

Project Design

DATE	
TEAM ID	LTVIP2025TMID30843
PROJECT NAME	Automated Car Catalog System For Enhanced Showroom Management

AUTOMATED CAR CATALOG SYSTEM FOR ENHANCED SHOWROOM MANAGEMENT

Proposed solution:

Project team Shall fill the following information in the proposed solution template

S NO	Parameter	Description
1	Problem Statement	Traditional car showrooms often rely on manual processes or outdated systems for cataloging vehicles, managing inventory, and engaging with potential customers. These systems are time-consuming, error-prone, and inefficient in handling dynamic data such as vehicle specifications, availability, pricing updates, and customer preferences.
2	Idea	An Automated Car Catalog System for Enhanced Showroom Management is a smart solution aimed at transforming how car dealerships manage, present, and sell vehicles. Here's an overview of the idea, covering its purpose, features, benefits, and potential tech stack.
3	Novelty	Here's a detailed explanation of the novelty in an Automated Car Catalog System for Enhanced Showroom Management — focusing on what makes it innovative and distinct from traditional systems:
4	Social impact	An Automated Car Catalog System for enhanced showroom management has a positive social impact by improving the customer experience, increasing transparency, and potentially leading to more informed purchasing decisions. It can also streamline

		the sales process, making it more efficient for both dealerships and customers.
5	Business Model	A business model for an automated car catalog system in a showroom focuses on using technology to streamline the car buying process, improve inventory management, and enhance customer experience. This model leverages a digital catalog to provide detailed vehicle information, facilitate online browsing, and enable features like test drive scheduling and online payments.
6	Scalability of the solution	A Scalable automated car catalog system for enhanced showroom management allows for handling increased data volume and user load without performance degradation. This is achieved through techniques like load balancing, caching, and modular design, enabling the system to grow alongside the business and adapt to changing demands.

MILESTONE 1: Service Catalog

Activity 1: Create Catalog

Purpose :

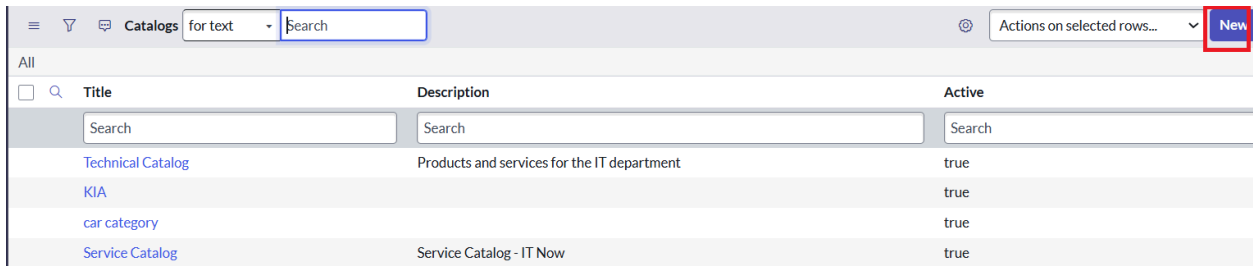
A product catalog or a library catalog, is to organize and present information in a structured way to facilitate easy access and understanding. In essence, it serves as a guide or directory that enables users to quickly find what they are looking for.

USE:

the context of creating a catalog, "about" can refer to the catalog's content, purpose, or the specific information it contains. For example, a catalog might be "about" a company's product line, a library's collection, or a data governance framework. It can also refer to the process of describing or outlining the details within the catalog.

STEPS:

- 1)Open service now.
- 2)Click on All >> search for Maintain Catalog.
- 3)Click on Maintain Catalog under Catalog Definition.
- 4)After opening Maintain Catalog Click on new.
- 5)Give Catalog Name as “Mahendra ”.
- 6)Application should be Global.
- 7)Give description as it is a car showroom.
- 8)Click on Submit.



≡	🔍	🗨	Catalogs	for text	Search	⌕	Actions on selected rows...	New
All								
<input type="checkbox"/>	🔍	Title	Description	Active				
		Search	Search	Search				
		Technical Catalog	Products and services for the IT department	true				
		KIA		true				
		car category		true				
		Service Catalog	Service Catalog - IT Now	true				

The screenshot shows the ServiceNow 'Catalog - New Record' form. The form is titled 'Catalog - New Record' and has a 'Submit' button at the bottom left. The form fields are as follows:

- Title:** Mahendra
- Manager:** (empty field with a search icon)
- Editors:** (empty field with a search icon)
- Description:** It is an a car showroom
- Application:** Global
- Active:** ☒
- Enable Wish List:** ☐
- Desktop Image:** Click to add...
- 'Catalog Home' Page:** (empty field)
- 'Continue Shopping' page:** (empty field)

Activity 2: Create Catagories

Purpose:

organize and group related items, concepts, or data based on shared characteristics, making it easier to understand, manage, and analyze information. Categories enable efficient information retrieval, improved user experience, and streamlined navigation.

USE:

group and organize emails, calendar events, tasks, and contacts, allowing for easier filtering and management. To create a new category in Outlook, you can right-click on an item, select "Categorize," then "New Category," and give it a name and color. You can also access the category list and create a new category there.

STEPS:

- 1)After submitting you can see the catalog mahendra in the list.
- 2)Open Mahendra Catalog Scroll down.
- 3)Click Categories And Click on New.

servicenow All Favorites History Workspaces Admin Catalog Item - polo

Search

Copy Try It Update Edit in Catalog Builder Delete

Catalogs Mahendra

Category sudden

State None

Checked out -- None --

Owner System Administrator

Active ☒

Fulfillment automation level Unspecified

Item Details Process Engine Picture Pricing Portal Settings

Request method Request

Hide Add to Cart ☒

Hide Quantity ☒

Hide Delivery Time ☐

Hide Save as Draft ☐

Hide Attachment ☐

Mandatory Attachment ☐

Copy Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic

Sun.Polo.Scan

Variables Variable Sets Catalog UI Policies Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items Assigned Topics

Order Search

Catalog Item - polo

Type	Question	Order
No records to display		

4)Give Title as Sudden.

