

How to Export a ServiceNow Report to Excel

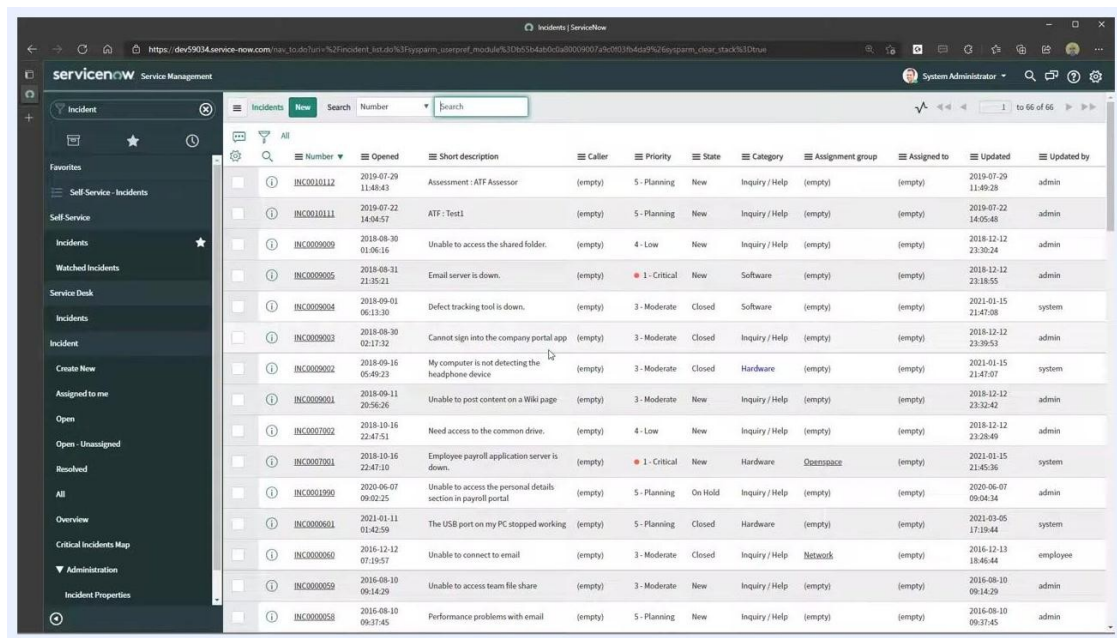
If you need to analyze or share ServiceNow data outside the platform, you can export any list—such as incidents, tasks, or other records—directly to an Excel file. This guide walks you through how to export a ServiceNow report to Excel, from locating the list to reviewing the downloaded spreadsheet.

Prerequisites

- Access to a ServiceNow instance with permission to view the list or report you want to export.
- A web browser with downloads enabled.

Step 1: Navigate to the desired list

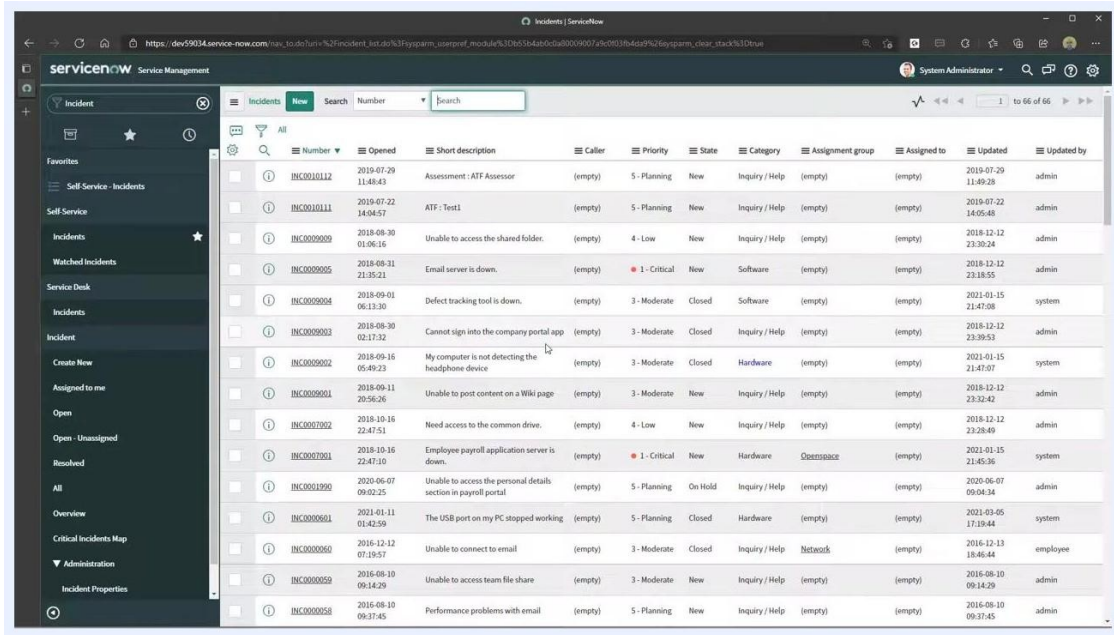
Open your ServiceNow instance and use the search bar in the left navigation pane to find the list you want to export. For example, type Incident to locate incident records, then click the relevant list under its section (such as Incidents under Self-Service).



