

REPORTING

TEST ID	TEST CASE NAME	STEP NAME	STEP DESCRIPTION	EXPECTED RESULT
49	a. Create a query, run report and get results on screen.	Step 1	Sign on to Service Now	
49	a. Create a query, run report and get results on screen.	Step 2	Select Reports => View/Run from the left navigation pane.	System displays a list of reports that this user/role has access to.
49	a. Create a query, run report and get results on screen.	Step 3	Click the New button	System displays the new report form
49	a. Create a query, run report and get results on screen.	Step 4	Provide the following information: Name of Report Who this will be visible to (me, everyone, my group) Table being reported on Type of report Filter and Sort Criteria Columns	System displays the option selected
49	a. Create a query, run report and get results on screen.	Step 5	press run report to preview your report.	Report is displayed
50	b. Export the results of a query to Excel.	Step 1	Sign on to Service Now	
50	b. Export the results of a query to Excel.	Step 2	Select Reports => View/Run from the left navigation pane.	System displays a list of reports that this user/role has access to.
50	b. Export the results of a query to Excel.	Step 3	Open any report	system displays report
50	b. Export the results of a query to Excel.	Step 4	Right click on the blue header bar and select Export.	System displays export types: Excel, csv, xml or pdf
50	b. Export the results of a query to Excel.	Step 5	Choose format and export	System creates a file in the desired format