5)Search and add catalog as Mahendra.

6)Click on submit.

7)Create two more categories as XUV and Sports.

8)Click on Catalog Items and Click on new.

9)Give it a name as polo.

10)Select catalog as Mahendra.

11)Select category as Sudden.

12)Short description as Volkswagen Polo - Compact Hatchback with Superior Comfort and Efficiency.

13)Give Description The Volkswagen Polo is a stylish and compact hatchback known for its agile performance, modern design, and premium features. Equipped with a 1.0-liter TSI engine, the Polo offers an impressive balance of power and fuel efficiency, making it an ideal choice for urban driving and longer journeys alike. This model includes advanced safety features, a touchscreen infotainment system, and spacious seating, ensuring comfort and convenience for all passengers. The Polo stands out with its sporty look, LED headlights, and alloy wheels, reflecting Volkswagen’s commitment to quality and design.

14)Click on Picture and add image.

Catalog Items (3)Categories (3)Catalog Portal Pages (1)Sites

for text

Search

Actions on selected rows...New

Catalog = Mahendra

	Title	Description	Active	Parent
▶	Sudden		true	(empty)
▶	XUV		true	(empty)
▶	Sports		true	(empty)

ActivateDeactivate1 to 3 of 3

<Catalog Item polo

CopyTry ItUpdateEdit in Catalog BuilderDelete

Namepolo

CatalogsMahendra

CategorySudden

State-- None --

Checked out-- None --

OwnerSystem Administrator

ApplicationGlobal

Active☒

mileage

Fulfillment automation levelUnspecified

Item DetailsProcess EnginePicturePricingPortal Settings

Short description"Volkswagen Polo - Compact Hatchback with Superior Comfort and Efficiency"

Description

B I U ↶ ↷ Verdana 8pt


"The Volkswagen Polo is a stylish and compact hatchback known for its agile performance, modern design, and premium features. Equipped with a 1.0-liter TSI engine, the Polo offers an impressive balance of power and fuel efficiency, making it an ideal choice for urban driving and longer journeys alike. This model includes advanced safety features, a touchscreen infotainment system, and spacious seating, ensuring comfort and convenience for all passengers. The Polo stands out with its sporty look, LED headlights, and alloy wheels, reflecting Volkswagen's commitment to quality and design."

Item Details Process Engine **Picture** Pricing Portal Settings

Add an icon and picture for display

Icon [Click to add...](#)

Picture [\[Update\]](#)[\[Delete\]](#)



Item Details Process Engine Picture **Pricing** Portal Settings

Price £ 70.00 [✎](#)

Recurring price \$ 90.00 [✎](#)

Recurring price frequency -- None --

15)Click on Pricing and give the price as 70 and recurring price 90.

16)Click on Portal setting and Select request method as Request.

17)Click on Submit.

18)Click on new and create one more catalog.

Item Details Process Engine Picture Pricing **Portal Settings**

[Request method](#) Request

Hide 'Add to Cart' ☒

Hide Quantity ☒

Hide Delivery time ☐

Hide 'Save as Draft' ☐

Hide Attachment ☐

Mandatory Attachment ☐

Catalog Items (3) Categories (3) Catalog Portal Pages (1) Sites

≡ ▾ Name Search Actions on selected rows... New

Catalogs = Mahendra

Preview	Name	Short description	Active	Category
<input type="checkbox"/>	polo	"Volkswagen Polo - Compact Hatchback wit...	true	Sudden
<input type="checkbox"/>	Thar	Mahindra Thar - 4x4 Off-Road SUV with Mo...	true	XUV
<input type="checkbox"/>	XUV700	"Mahindra XUV700 - The Ultimate SUV Expe...	true	Sports

19)Give it a name as Thar.

20)Select catalog as Mahendra.

21)Select category as XUV.




22)Short description Mahindra Thar - 4x4 Off-Road SUV with Modern Features

23)Description The Mahindra Thar is a rugged, off-road SUV built for adventure and performance. With a 2.0L mStallion petrol engine or a 2.2L mHawk diesel engine, it offers the perfect balance between power and fuel efficiency. The Thar comes with modern features like a touchscreen infotainment system, automatic climate control, and advanced safety features such as ABS and dual airbags. Its 4x4 drivetrain, high ground clearance, and water-wading capability make it a perfect choice for both city driving and off-road expeditions. Available in multiple trims, the Thar is designed to be the ultimate combination of style, comfort, and functionality.

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Catalog Item
Thar

CopyTry ItUpdateEdit in Catalog BuilderDelete

↑

NameThar

ApplicationGlobal ⓘ

CatalogsMahendra ⓘ

Active☒

CategoryXUV ⓘ

mileage

State-- None --

Fulfillment automation levelUnspecified ▼

Checked out-- None --

OwnerSystem Administrator ⓘ

Item Details

Process Engine

Picture

Pricing

Portal Settings

Short descriptionMahindra Thar - 4x4 Off-Road SUV with Modern Features

Description

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The Mahindra Thar is a rugged, off-road SUV built for adventure and performance. With a 2.0L mStallion petrol engine or a 2.2L mHawk diesel engine, it offers the perfect balance between power and fuel efficiency. The Thar comes with modern features like a touchscreen infotainment system, automatic climate control, and advanced safety features such as ABS and dual airbags. Its 4x4 drivetrain, high ground clearance, and water-wading capability make it a perfect choice for both city driving and off-road expeditions. Available in multiple trims, the Thar is designed to be the ultimate combination of style, comfort, and functionality.


32)Click on Picture and add image.

Item Details Process Engine **Picture** Pricing Portal Settings

Add an icon and picture for display

Icon [Click to add...](#)

Picture [\[Update\]](#)[\[Delete\]](#)



33) Click on Pricing and give prices.