ServiceNow dashboard with the navigation pane, search bar showing "Incident" entered, and various quick links visible

Step 2: Open the list view

Confirm you are viewing the full list of records you intend to export, such as all incidents. The list view displays columns like Number, Opened, Short Description, Caller, Priority, State, Category, Assignment Group, Assigned To, Updated, and Updated By.



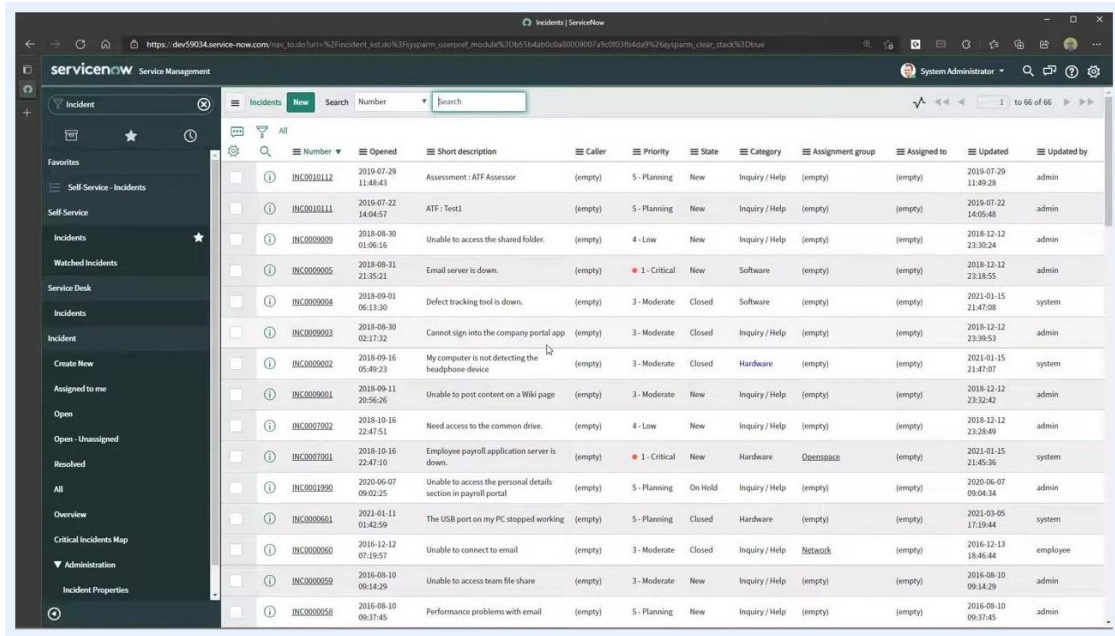
The screenshot shows the ServiceNow 'Incidents' list view. The interface includes a left-hand navigation menu with options like 'Incident', 'Self Service - Incidents', 'Watched Incidents', 'Service Desk', and 'Administration'. The main area displays a table of incident records. The table has columns for Number, Opened, Short Description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. The records are sorted by 'Opened' date in descending order. The first record is INC0010112, opened on 2019-07-29, with the short description 'Assessment: ATF Assessor'. The last record is INC0000058, opened on 2016-08-10, with the short description 'Performance problems with email'.

