

Project Design Phase

Proposed Solution

Date	15 February 2025
Team ID	LTVIP2025TMID30392
Project Name	Automated Car Catalog System for Enhanced Showroom Management (ServiceNow Administration)
Maximum Marks	2 Marks

Proposed Solution :

To address the inefficiencies in manual car booking and request management, we propose a **digitized car catalog system** built on the **ServiceNow platform**, named **Mahendra**. This solution allows customers to browse categorized car models (such as Sudden, XUV, and Sports), view details and pricing, and submit booking requests through an online portal. The system includes **automated multi-level approvals**, **real-time email notifications**, and a **custom task table** for tracking fulfillment. By integrating catalog management, workflow automation, and user communication, our solution significantly improves showroom operations, enhances the customer experience, and reduces manual workload.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Manual booking in showrooms causes delays, poor tracking, and customer dissatisfaction due to lack of automation and real-time updates.
2.	Idea / Solution description	A ServiceNow-based car catalog system (“Mahendra”) that allows users to browse, request, and track cars with approval workflows and email notifications.
3.	Novelty / Uniqueness	Combines ServiceNow catalog, workflows, and task tracking in a showroom context—offering a structured and transparent digital booking process.
4.	Social Impact / Customer Satisfaction	Faster bookings, real-time updates, and fewer delays improve customer experience and reduce pressure on showroom staff.
5.	Business Model (Revenue Model)	Can be extended to real-world showrooms to cut costs, attract digital users, and potentially include payment or premium features.
6.	Scalability of the Solution	Easily expandable to more car models, showrooms, or even other industries needing request-approval systems.