34) Price 150 to recurring price 170.

Item Details Process Engine Picture **Pricing** Portal Settings

Price \$ 150.00 [✎](#)

Recurring price \$ 170.00 [✎](#)

Recurring price frequency -- None --

35) Click on Portal settings and request method as Request.

Item Details Process Engine Picture Pricing **Portal Settings**

[Request method](#) Request

Hide 'Add to Cart' ☒

Hide Quantity ☒

Hide Delivery time ☐

Hide 'Save as Draft' ☐

Hide Attachment ☐

Mandatory Attachment ☐

36) Give it a name as XUV700.

37) Select catalog as Mahendra

38) Select category as Sports

39) Short description Mahindra XUV700 - The Ultimate SUV Experience.

40) Description The Mahindra XUV700 is a premium, high-performance SUV known for its advanced technology, robust build, and superior comfort. Featuring a powerful turbo-petrol engine, it delivers an exhilarating driving experience. With futuristic design elements, a spacious interior, and cutting-edge safety features like ADAS, the XUV700 is built to offer an extraordinary ride. Key highlights include a 10.25-inch digital cockpit,

panoramic sunroof, 7-seater option, and superior connectivity with Alexa built-in. Whether it's for city driving or off-road adventures, the XUV700 redefines the SUV experience.

NameXUV700

ApplicationGlobal ⓘ

CatalogsMahendra

Active☒

CategorySports 🔍 ⓘ

mileage

State-- None --

Fulfillment automation levelUnspecified ▼

Checked out-- None --

OwnerSystem Administrator 🔍 ⓘ

Item Details

Process Engine

Picture


Pricing

Portal Settings

Short description"Mahindra XUV700 - The Ultimate SUV Experience"

Description

B**I****U**↶↷Verdana8pt



"The Mahindra XUV700 is a premium, high-performance SUV known for its advanced technology, robust build, and superior comfort. Featuring a powerful turbo-petrol engine, it delivers an exhilarating driving experience. With futuristic design elements, a spacious interior, and cutting-edge safety features like ADAS, the XUV700 is built to offer an extraordinary ride. Key highlights include a 10.25-inch digital cockpit, panoramic sunroof, 7-seater option, and superior connectivity with Alexa built-in. Whether it's for city driving or off-road adventures, the XUV700 redefines the SUV experience."

41)Click on Picture and add image of car.

Item Details

Process Engine

Picture


Pricing

Portal Settings

Add an icon and picture for display

IconClick to add...

Picture[Update][Delete]



42)Click on Pricing give price 200 to recurring price 211

Item Details

Process Engine

Picture

Pricing

Portal Settings

Price\$200.00 ✎

Recurring price\$211.00 ✎

Recurring price frequency-- None -- ▼

43)Click on Portal Setting and give the Request method as Request.

Item Details	Process Engine	Picture	Pricing	Portal Settings
Request method Request <input type="text"/>				
Hide 'Add to Cart' <input checked="" type="checkbox"/>				
Hide Quantity <input checked="" type="checkbox"/>				
Hide Delivery time <input type="checkbox"/>				
Hide 'Save as Draft' <input type="checkbox"/>				
Hide Attachment <input type="checkbox"/>				
Mandatory Attachment <input type="checkbox"/>				

MILESTONE 2:User Creation

Activity 1: Create User

PURPOSE:

Create User Statement is to establish a new user account within a database system, enabling access and defining privileges. This allows users to connect to the database, authenticate, and interact with database objects based on the granted permissions.

USE:

statement in various ways, depending on the specific database system and the context of the user creation. It's often used to provide additional information or context about the user being created.

STEPS:

44)Open service now.

45) Click on All >> search for Users.

46)Click on Users>> under System Security.

47)Click on new, give userId as 01 and name as sales person and add the role emp1.

48)Save and Submit.

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MILESTONE 3:Role Creation

Activity 1: Create Role

PURPOSE:

Create Role Statement is to create a new role in a database system. Roles are named collections of privileges that can be granted to users or other roles, simplifying the management of database access permissions. Oracle Help Center

USE:

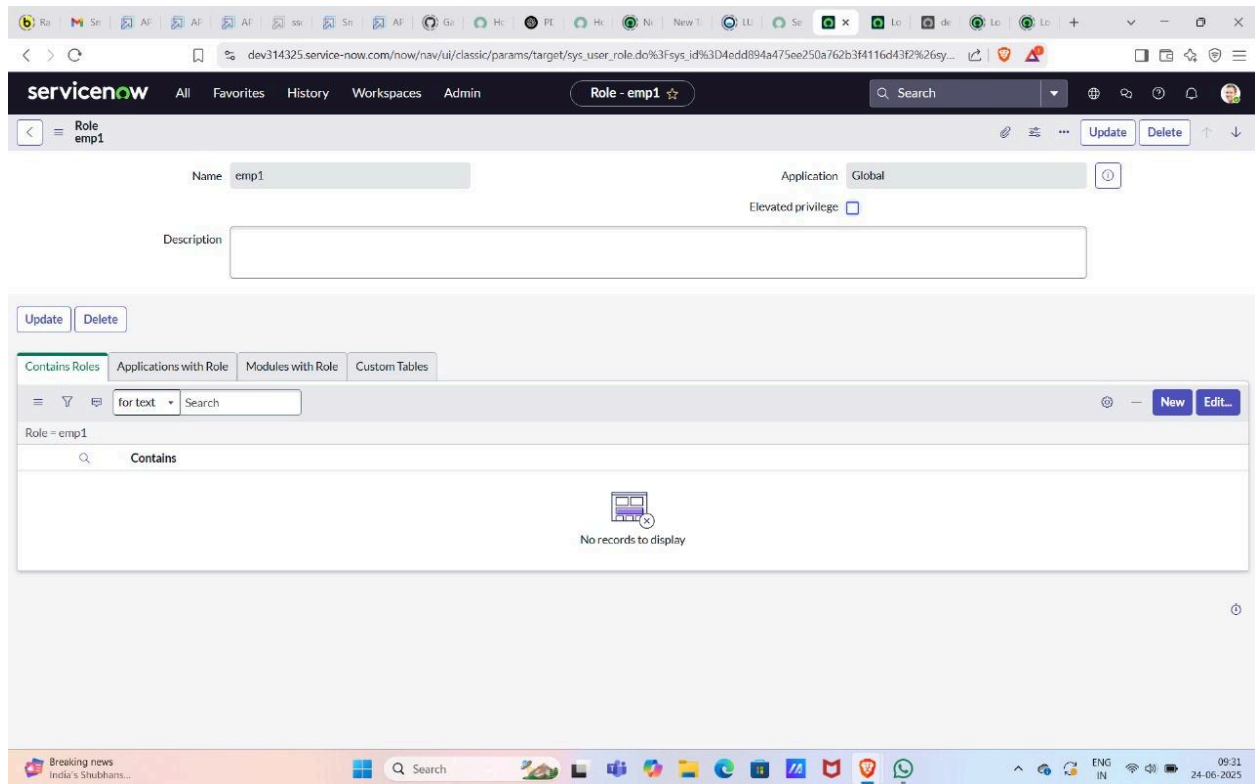
learning about the statement itself, its syntax, purpose, or how it's used in specific database systems.