Number	Opened	Short Description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0010112	2019-07-29 11:48:43	Assessment: ATF Assessor	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-29 11:49:28	admin
INC0010111	2019-07-22 14:04:57	ATF: Test1	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-22 14:05:48	admin
INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	(empty)	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:30:24	admin
INC0009005	2018-08-31 21:35:21	Email server is down.	(empty)	1 - Critical	New	Software	(empty)	(empty)	2018-12-12 23:18:55	admin
INC0009004	2018-09-01 06:13:30	Defect tracking tool is down.	(empty)	3 - Moderate	Closed	Software	(empty)	(empty)	2021-01-15 21:47:08	system
INC0009003	2018-08-30 02:17:32	Cannot sign into the company portal app	(empty)	3 - Moderate	Closed	Inquiry / Help	(empty)	(empty)	2018-12-12 23:39:53	admin
INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphones device	(empty)	3 - Moderate	Closed	Hardware	(empty)	(empty)	2021-01-15 21:47:07	system
INC0009001	2018-09-11 20:56:36	Unable to post content on a Wiki page	(empty)	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:32:42	admin
INC0007002	2018-10-18 22:47:51	Need access to the common drive.	(empty)	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:28:49	admin
INC0007001	2018-10-16 22:47:10	Employee payroll application server is down.	(empty)	1 - Critical	New	Hardware	Outspace	(empty)	2021-01-15 21:45:36	system
INC0001990	2020-06-07 09:02:25	Unable to access the personal details section in payroll portal	(empty)	5 - Planning	On Hold	Inquiry / Help	(empty)	(empty)	2020-06-07 09:04:34	admin
INC0000661	2021-01-11 01:42:59	The USB port on my PC stopped working	(empty)	5 - Planning	Closed	Hardware	(empty)	(empty)	2021-03-05 17:19:44	system
INC0000660	2016-12-12 07:19:57	Unable to connect to email	(empty)	3 - Moderate	Closed	Inquiry / Help	Netacod	(empty)	2016-12-13 18:46:44	employee
INC0000659	2016-08-10 09:14:29	Unable to access team file share	(empty)	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:14:29	admin
INC0000058	2016-08-10 09:37:45	Performance problems with email	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:37:45	admin

ServiceNow list view showing multiple incident records with columns including Number, Opened, and Short Description

Step 3: Access the export menu

Click on any column header in the list view, such as Number, to open its dropdown menu. Scroll down to find the Export option, then hover over it to reveal the available export formats. Select Excel (.xlsx) to export the report to Excel.



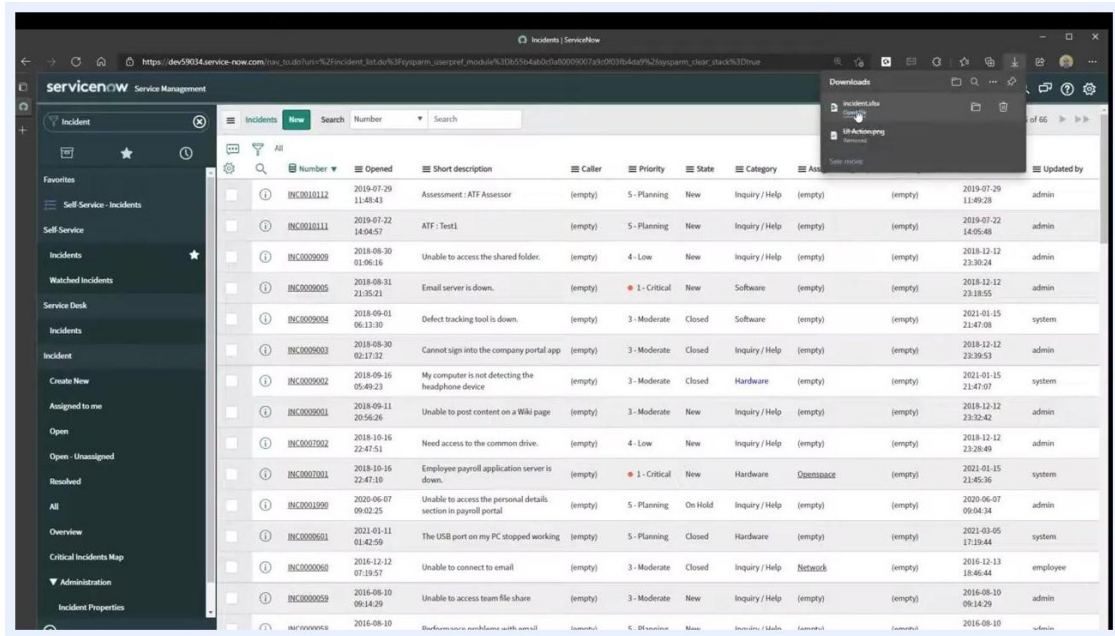
The screenshot shows the ServiceNow interface for the 'Incidents' list view. The 'Number' column header is selected, and the dropdown menu is open, displaying various export options. The table contains 15 rows of incident data, including incident numbers, dates, descriptions, and assigned users.

