Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	31 January 2025
Team ID	LTVIP2025TMID30467
Project Name	Automated Car Catalog System For Enhanced Showroom Management
Maximum Marks	4 Marks

Functional Requirements:

The following are the key functional requirements of the Mahendra Car Catalog System built on the ServiceNow platform:

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Catalog Management	Admin should be able to create a new catalog titled "Mahendra" and add a description.
FR-2	Category Setup	Admin should create categories like Sudden, XUV, and Sports under the Mahendra catalog.
FR-3	Item Management	Admin can create car models (Polo, Thar, XUV700) with details like image, short/long description, pricing, and category assignment.
FR-4	User Management	Admin can add a user (e.g., Salesperson) with a specific role (emp1).
FR-5	Role and Group Configuration	Admin can define roles (e.g., emp1), and create a group (e.g., showroom) with a manager and members.
FR-6	Custom Table Setup	Admin can create a new table (Cars Fulfillment) extending the default Task table.
FR-7	Workflow Configuration	A multi-level approval process is defined using Workflow Editor, including task creation and assignment.
FR-8	Notification Management	The system sends automated emails on request approval or rejection with dynamic fields and HTML templates.
FR-9	Portal Integration & Ordering	Users can browse car models via Service Portal and request a vehicle from the catalog.
FR-10	Request Status Tracking	Users receive updates (via email and portal) on the status of their car request (approved/rejected).

Non-functional Requirements:

The following non-functional requirements ensure the overall quality and reliability of the system:

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	The system will have a clean, intuitive Service Portal UI for users to request and track cars easily.
NFR-2	**Security**	Role-based access control ensures users can only perform actions permitted by their role (e.g., emp1, admin).
NFR-3	**Reliability**	The system ensures that workflows, task tracking, and email notifications work reliably without manual intervention.
NFR-4	**Performance**	The portal and backend operations are optimized for fast loading and minimal latency.
NFR-5	**Availability**	The ServiceNow platform ensures high availability so users can access the portal and catalog items anytime.
NFR-6	**Scalability**	The catalog and workflow system can scale to accommodate more car models, categories, users, and requests.