STEPS:

49)Click on the Servicenow logo and click on all and search for roles.

50) Click on Roles >>Under system security.

51) Click on new and give the name as emp1.



MILESTONE 4: Group Creation

ACTIVITY 1: Create Group

PURPOSE:

The primary purpose of creating a group is to bring individuals together to achieve a common goal, share ideas, provide support, or foster a sense of belonging. Groups can be formed for various reasons, such as social interaction, skill development, task completion, or simply for companionship.

USE:

providing a description or summary of the group's purpose, its members, or the content it will feature.

STEPS:

- 1) Click on All >> Search for groups.
- 2) Click on groups >> under Security System.
- 3) Click on new and give the group's name as showroom.
- 4) Give the group manager as Abraham Lincoln. And Submit.
- 5) Add group members as Salesperson, Salesperson2 and 3. And update.

The screenshot shows the ServiceNow interface for configuring a group named 'showroom'. The form includes fields for Name, Manager (Abraham Lincoln), Group email, Parent, and Description (cars showroom sales persons). Below the form are 'Update' and 'Delete' buttons. Under the 'Group Members' tab, there is a table with columns: Created, Role, Granted by, and Inherits. The table is currently empty, displaying 'No records to display'.

Created	Role	Granted by	Inherits
No records to display			

MILESTONE 5: Table Creation

ACTIVITY 1: Create A Table

PURPOSE:

Organize data in a structured, easily readable format, allowing for efficient data management and analysis. Tables are useful for presenting numerical data, comparisons, and relationships between different pieces of information.

USE:

Create a new table in a database. It defines the table's structure, including column names, data types, and constraints. This statement essentially sets up the blueprint for storing data in a structured format.

STEPS:

- 1)Click on All>>Search for Tables.
- 2)Click on Tables>>under System definition.
- 3) Click on the new give name as cars fulfillment.
- 4)Give extended table as Task table.
- 5)Save and Submit.

Table - cars fulfillment

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label: cars fulfillment
 * Name: u_cars_fulfillment
 Extends table: Task

Application: Global
 Remote Table: ☐

Columns | Controls | Application Access

Table Columns for text Search 1 to 20 of 71 New

Column label	Type	Reference	Max length	Default value	Display
Service	Reference	Service	32		false
Impact	Integer	(empty)	40	3	false
Group list	List	Group	4,000		false
Transfer reason	Integer	(empty)	40		false
Company	Reference	Company	32		false
Opened by	Reference	User	32	javascripts.getUserID()	false
Made SLA	True/False	(empty)	40	true	false
Number	String	(empty)	40	javascript.getNextObjNumberPadded();	true
Description	String	(empty)	4,000		false
Closed	Date/Time	(empty)	40		false
Activity due	Due Date	(empty)	40		false
Universal Request	Reference	Task	32		false

MILESTONE 6: WORK FLOW

ACTIVITY 1: workflow Assignment To Mahendra Service Catalog

PURPOSE:

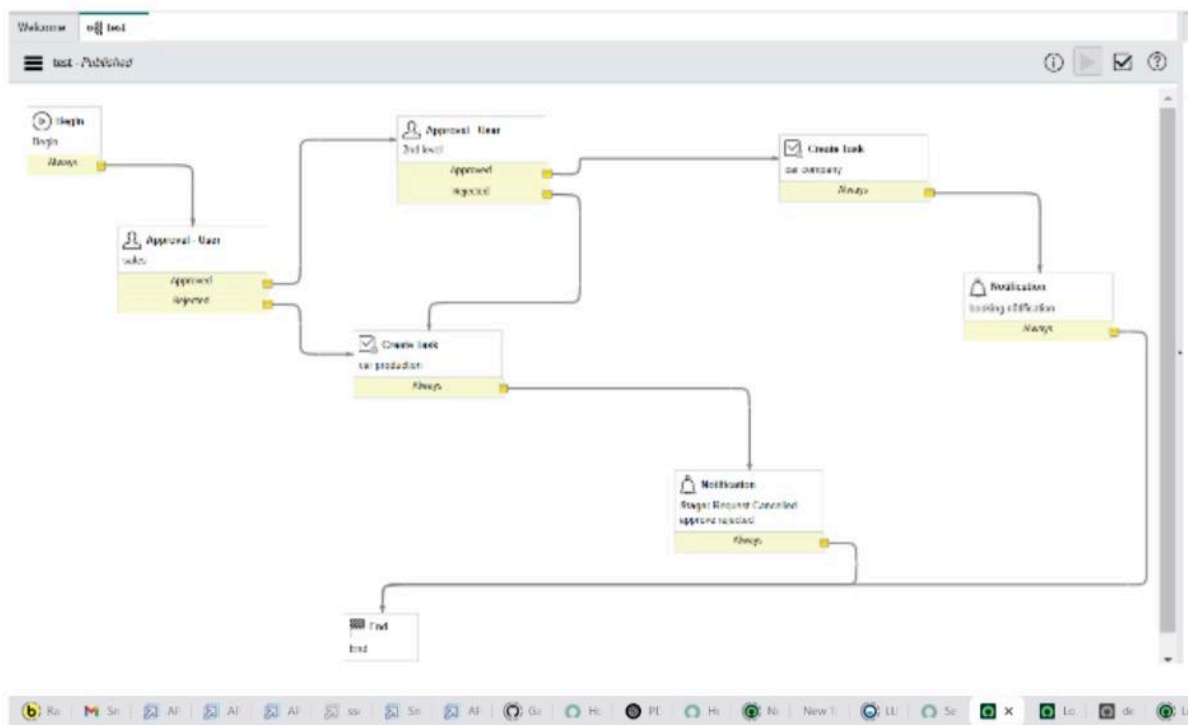
workflow assignment to a catalog item means that a predefined automated process (the workflow) is triggered when a user requests that specific item from the catalog. This automates tasks related to fulfilling the service request, ensuring consistency and efficiency.