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0010112	2019-07-29 11:48:43	Assessment : ATF Assessor	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-29 11:49:28	admin
INC0010111	2019-07-22 14:04:57	ATF - Test1	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-22 14:05:48	admin
INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	(empty)	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:30:24	admin
INC0009005	2018-08-31 21:35:21	Email server is down.	(empty)	1 - Critical	New	Software	(empty)	(empty)	2018-12-12 23:18:55	admin
INC0009004	2018-09-01 06:13:30	Defect tracking tool is down.	(empty)	3 - Moderate	Closed	Software	(empty)	(empty)	2021-01-15 21:47:08	system
INC0009002	2018-08-30 02:17:32	Cannot sign into the company portal app	(empty)	3 - Moderate	Closed	Inquiry / Help	(empty)	(empty)	2018-12-12 23:39:53	admin
INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone device	(empty)	3 - Moderate	Closed	Hardware	(empty)	(empty)	2021-01-15 21:47:07	system
INC0009001	2018-09-11 20:56:26	Unable to post content on a Wiki page	(empty)	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:32:42	admin
INC0007002	2018-10-16 22:47:51	Need access to the common drive.	(empty)	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:28:49	admin
INC0007001	2018-10-16 22:47:10	Employee payroll application server is down.	(empty)	1 - Critical	New	Hardware	Operations	(empty)	2021-01-15 21:45:36	system
INC0001990	2020-06-07 09:02:25	Unable to access the personal details section in payroll portal	(empty)	5 - Planning	On Hold	Inquiry / Help	(empty)	(empty)	2020-06-07 09:04:34	admin
INC0000601	2021-01-11 01:42:59	The USB port on my PC stopped working	(empty)	5 - Planning	Closed	Hardware	(empty)	(empty)	2021-03-05 17:19:44	system
INC0000600	2016-12-12 07:19:57	Unable to connect to email	(empty)	3 - Moderate	Closed	Inquiry / Help	Networks	(empty)	2016-12-13 18:46:44	employee
INC0000059	2016-08-10 09:14:29	Unable to access team file share	(empty)	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:14:29	admin
INC0000058	2016-08-10 09:37:45	Performance problems with email	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:37:45	admin

Dropdown menu from a column header showing export options including Excel (.xlsx), CSV, XML, JSON, PDF, and Export Set

Step 4: Download the exported file

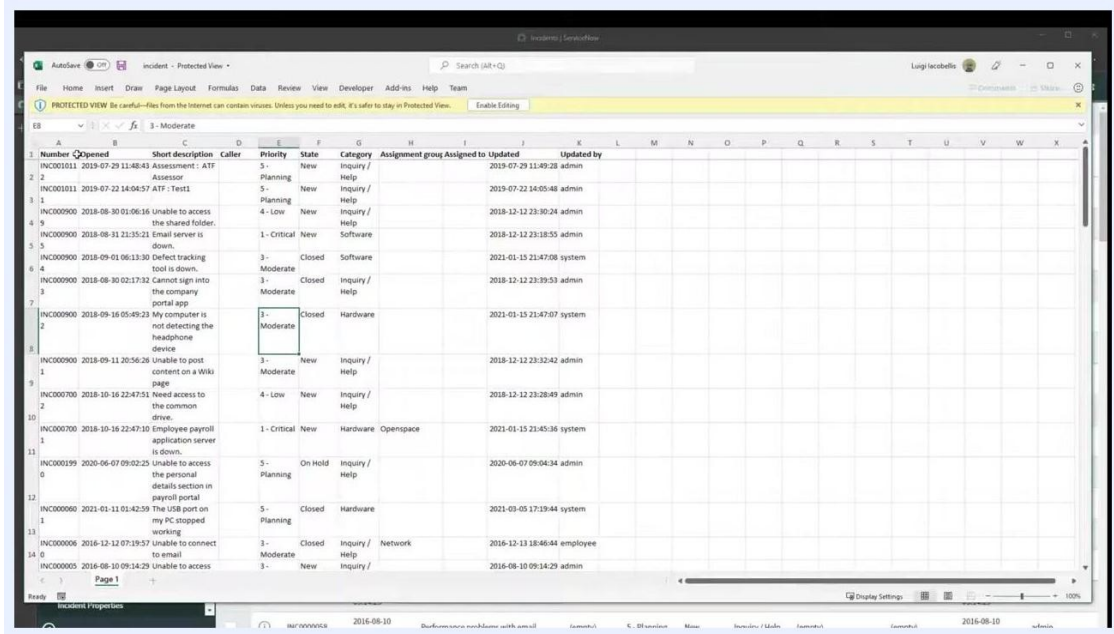
Once you select Excel (.xlsx), ServiceNow begins the export process, and a download notification appears in your browser. Click the downloaded file (for example, incident.xlsx) to open it.



