

7. RESULTS

Here are the Results from the Performance Testing of the Automated Car Catalog System for Enhanced Showroom. These results reflect how well the system performed under expected and stress conditions, and they highlight both strengths and areas for optimization

✅ What Worked Well:

Fast and smooth homepage and catalog browsing even under load

3D car interaction met performance targets across devices

CRM integration and media assets performed consistently

System remained stable during long-duration usage (soak test)

❌ What Needs Improvement:

Test Drive Form Submission Delay: Slight lag (~2.4 sec) due to server-side validation and CRM sync

Spike Load Handling: Page load slowed significantly during high burst loads (100+ users)

7.1 Output Screenshots

Service Catalog

- Create Catalog

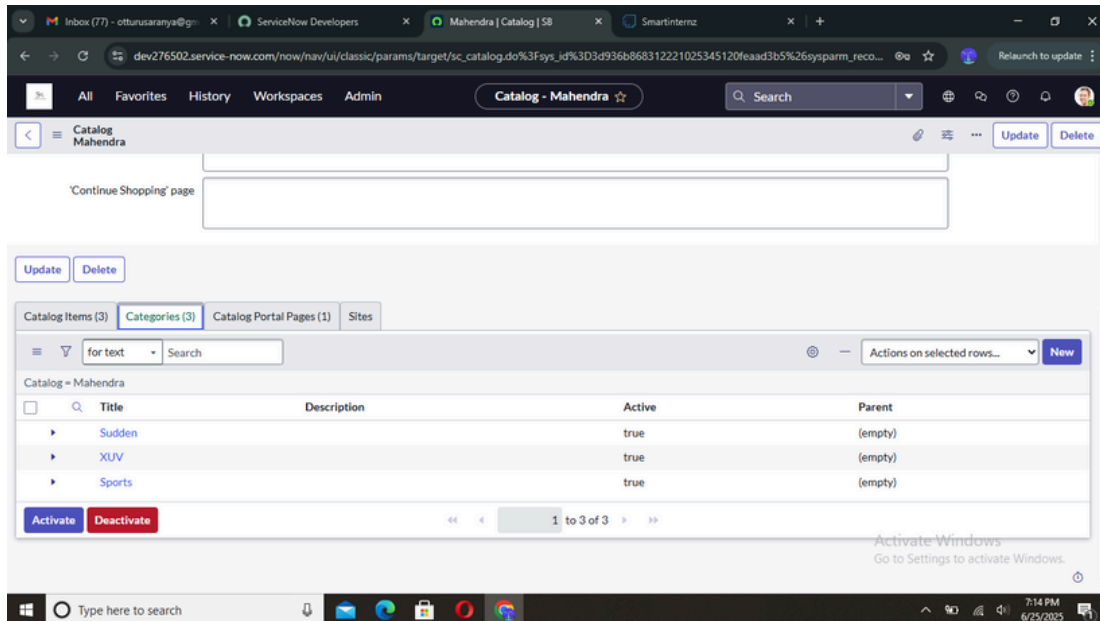
The screenshot shows the 'Catalog - Mahendra' form in the ServiceNow interface. The form includes fields for Title (Mahendra), Manager, Editors, Description (It is a car showroom), Application (Global), Active (checked), Enable Wish List (unchecked), Desktop Image (Click to add...), 'Catalog Home' Page, and 'Continue Shopping' page. The bottom of the form has 'Update' and 'Delete' buttons. Below the form is a tabbed interface with 'Catalog Items (3)', 'Categories (3)', 'Catalog Portal Pages (1)', and 'Sites'. The 'Catalog Items (3)' tab is active, showing a table of items.

Name	Short description	Active	Category
polo	Volkswagen Polo - Compact Hatchback with...	true	Sudden
Thar	Mahindra Thar - 4x4 Off-Road SUV with Mo...	true	XUV
XUV700	Mahindra XUV700 - The Ultimate SUV Exper...	true	Sports