USE:

Define the context or purpose of the workflow, often specifying which service or catalog item it's related to. For example, a workflow might be "About resetting a user's password" or "About updating a user's profile". The "about" field helps users understand the workflow's function before initiating it.

STEPS:

- 1) Navigate to Homepage.
- 2) Click on all search Workflow Editor.
- 3) Click on New Workflow.
- 4) Under the name field search for Test Select that record.
- 5) After creating workflow you can see begin and end.
- 6) Drag the approval user from core and give name as sales.
- 7) Give the user as a sales person.



User ID	Name	Email	Active	Created	Updated
01	sales person		true	2025-06-22 23:55:35	2025-06-22 23:55:35
02	super visor		true	2025-06-22 23:58:51	2025-06-22 23:58:51
abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:31
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2025-06-11 04:58:33
adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-17 19:04:50	2025-06-11 04:58:29
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-06-22 23:14:01
aes.creator	Creator User		true	2025-06-11 05:40:29	2025-06-22 23:14:01
aileen.mottern	Aileen Mottern	aileen.mottern@example.com	true	2012-02-17 19:04:49	2025-06-11 04:58:31
alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:29
alejandro.mascal	Alejandro Mascal	alejandro.mascal@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:33
alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-17 19:04:53	2025-06-11 04:58:34
alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2025-06-11 04:58:29
alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:31
allan.schwandt	Allan Schwandt	allan.schwandt@example.com	true	2012-02-17 19:04:53	2025-06-11 04:58:33
allie.pumhrey	Allie Pumhrey	allie.pumhrey@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:33
allyson.gillispie	Allyson Gillispie	allyson.gillispie@example.com	true	2012-02-17 19:04:50	2025-06-11 04:58:29
alva.pennigton	Alva Pennigton	alva.pennigton@example.com	true	2012-02-17 19:04:50	2025-06-11 04:58:34
alyssa.biasotti	Alyssa Biasotti	alyssa.biasotti@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:29
amelia.caputo	Amelia Caputo	amelia.caputo@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:33
amos.linnan	Amos Linnan	amos.linnan@example.com	true	2012-02-17 19:04:51	2025-06-11 04:58:31

8) Drag the approval user from core and give name 2nd level.

9) Add a user as supervisor.

10) Drag create task from core and give name as car company.

11) Give task type car fulfilment table and priority-1.

12) Give task values from values

13) Set values as car status Ready to Pickup.

14) State Closed Complete and submit.

15) Drag the create task from core and give it name as car production.

16) Give task type car fulfilment table and priority-1.

18) Give task values from values.

19) Set values as car status deployment failed.

20) State closed Incomplete. And Submit.

21) Drag Notification from core and give name as Booking Notification.

22) Add To user as Abraham Lincoln and group as Showroom.

23) Give the subject as car showroom and message

```
<html>
```

```
<body style="font-family: Arial, sans-serif;">
```

```
<!-- Background Logo Wrapper -->
```

```
<div style="background-image:
url('${C:\Users\saipr\OneDrive\Pictures\Screenshots\Screenshot 2024-10-28
125727.png}'); background-size: contain; background-repeat: no-repeat;
background-position: center; padding: 20px; text-align: center;">
```

```
<!-- Overlay Content -->
```

```
<div style="background: rgba(255, 255, 255, 0.8); padding: 20px; border-radius: 8px;">
```

```
<h2 style="color: #333;">Car Request Notification</h2>
```

```
<p style="color: #555;">
```

Hello, your request for a car model has been submitted and approved.

```
</p>
```

```
<!-- Dynamic Fields -->
```

```
<p><strong>Requested Car:</strong> ${requested_for}</p>
```

```
<p><strong>Status:</strong> ${approval}</p>
```

```
<p style="color: #333;">Thank you for choosing Mahendra!</p>
```

```
</div>
```

```
</div>
```

```
</body>
```

```
</html>
```

24)Submit.

25) Drag the Notification and give the name as car reject.

26)Add To user as Abraham Lincoln and add group showroom.

Automated Car Catalog System For Enhanced Showroom Management

MILESTONE 1: Service Catalog

Activity 1: Create Catalog

Purpose :

A product catalog or a library catalog, is to organize and present information in a structured way to facilitate easy access and understanding. In essence, it serves as a guide or directory that enables users to quickly find what they are looking for.