Browser download notification showing the "incident.xlsx" file ready to open

Step 5: Review the exported data

Open the Excel file to check that all column headers and data from your ServiceNow list appear correctly. The exported file includes every column that was visible in the ServiceNow list view at the time of export.



Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC001011	2019-07-29 11:48:43	Assessment : ATF		5-	New	Inquiry /			2019-07-29 11:49:28	admin
2		Assessor		Planning	New	Help				
3	INC001011	2019-07-22 14:04:57 ATF - Test1		5-	New	Inquiry /			2019-07-22 14:05:48	admin
4				Planning	New	Help				
5	INC000900	2018-08-30 01:06:16 Unable to access the shared folder.		4- Low	New	Inquiry /			2018-12-12 23:30:24	admin
6					New	Help				
7	INC000900	2018-08-31 21:35:21 Email server is down.		1- Critical	New	Software			2018-12-12 23:18:55	admin
8					New	Software				
9	INC000900	2018-09-01 06:13:30 Defect tracking tool is down.		3-	Closed	Software			2021-01-15 21:47:08	system
10				Moderate	Closed	Inquiry /				
11	INC000900	2018-08-30 02:17:32 Cannot sign into the company portal app		3-	Closed	Help			2018-12-12 23:39:53	admin
12				Moderate	Closed	Hardware				
13	INC000900	2018-09-16 05:49:23 My computer is not detecting the headphone device		3-	New	Inquiry /			2018-12-12 23:32:42	admin
14				Moderate	New	Help				
15	INC000700	2018-10-16 22:47:51 Unable to post content on a Wiki page		4- Low	New	Inquiry /			2018-12-12 23:28:49	admin
16					New	Help				
17	INC000700	2018-10-16 22:47:10 Employee payroll application server is down.		1- Critical	New	Hardware	Opspace		2021-01-15 21:45:36	system
18					New	Hardware				
19	INC000299	2020-06-07 09:02:25 Unable to access the personal details section in payroll portal		5-	On Hold	Inquiry /			2020-06-07 09:04:34	admin
20				Planning	On Hold	Help				
21	INC000900	2021-01-11 01:42:59 The USB port on my PC stopped working		5-	Closed	Hardware			2021-03-05 17:19:44	system
22				Planning	Closed	Hardware				
23	INC000006	2018-12-12 07:19:57 Unable to connect to email		3-	Closed	Inquiry /	Network		2018-12-11 18:46:44	employee
24				Moderate	Closed	Help				
25	INC000005	2016-08-10 09:14:29 Unable to access		3-	New	Inquiry /			2016-08-10 09:14:29	admin
26					New	Inquiry /				

Excel spreadsheet open with incident data, showing columns such as Number, Opened, Short Description, Caller, Priority, State, Category, Assignment Group, Assigned To, Updated, and Updated By

