# Automated Car Catalog System for Enhanced Showroom Management

## 1. Project Overview

This project focuses on developing an automated **Car Catalog Management System** for a car showroom using the **ServiceNow platform**. The system aims to simplify and streamline the management of car models, customer requests, and approval workflows. By automating these processes, the solution improves operational efficiency, minimizes manual intervention, and enhances the overall customer experience.

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## 2. Problem Statement

Car showrooms often face challenges in managing their catalog of vehicles, including handling multiple models, tracking customer requests, and managing approvals manually. These manual processes can lead to inefficiencies, delays, and potential errors in communication and task assignment.
 The project addresses these challenges by implementing a centralized, automated system that manages car catalog items, approvals, and notifications efficiently through ServiceNow.

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## 3. Objectives

- To automate car catalog and customer request management.

- To streamline approval workflows for car purchase or inquiry requests.
- To improve operational accuracy and reduce processing delays.
- To ensure timely communication and transparency with customers.
- To enhance showroom efficiency through ServiceNow's automation features.

## 4. Tools and Technologies Used

- **Platform:** ServiceNow
- **Modules Utilized:** Service Catalog, Workflow, Service Portal, Role & Access Management

## 5. Tasks and Activities

- Created **users**, **roles**, and **groups** for access management and task assignments.
- Designed and configured **Service Catalog items** for car listings.
- Created **custom tables** for storing car details and customer requests.
- Developed **workflows** to handle order approvals, rejections, and email notifications.
- Configured a **Service Portal** for customers to view and request car models.
- Implemented approval-based notifications that inform users about order status (approved or rejected).
- Tested the complete workflow to ensure accurate automation and notifications.

## 6. Workflow Summary

When a customer submits a car request via the Service Portal, the system routes it to the designated approver for validation. Depending on the outcome, an automated email is triggered — notifying the customer whether their request has been approved or rejected. Once approved, the system updates the delivery status and ensures all related activities are recorded for tracking and reporting.

## 7. Results and Outcomes

- Automated the end-to-end process of handling car catalog requests.
- Reduced manual intervention and improved data accuracy.
- Enhanced transparency and communication through automated notifications.
- Increased customer satisfaction with faster response times.
- Improved operational efficiency within the showroom environment.

## 8. Conclusion

The **Automated Car Catalog System** successfully transformed the manual showroom management process into a dynamic, automated system within ServiceNow. By integrating catalog management, workflow automation, and customer communication, the project has optimized both internal operations and customer experience.
 This initiative demonstrates how ServiceNow's capabilities can be effectively leveraged beyond traditional IT service management to create business-specific, automated, and user-friendly solutions.