USE:

the context of creating a catalog, "about" can refer to the catalog's content, purpose, or the specific information it contains. For example, a catalog might be "about" a company's product line, a library's collection, or a data governance framework. It can also refer to the process of describing or outlining the details within the catalog.

STEPS:

1)Open service now.

2)Click on All >> search for Maintain Catalog.

3)Click on Maintain Catalog under Catalog Definition.

4)After opening Maintain Catalog Click on new.

5)Give Catalog Name as “Mahendra ”.

6)Application should be Global.

7)Give description as it is a car showroom.

8)Click on Submit.

The screenshot displays the ServiceNow Catalog New Record form. The top section shows a table of existing catalogs with columns for Title, Description, and Active status. The bottom section shows the form fields for a new catalog record, including Title (Mahendra), Application (Global), Active (checked), and Description (It is a car showroom). The Submit button is highlighted in blue.

Title	Description	Active
Technical Catalog	Products and services for the IT department	true
KIA		true
car category		true
Service Catalog	Service Catalog - IT Now	true

Form Fields:

- Title: Mahendra
- Manager: [Search]
- Application: Global
- Active: ☒
- Description: It is a car showroom
- Desktop Image: Click to add...
- 'Catalog Home' Page: [Empty]
- 'Continue Shopping' page: [Empty]

Submit

Activity 2: Create Catagories

Purpose:

organize and group related items, concepts, or data based on shared characteristics, making it easier to understand, manage, and analyze information. Categories enable efficient information retrieval, improved user experience, and streamlined navigation.

USE:

group and organize emails, calendar events, tasks, and contacts, allowing for easier filtering and management. To create a new category in Outlook, you can right-click on an item, select "Categorize," then "New Category," and give it a name and color. You can also access the category list and create a new category there.

STEPS:

1)After submitting you can see the catalog mahendra in the list.

2)Open Mahendra Catalog Scroll down.

3)Click Categories And Click on New.

The screenshot shows the ServiceNow interface for configuring a Catalog Item named 'polo'. The 'Portal Settings' tab is active, displaying various configuration options. The 'Request method' is set to 'Request'. There are checkboxes for 'Hide Add to Cart' (checked), 'Hide Quantity' (checked), 'Hide Delivery Time' (unchecked), 'Hide Save as Draft' (unchecked), 'Hide Attachment' (unchecked), and 'Mandatory Attachment' (unchecked). Below these settings is a 'Related Links' section with links for 'Item Diagnostic' and 'Run Policy Scan'. At the bottom, there is a table with columns 'Type', 'Question', and 'Order', which currently contains no records, indicated by a 'No records to display' message.

4)Give Title as Sudden.

5)Search and add catalog as Mahendra.

6)Click on submit.

7)Create two more categories as XUV and Sports.

8)Click on Catalog Items and Click on new.

9)Give it a name as polo.

10)Select catalog as Mahendra.

11)Select category as Sudden.

12)Short description as Volkswagen Polo - Compact Hatchback with Superior Comfort and Efficiency.

13)Give Description The Volkswagen Polo is a stylish and compact hatchback known for its agile performance, modern design, and premium features. Equipped with a 1.0-liter TSI engine, the Polo offers an impressive balance of power and fuel efficiency, making it an ideal choice for urban driving and longer journeys alike. This model includes advanced safety features, a touchscreen infotainment system, and spacious seating, ensuring comfort and convenience for all passengers. The Polo stands out with its sporty look, LED headlights, and alloy wheels, reflecting Volkswagen's commitment to quality and design.

14)Click on Picture and add image.

Catalog Items (3)
Categories (3)
Catalog Portal Pages (1)
Sites

for text
Search
Actions on selected rows...
New

Catalog = Mahendra

	Title	Description	Active	Parent
▶	Sudden		true	(empty)
▶	XUV		true	(empty)
▶	Sports		true	(empty)

Activate
Deactivate
1 to 3 of 3

Catalog Item
polo
Copy
Try It
Update
Edit in Catalog Builder
Delete

Name polo
Application Global
Catalogs Mahendra
Active
Category Sudden
mileage
State -- None --
Fulfillment automation level Unspecified
Checked out -- None --
Owner System Administrator


Item Details
Process Engine
Picture
Pricing
Portal Settings

Short description "Volkswagen Polo - Compact Hatchback with Superior Comfort and Efficiency"
Description

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A

"The Volkswagen Polo is a stylish and compact hatchback known for its agile performance, modern design, and premium features. Equipped with a 1.0-liter TSI engine, the Polo offers an impressive balance of power and fuel efficiency, making it an ideal choice for urban driving and longer journeys alike. This model includes advanced safety features, a touchscreen infotainment system, and spacious seating, ensuring comfort and convenience for all passengers. The Polo stands out with its sporty look, LED headlights, and alloy wheels, reflecting Volkswagen's commitment to quality and design."

Item Details
Process Engine
Picture
Pricing
Portal Settings

Add an icon and picture for display
Icon Click to add...
Picture [Update][Delete]


Item Details
Process Engine
Picture
Pricing
Portal Settings

Price £ 70.00
Recurring price \$ 90.00
Recurring price frequency -- None --

15)Click on Pricing and give the price as 70 and recurring price 90.

16)Click on Portal setting and Select request method as Request.

17)Click on Submit.

18)Click on new and create one more catalog.

Item Details Process Engine Picture Pricing **Portal Settings**

[Request method](#) Request ☐ Hide 'Save as Draft'

Hide 'Add to Cart' ☒ Hide Attachment ☐

Hide Quantity ☒ Mandatory Attachment ☐

Hide Delivery time ☐

Catalog Items (3) Categories (3) Catalog Portal Pages (1) Sites

≡ ▾ Name Search ☺ — Actions on selected rows... ▾ New

Catalogs = Mahendra

Preview polo	Short description	Active	Category
<input type="checkbox"/> polo	"Volkswagen Polo - Compact Hatchback wit...	true	Sudden
Thar	Mahindra Thar - 4x4 Off-Road SUV with Mo...	true	XUV
XUV700	"Mahindra XUV700 - The Ultimate SUV Expe...	true	Sports

19)Give it a name as Thar.