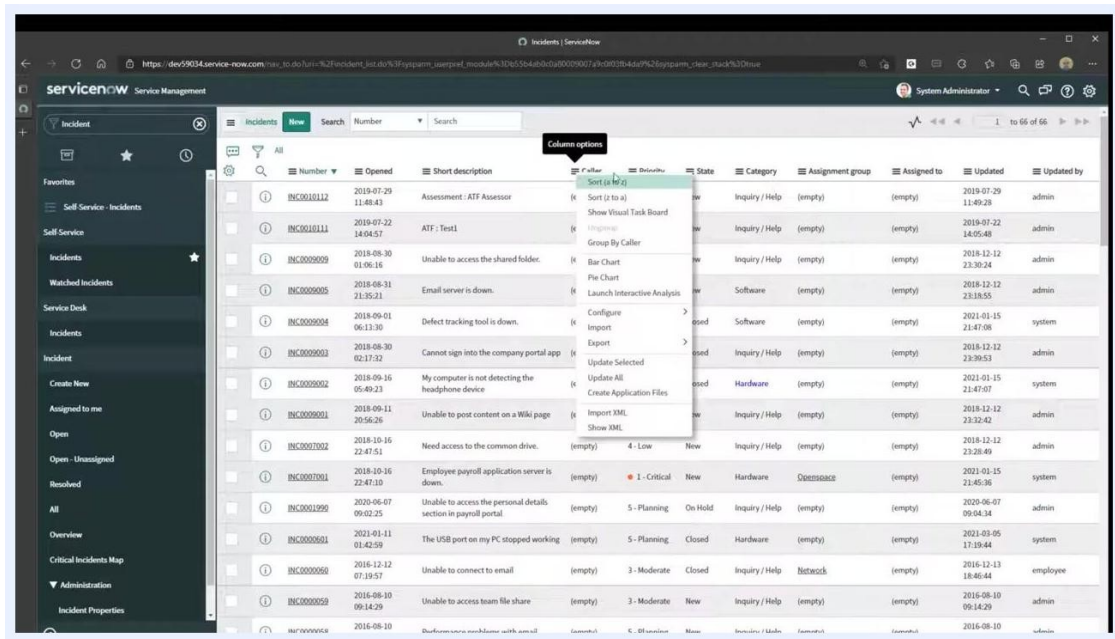
Best practices for exporting from ServiceNow

Make sure all needed columns are visible before exporting. Only the columns currently shown in your list view are included in the export. If you need additional fields, customize your list layout to add or remove columns before you export.

	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	INC0010112	2019-07-29 11:49:41	Assessment : ATF Assessor	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-29 11:49:28	admin
	INC0010111	2019-07-22 14:04:57	ATF : Test1	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-22 14:05:48	admin
	INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	(empty)	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:30:24	admin
	INC0009005	2018-08-31 21:35:21	Email server is down.	(empty)	1 - Critical	New	Software	(empty)	(empty)	2018-12-12 23:18:55	admin
	INC0009004	2018-09-01 06:13:30	Defect tracking tool is down.	(empty)	3 - Moderate	Closed	Software	(empty)	(empty)	2021-01-15 21:47:08	system
	INC0009003	2018-08-30 02:17:32	Cannot sign into the company portal app	(empty)	3 - Moderate	Closed	Inquiry / Help	(empty)	(empty)	2018-12-12 23:39:53	admin
	INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone device	(empty)	3 - Moderate	Closed	Hardware	(empty)	(empty)	2021-01-15 21:47:07	system
	INC0009001	2018-09-11 20:56:26	Unable to post content on a Wiki page	(empty)	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:32:42	admin
	INC0007002	2018-10-16 22:47:51	Need access to the common drive.	(empty)	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:28:49	admin
	INC0007001	2018-10-16 22:47:10	Employee payroll application server is down.	(empty)	1 - Critical	New	Hardware	OpenSpace	(empty)	2021-01-15 21:45:36	system
	INC0001290	2020-06-07 09:02:25	Unable to access the personal details section in payroll portal	(empty)	5 - Planning	On Hold	Inquiry / Help	(empty)	(empty)	2020-06-07 09:04:34	admin
	INC0000901	2021-01-11 01:42:59	The USB port on my PC stopped working	(empty)	5 - Planning	Closed	Hardware	(empty)	(empty)	2021-01-05 17:19:44	system
	INC0000050	2016-12-12 07:19:57	Unable to connect to email	(empty)	3 - Moderate	Closed	Inquiry / Help	Network	(empty)	2016-12-13 18:46:44	employee
	INC0000059	2016-08-10 09:16:29	Unable to access team file share	(empty)	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:16:29	admin
	INC0000058	2016-08-10	Disfunctional machine with email	(empty)	6 - Discontinue	New	Inquiry / Help	(empty)	(empty)	2016-08-10	admin

