

# Automated Car Catalog System for Enhanced Showroom Management

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## 1. Project Overview

1.1 The **Automated Car Catalog System** is developed using the **ServiceNow platform** to digitalize car catalog management in showrooms.

1.2 The system automates catalog creation, approval processes, task assignment, and customer notifications.

1.3 It aims to eliminate manual inefficiencies and improve customer satisfaction and operational productivity.

## 2. Problem Statement

2.1 Car showrooms face issues with:

- a. Managing a wide range of car models manually.
- b. Tracking requests, approvals, and tasks efficiently.
- c. Communication delays between departments.

2.2 Manual operations result in delays, errors, and low customer satisfaction.

## 3. Proposed Solution

3.1 Build a **ServiceNow-based automation system** for catalog management.

3.2 Automate approval and task creation using **Workflow Editor**.

3.3 Send automatic email notifications for approvals and rejections.

3.4 Create dedicated tables for **Car Fulfillment** to manage order statuses.

3.5 Enable customers to request cars directly from the **Service Portal**.

## 4. Tools and Technologies Used

4.1 **ServiceNow** – Primary platform for workflow automation.

4.2 **Workflow Editor** – For approval and task automation.

4.3 **Service Catalog** – For listing and managing car models.

4.4 **Notification Engine** – For sending email alerts.

4.5 **Task Table Extension** – For car fulfillment management.

4.6 **Global Scope Application** – To ensure wide accessibility.

## 5. System Components

### 5.1 Catalog Creation

- 5.1.1 Navigate to **All** → **Maintain Catalog**.
- 5.1.2 Create a new catalog named "**Mahendra**".
- 5.1.3 Application: **Global**.
- 5.1.4 Description: *Car Showroom*.
- 5.1.5 Submit the record.

### 5.2 Category Setup

- 5.2.1 Open the **Mahendra Catalog**.
- 5.2.2 Create three categories:
  - a. **Sudden**
  - b. **XUV**
  - c. **Sports**
- 5.2.3 Link each category to the Mahendra catalog.

## 6. Catalog Items Creation

### 6.1 Item 1 – Volkswagen Polo

- 6.1.1 Name: **Polo**
- 6.1.2 Catalog: **Mahendra**
- 6.1.3 Category: **Sudden**
- 6.1.4 Short Description: *Compact Hatchback with Superior Comfort and Efficiency.*
- 6.1.5 Description: *Stylish, fuel-efficient hatchback with advanced features.*
- 6.1.6 Image: Upload Polo image.
- 6.1.7 Price: ₹70
- 6.1.8 Recurring Price: ₹90
- 6.1.9 Request Method: **Request**
- 6.1.10 Submit the catalog item.

### 6.2 Item 2 – Mahindra Thar

- 6.2.1 Name: **Thar**
- 6.2.2 Catalog: **Mahendra**
- 6.2.3 Category: **XUV**
- 6.2.4 Short Description: *4x4 Off-Road SUV with Modern Features.*
- 6.2.5 Description: *Adventure-ready SUV with advanced comfort and safety.*
- 6.2.6 Image: Upload Thar image.
- 6.2.7 Price: ₹150
- 6.2.8 Recurring Price: ₹170

6.2.9 Request Method: **Request**

6.2.10 Submit the catalog item.

### 6.3 Item 3 – Mahindra XUV700

6.3.1 Name: **XUV700**

6.3.2 Catalog: **Mahendra**

6.3.3 Category: **Sports**

6.3.4 Short Description: *The Ultimate SUV Experience.*

6.3.5 Description: *High-performance SUV with luxury features and ADAS safety.*

6.3.6 Image: Upload XUV700 image.

6.3.7 Price: ₹200

6.3.8 Recurring Price: ₹211

6.3.9 Request Method: **Request**

6.3.10 Submit the catalog item.

## 7. User, Role, and Group Configuration

### 7.1 Create Role

7.1.1 Navigate to **All** → **Roles (System Security)**.

7.1.2 Create a new role named **emp1**.

7.1.3 Submit the record.

### 7.2 Create User

7.2.1 Navigate to **All** → **Users (System Security)**.

7.2.2 Create new user:

a. User ID: 01

b. Name: **Sales Person**

c. Role: emp1

7.2.3 Save and Submit.

### 7.3 Create Group

7.3.1 Navigate to **All** → **Groups (System Security)**.

7.3.2 Create a group named **Showroom**.

7.3.3 Assign **Abraham Lincoln** as Group Manager.

7.3.4 Add members: **Salesperson1, Salesperson2, Salesperson3**.

7.3.5 Update the group record.

## 8. Table Creation

8.1 Navigate to **All** → **Tables (System Definition)**.

8.2 Click **New** and create table **Cars Fulfillment**.

8.3 Extended Table: **Task**.

8.4 Save and Submit.

## **9. Workflow Configuration**

9.1 Navigate to **Workflow Editor**.

9.2 Create a new workflow named **Mahendra Service Catalog Workflow**.

9.3 Drag and configure the following activities:

### **9.1 Approval Activities**

**a. Approval – Sales:**

- Name: *Sales*
- Assigned To: *Sales Person*

**b. Approval – Supervisor:**

- Name: *2nd Level*
- Assigned To: *Supervisor*

### **9.2 Task Creation Activities**

**a. Task 1 – Car Company:**

- Table: *Cars Fulfillment*
- Priority: 1
- Car Status: *Ready to Pickup*
- State: *Closed Complete*

**b. Task 2 – Car Production:**

- Table: *Cars Fulfillment*
- Priority: 1
- Car Status: *Deployment Failed*
- State: *Closed Incomplete*

### **9.3 Notification Activities**

**a. Notification 1 – Booking Approved:**

- To: *Abraham Lincoln*
- Group: *Showroom*
- Subject: *Car Showroom*
- Message:  
HTML Email – “Car Request Approved” with car and status details.

**b. Notification 2 – Booking Rejected:**

- To: *Abraham Lincoln*
- Group: *Showroom*

- Subject: *Car Showroom*
- Message: *"Car booking approval is rejected."*

9.4 End the workflow.

9.5 Publish the workflow.

## 10. Service Portal Testing

10.1 Open **Service Portal**:

`https://<instance_name>.service-now.com/sp`

10.2 Search for created catalog items:

- a. Polo
- b. Thar
- c. XUV700

10.3 Order the **Thar** or any other car model.

10.4 A **Request Number** and **Delivery Date** are generated.

10.5 Based on approval:

- Approved → Receive confirmation email.
- Rejected → Receive rejection notification.

## 11. Results

11.1 Catalogs and categories successfully created.

11.2 Roles and groups properly configured.

11.3 Workflow automation works as intended.

11.4 Email notifications trigger correctly.

11.5 Service portal displays all car models properly.

11.6 Car fulfillment tasks created automatically after approval.

## 12. Benefits

12.1 Reduces manual effort and delays.

12.2 Provides structured approval flow.

12.3 Ensures transparency in task tracking.

12.4 Automates customer communication.

12.5 Improves overall showroom management efficiency.

## 13. Future Enhancements

13.1 Integrate **Inventory Management** for real-time car availability.

13.2 Add **Payment Gateway** for direct online booking.

13.3 Include **AI-based Car Recommendation System**.

13.4 Generate **Analytical Reports** for sales tracking.

## **14. Conclusion**

14.1 The **Automated Car Catalog System** built in **ServiceNow** effectively automates catalog, request, and approval processes.

14.2 It simplifies showroom operations, enhances communication, and increases customer satisfaction.

14.3 The system demonstrates the power of low-code automation for real-world business needs.