20)Select catalog as Mahendra.

21)Select category as XUV.

22)Short description Mahindra Thar - 4x4 Off-Road SUV with Modern Features

23)Description The Mahindra Thar is a rugged, off-road SUV built for adventure and performance. With a 2.0L mStallion petrol engine or a 2.2L mHawk diesel engine, it offers the perfect balance between power and fuel efficiency. The Thar comes with modern features like a touchscreen infotainment system, automatic climate control, and advanced safety features such as ABS and dual airbags. Its 4x4 drivetrain, high ground clearance, and water-wading capability make it a perfect choice for both city driving and off-road expeditions. Available in multiple trims, the Thar is designed to be the ultimate combination of style, comfort, and functionality.

32)Click on Picture and add image.

33) Click on Pricing and give prices.

34) price 150 to recurring price 170.

35) Click on Portal settings and request method as Request.

Item Details	Process Engine	Picture	Pricing	Portal Settings
Request method Request <input type="text"/>				
Hide 'Add to Cart' <input checked="" type="checkbox"/>				
Hide Quantity <input checked="" type="checkbox"/>				
Hide Delivery time <input type="checkbox"/>				
Hide 'Save as Draft' <input type="checkbox"/>				
Hide Attachment <input type="checkbox"/>				
Mandatory Attachment <input type="checkbox"/>				

36)Give it a name as XUV700.

37)Select catalog as Mahendra

38)Select category as Sports

39)Short description Mahindra XUV700 - The Ultimate SUV Experience.

40)Description The Mahindra XUV700 is a premium, high-performance SUV known for its advanced technology, robust build, and superior comfort. Featuring a powerful turbo-petrol engine, it delivers an exhilarating driving experience. With futuristic design elements, a spacious interior, and cutting-edge safety features like ADAS, the XUV700 is built to offer an extraordinary ride. Key highlights include a 10.25-inch digital cockpit, panoramic sunroof, 7-seater option, and superior connectivity with Alexa built-in.

Whether it's for city driving or off-road adventures, the XUV700 redefines the SUV experience.

Name	XUV700	Application	Global
Catalogs	Mahendra	Active	<input checked="" type="checkbox"/>
Category	Sports	mileage	<input type="text"/>
State	-- None --	Fulfillment automation level	Unspecified
Checked out	-- None --		
Owner	System Administrator		

Item Details	Process Engine	Picture	Pricing	Portal Settings
Short description "Mahindra XUV700 - The Ultimate SUV Experience"				
Description <div> B I U ↶ ↷ Verdana 8pt <div> A </div> </div> <div> "The Mahindra XUV700 is a premium, high-performance SUV known for its advanced technology, robust build, and superior comfort. Featuring a powerful turbo-petrol engine, it delivers an exhilarating driving experience. With futuristic design elements, a spacious interior, and cutting-edge safety features like ADAS, the XUV700 is built to offer an extraordinary ride. Key highlights include a 10.25-inch digital cockpit, panoramic sunroof, 7-seater option, and superior connectivity with Alexa built-in. Whether it's for city driving or off-road adventures, the XUV700 redefines the SUV experience." </div>				


41)Click on Picture and add image of car.

Item Details Process Engine **Picture** Pricing Portal Settings

Add an icon and picture for display

Icon [Click to add...](#)

Picture [\[Update\]](#)[\[Delete\]](#)



42)Click on Pricing give price 200 to recurring price 211

Item Details Process Engine Picture **Pricing** Portal Settings

Price \$ 200.00 [✎](#)

Recurring price \$ 211.00 [✎](#)

Recurring price frequency -- None --

43)Click on Portal Setting and give the Request method as Request.

Item Details Process Engine Picture Pricing **Portal Settings**

[Request method](#) Request

Hide 'Add to Cart' ☒

Hide Quantity ☒

Hide Delivery time ☐

Hide 'Save as Draft' ☐

Hide Attachment ☐

Mandatory Attachment ☐

MILESTONE 2:User Creation

Activity 1: Create User

PURPOSE:

Create User Statement is to establish a new user account within a database system, enabling access and defining privileges. This allows users to connect to the database, authenticate, and interact with database objects based on the granted permissions.

USE:

statement in various ways, depending on the specific database system and the context of the user creation. It's often used to provide additional information or context about the user being created.

STEPS:

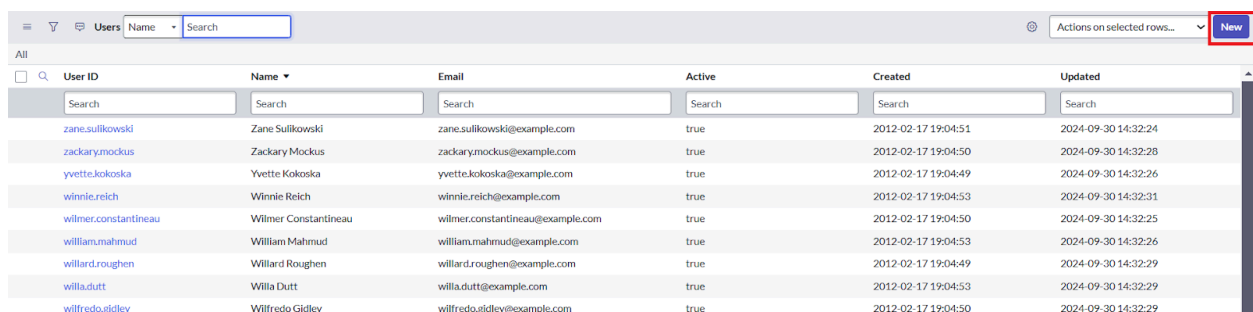
44)Open service now.

45) Click on All >> search for Users.