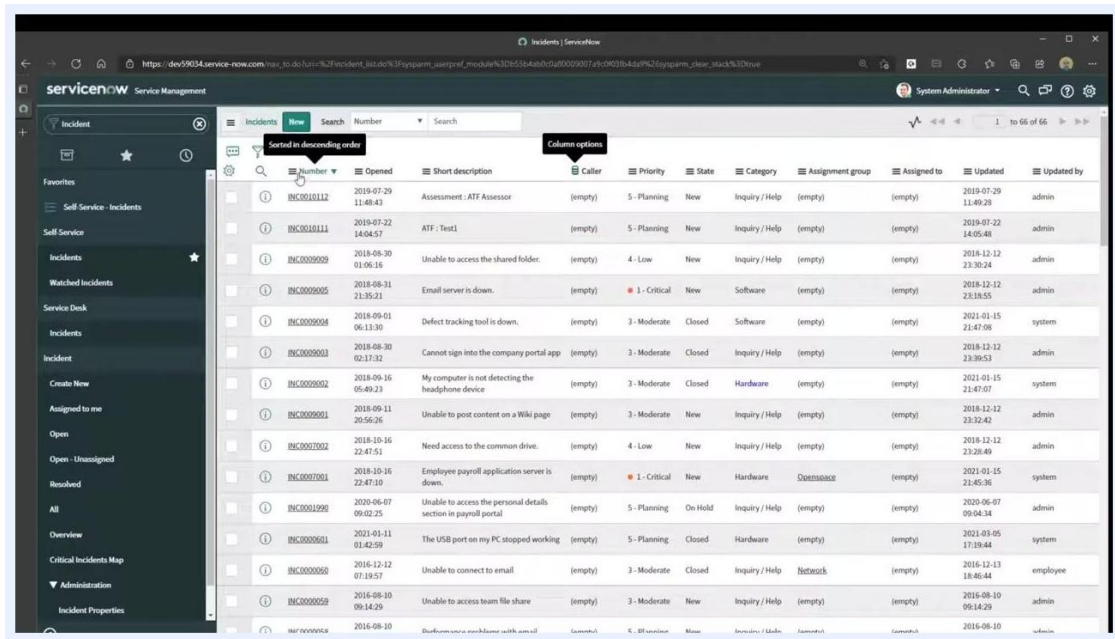
ServiceNow list view with multiple columns visible and the cursor positioned over the "Caller" column, showing column options

Start the export from any column header. You can click the dropdown arrow on any column—such as Caller or Number—to open the column options menu. The export option is available from any column, not only the first one.



ServiceNow list view with the column options menu open for the "Caller" column, showing options such as Sort, Show Visual Task Board, Group By, Bar Chart, Pie Chart, Configure, Import, and Export

Choose the format that fits your needs. In the column options menu, hover over Export to see the available formats, including Excel (.xlsx), CSV, XML, JSON, and PDF. For most spreadsheet needs, select Excel (.xlsx).