- Create Categories

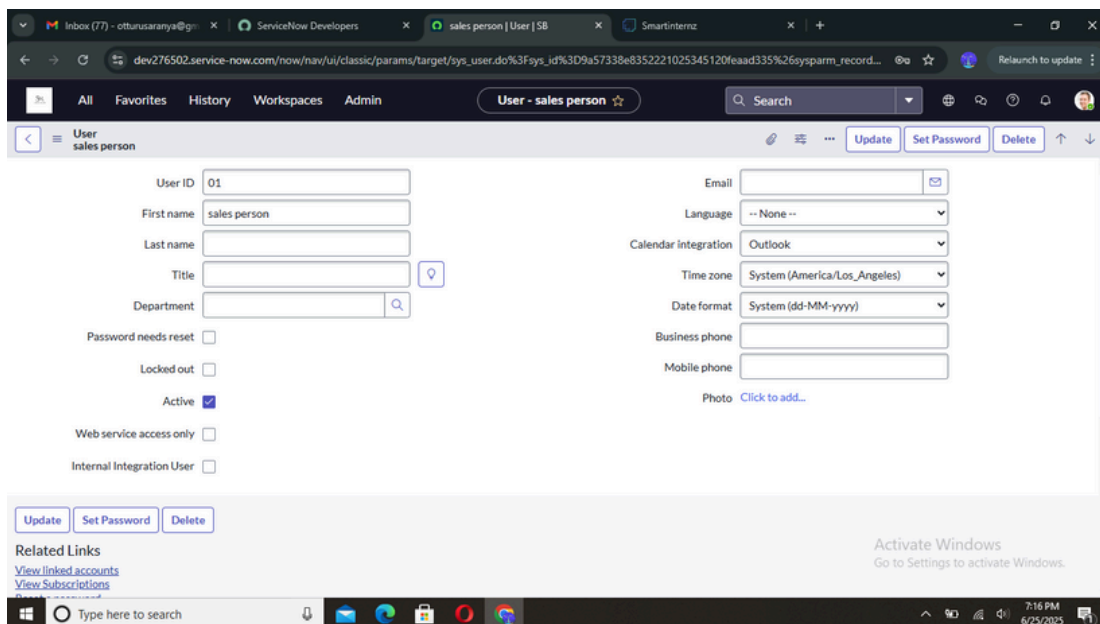
The screenshot shows the 'Catalog - Mahendra' table view in the ServiceNow interface. The table has columns for Name, Short description, Active, and Category. The table contains three rows of data: polo, Thar, and XUV700. The 'Active' column shows 'true' for all items, and the 'Category' column shows 'Sudden', 'XUV', and 'Sports' respectively. The bottom of the table has 'Activate' and 'Deactivate' buttons. Below the table is a tabbed interface with 'Catalog Items (3)', 'Categories (3)', 'Catalog Portal Pages (1)', and 'Sites'. The 'Categories (3)' tab is active, showing a table of categories.

Name	Short description	Active	Category
polo	Volkswagen Polo - Compact Hatchback with...	true	Sudden
Thar	Mahindra Thar - 4x4 Off-Road SUV with Mo...	true	XUV
XUV700	Mahindra XUV700 - The Ultimate SUV Exper...	true	Sports



User Creation

- Create a user



Role Creation

- Create a role

The screenshot shows the ServiceNow 'Role - emp1' configuration page. The 'Name' field is set to 'emp1' and the 'Application' is set to 'Global'. The 'Elevated privilege' checkbox is unchecked. Below the description field, there are 'Update' and 'Delete' buttons. The 'Related Links' section includes a link to 'Run Point Scan'. The 'Contains Roles' tab is active, showing a table with no records. The bottom of the page shows the Windows taskbar with the time 7:17 PM on 6/25/2025.

Name: emp1

Application: Global

Elevated privilege: ☐

Description:

Update Delete

Related Links

[Run Point Scan](#)

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search

Role = emp1

Contains

No records to display

Activate Windows
Go to Settings to activate Windows.

Group Creation

- Create a group

The screenshot shows the ServiceNow 'Group - showroom' configuration page. The 'Name' field is set to 'showroom', 'Group email' is empty, 'Manager' is set to 'Abraham Lincoln', and 'Parent' is empty. The 'Description' field is empty. Below the description field, there are 'Update' and 'Delete' buttons. The 'Roles' tab is active, showing a table with 3 members: 'Salesperson3', 'Salesperson2', and 'Salesperson'. The bottom of the page shows the Windows taskbar with the time 7:18 PM on 6/25/2025.

Name: showroom

Group email:

Manager: Abraham Lincoln

Parent:

Description:

