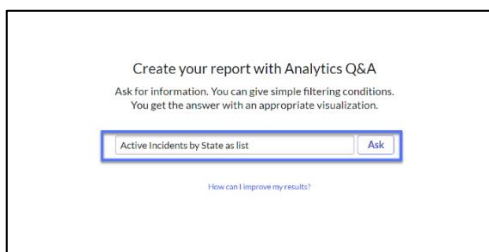
12. **Save** the report.



## Section 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.

- Navigate to **Reports > Create New**.
- 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 Ask

How can I improve my results?

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

- 3. Select the **Ask** button to generate the report.
- 4. Select **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?

Ask

How can I improve my results?

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

Table: Incident [Incident]

▼

All > Active = true

Active Incidents by state as list

274 total Incidents

| Number ▼                   | Opened | Short description | Caller | Priority | State ▾ | Category | Assignment group |
|----------------------------|--------|-------------------|--------|----------|---------|----------|------------------|
| ▶ State: New (142)         |        |                   |        |          |         |          |                  |
| ▶ State: In Progress (124) |        |                   |        |          |         |          |                  |
| ▶ State: On Hold (8)       |        |                   |        |          |         |          |                  |

- 6. **Save** the report.



Congratulations! You have completed this lab.