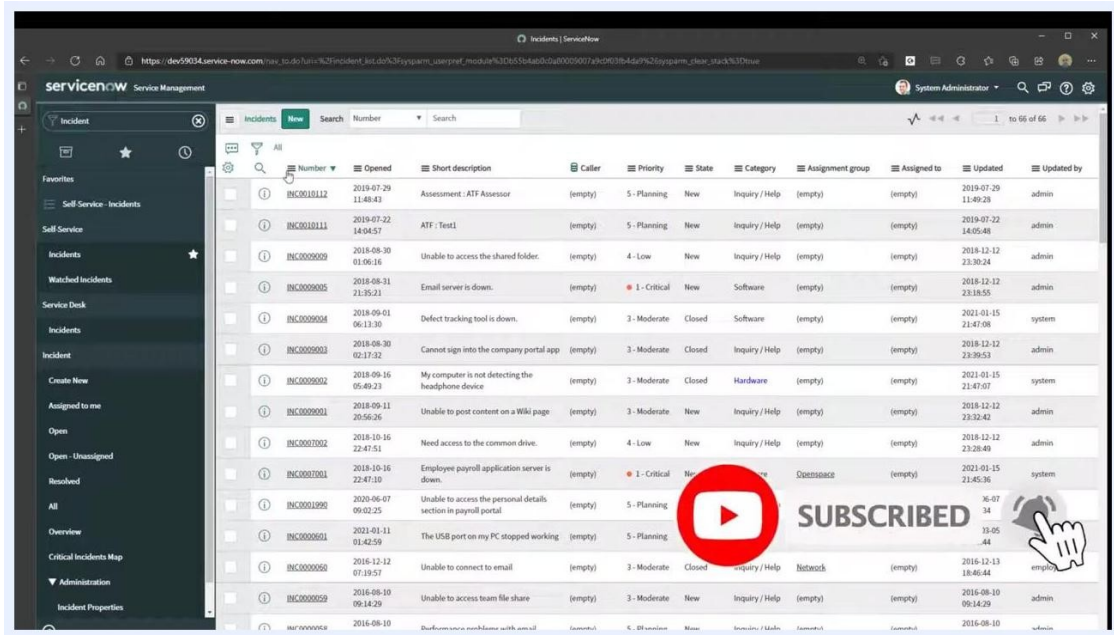


ServiceNow list view with the column options menu open for the "Number" column, highlighting the Export submenu with Excel (.xlsx) selected

Summary

- Confirm your list view includes every column you need before exporting.
- The export function is accessible from any column header in the list.
- ServiceNow supports multiple export formats, including Excel, CSV, XML, JSON, and PDF, so you can choose the one that fits your reporting needs.
- Always open and review the downloaded file to verify the data matches what was displayed in ServiceNow.

By following these steps, you can reliably export any ServiceNow report to Excel for further analysis or reporting.



The screenshot shows the ServiceNow 'Incidents' list view. The interface includes a left-hand navigation menu with options like 'Incident', 'Self Service', 'Incidents', 'Service Desk', and 'Administration'. The main area displays a table of incidents with columns for Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. A red YouTube 'SUBSCRIBED' overlay with a play button icon is positioned over the table. A hand cursor is pointing at the bottom right of the overlay.

	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	INC0010112	2019-07-29 11:48:43	Assessment - ATF Assessor	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-29 11:49:28	admin
	INC0010111	2019-07-22 14:04:57	ATF: Test1	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-22 14:05:48	admin
	INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	(empty)	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:30:24	admin
	INC0009005	2018-08-31 21:35:21	Email server is down.	(empty)	1 - Critical	New	Software	(empty)	(empty)	2018-12-12 23:18:55	admin
	INC0009004	2018-09-01 06:13:30	Defect tracking tool is down.	(empty)	3 - Moderate	Closed	Software	(empty)	(empty)	2021-01-15 21:47:08	system
	INC0009003	2018-08-30 02:17:32	Cannot sign into the company portal app	(empty)	3 - Moderate	Closed	Inquiry / Help	(empty)	(empty)	2018-12-12 23:39:53	admin
	INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone device	(empty)	3 - Moderate	Closed	Hardware	(empty)	(empty)	2021-01-15 21:47:07	system
	INC0009001	2018-09-11 20:56:26	Unable to post content on a Wiki page	(empty)	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:32:42	admin
	INC0007002	2018-10-16 22:47:51	Need access to the common drive.	(empty)	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:28:49	admin
	INC0007001	2018-10-16 22:47:10	Employee payroll application server is down.	(empty)	1 - Critical	New	Dissemination	(empty)	(empty)	2021-01-15 21:45:38	system
	INC0001090	2020-06-07 09:02:25	Unable to access the personal details section in payroll portal.	(empty)	5 - Planning					2020-06-07 13:05:44	
	INC0000601	2021-01-11 01:42:59	The USB port on my PC stopped working	(empty)	5 - Planning						
	INC0000050	2016-12-12 07:19:57	Unable to connect to email	(empty)	3 - Moderate	Closed	Inquiry / Help	Network	(empty)	2016-12-13 18:46:44	admin
	INC0000059	2016-08-10 09:14:29	Unable to access team file share	(empty)	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:14:29	admin
	INC0000000	2016-08-10	Business process problem with email	(empty)	6 - Off	Incident	Incident / Help	(empty)	(empty)	2016-08-10	admin

ServiceNow list view with a YouTube subscribe overlay, indicating a prompt to subscribe for more tutorials.