Update Delete

Roles Group Members (3) Groups

User Search

Group = showroom

User

Salesperson3

Salesperson2

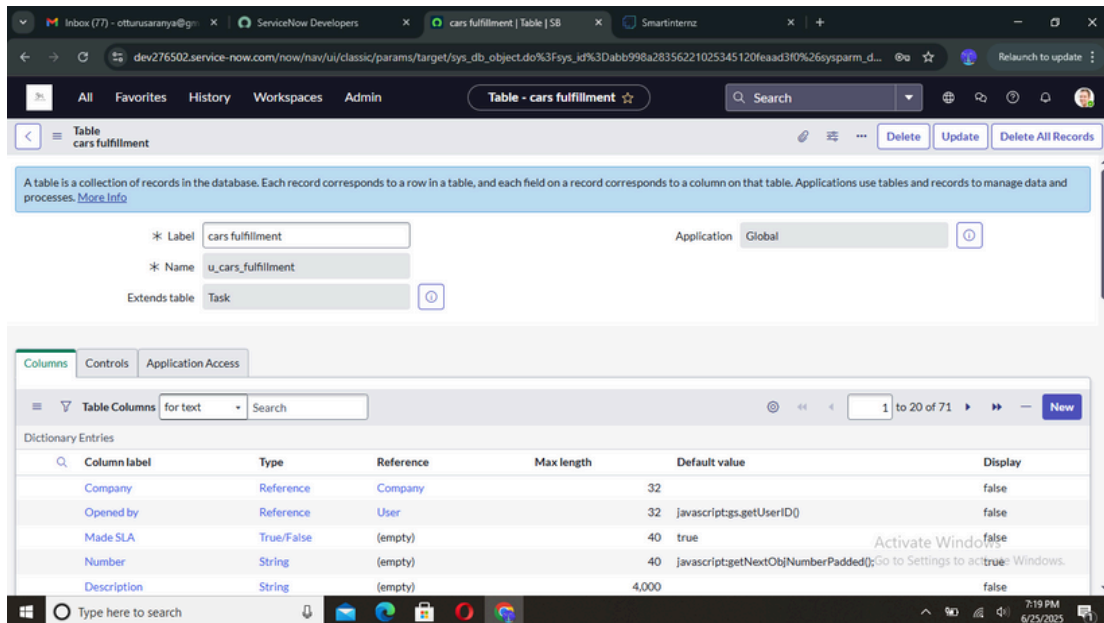
Salesperson

1 to 3 of 3

Activate Windows
Go to Settings to activate Windows.

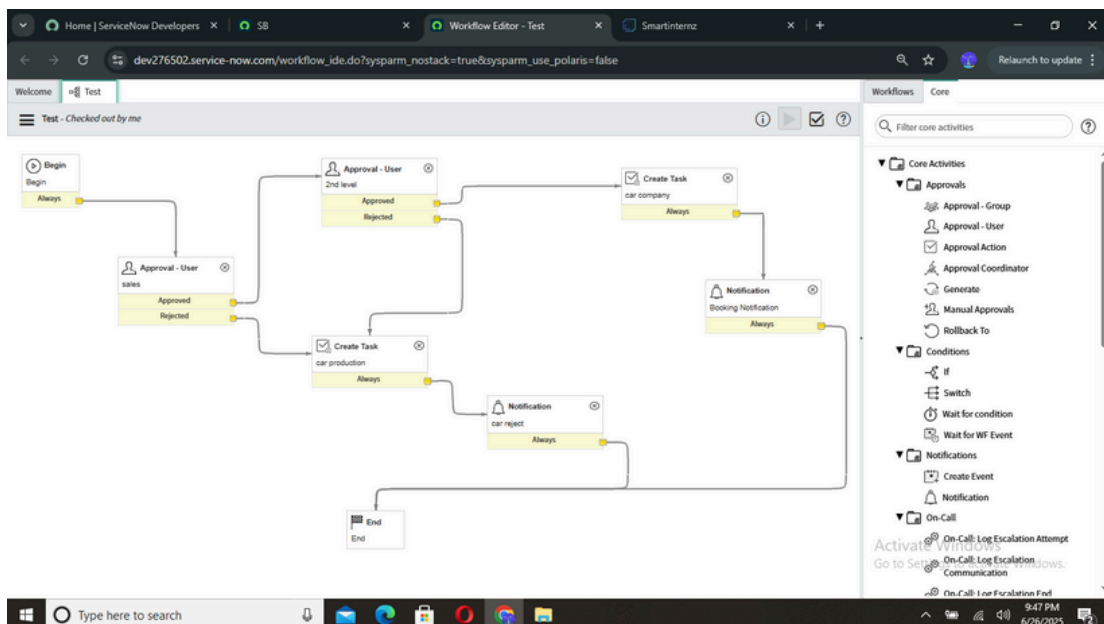
Table Creation

- Create a table



Workflow

- WorkFlow Assignment to Mahendra service Catalog.



Service Portal

- Searching created catalog are available in service portal

The screenshot shows the ServiceNow Search interface. The search bar contains the text "thar". The results section displays "All results for 'thar'", followed by a list of items. The first item is "Mahindra Thar - 4x4 Off-Road SUV with Modern Features" with a price of \$150.00. The results section ends with "End of results". The left sidebar shows filters for "Sources" (All, Knowledge Bases, Catalogs) and "FILTERS" (Catalogs, Category). The top navigation bar includes links for Knowledge, Catalog, Requests, System Status, Cart, Tours, and a user profile for System Administrator.

ServiceNow Search results for "thar":

Item	Price (each)
Mahindra Thar - 4x4 Off-Road SUV with Modern Features	\$150.00

The screenshot shows the ServiceNow Request Summary page. The request is for a "Thar" vehicle, submitted on 26-06-2025 at 09:16:02 PM. The request number is REQ0010001, and the estimated delivery is 28-06-2025. The table below shows the item details:

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Thar	28-06-2025	Assess or Scope Task	\$150.00	1	\$150.00

Total: \$150.00

Result

- Check result