46)Click on Users>> under System Security.

47)Click on new, give userId as 01 and name as sales person and add the role emp1.

48)Save and Submit.



The screenshot shows a user management interface. At the top, there is a header bar with a search bar labeled 'Users' and a 'New' button. Below the header, there is a table with columns: User ID, Name, Email, Active, Created, and Updated. The table contains 10 rows of user data. The 'New' button is highlighted with a red box.

User ID	Name	Email	Active	Created	Updated
zane.sulkowski	Zane Sulkowski	zane.sulkowski@example.com	true	2012-02-17 19:04:51	2024-09-30 14:32:24
zackary.mockus	Zackary Mockus	zackary.mockus@example.com	true	2012-02-17 19:04:50	2024-09-30 14:32:28
yvette.kokoska	Yvette Kokoska	yvette.kokoska@example.com	true	2012-02-17 19:04:49	2024-09-30 14:32:26
winnie.reich	Winnie Reich	winnie.reich@example.com	true	2012-02-17 19:04:53	2024-09-30 14:32:31
wilmer.constantineau	Wilmer Constantineau	wilmer.constantineau@example.com	true	2012-02-17 19:04:50	2024-09-30 14:32:25
william.mahmud	William Mahmud	william.mahmud@example.com	true	2012-02-17 19:04:53	2024-09-30 14:32:26
willard.roughen	Willard Roughen	willard.roughen@example.com	true	2012-02-17 19:04:49	2024-09-30 14:32:29
willa.dutt	Willi Dutt	willi.dutt@example.com	true	2012-02-17 19:04:53	2024-09-30 14:32:29
willfredo.gidley	Willfredo Gidley	willfredo.gidley@example.com	true	2012-02-17 19:04:50	2024-09-30 14:32:29

MILESTONE 3:Role Creation

Activity 1: Create Role

PURPOSE:

Create Role Statement is to create a new role in a database system. Roles are named collections of privileges that can be granted to users or other roles, simplifying the management of database access permissions. Oracle Help Center

USE:

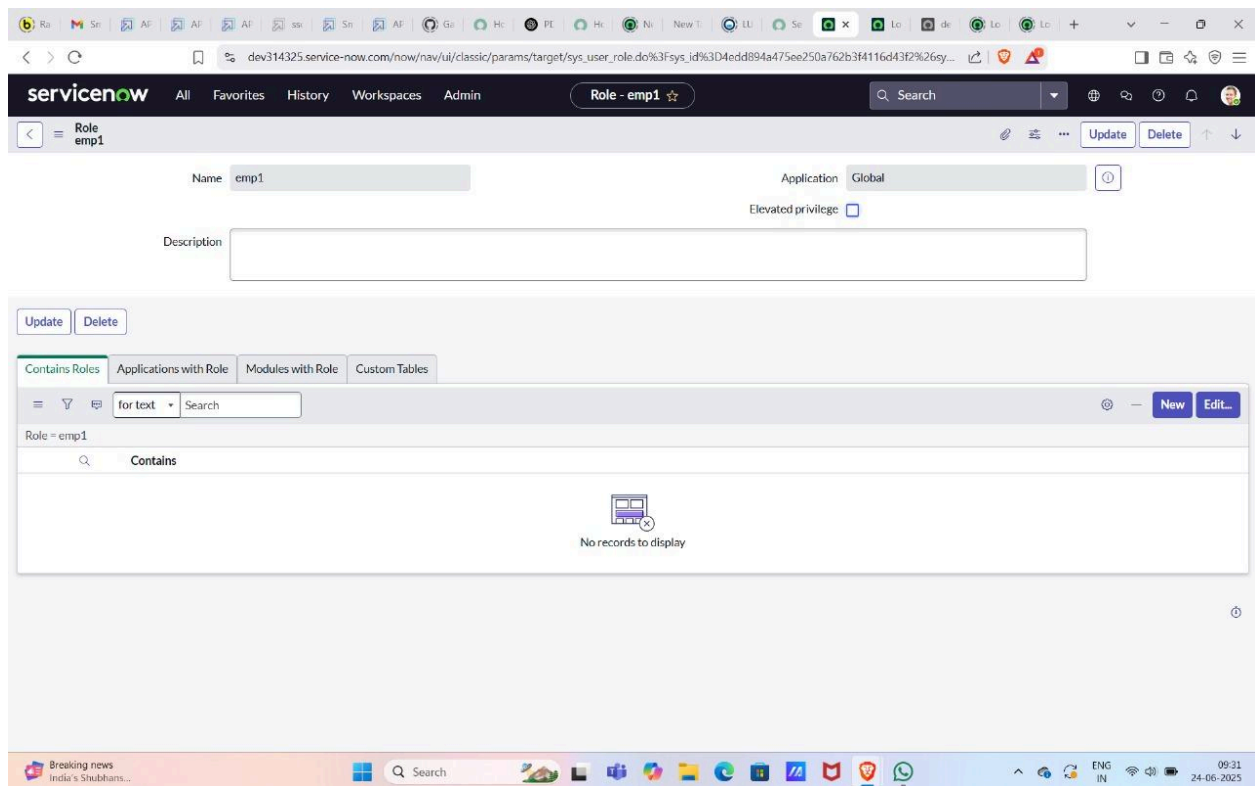
learning about the statement itself, its syntax, purpose, or how it's used in specific database systems.

STEPS:

49) Click on the Servicenow logo and click on all and search for roles.

50) Click on Roles >> Under system security.

51) Click on new and give the name as emp1.



MILESTONE 4: Group Creation

ACTIVITY 1: Create Group

PURPOSE:

The primary purpose of creating a group is to bring individuals together to achieve a common goal, share ideas, provide support, or foster a sense of belonging. Groups can be formed for various reasons, such as social interaction, skill development, task completion, or simply for companionship.

USE:

providing a description or summary of the group's purpose, its members, or the content it will feature.

STEPS:

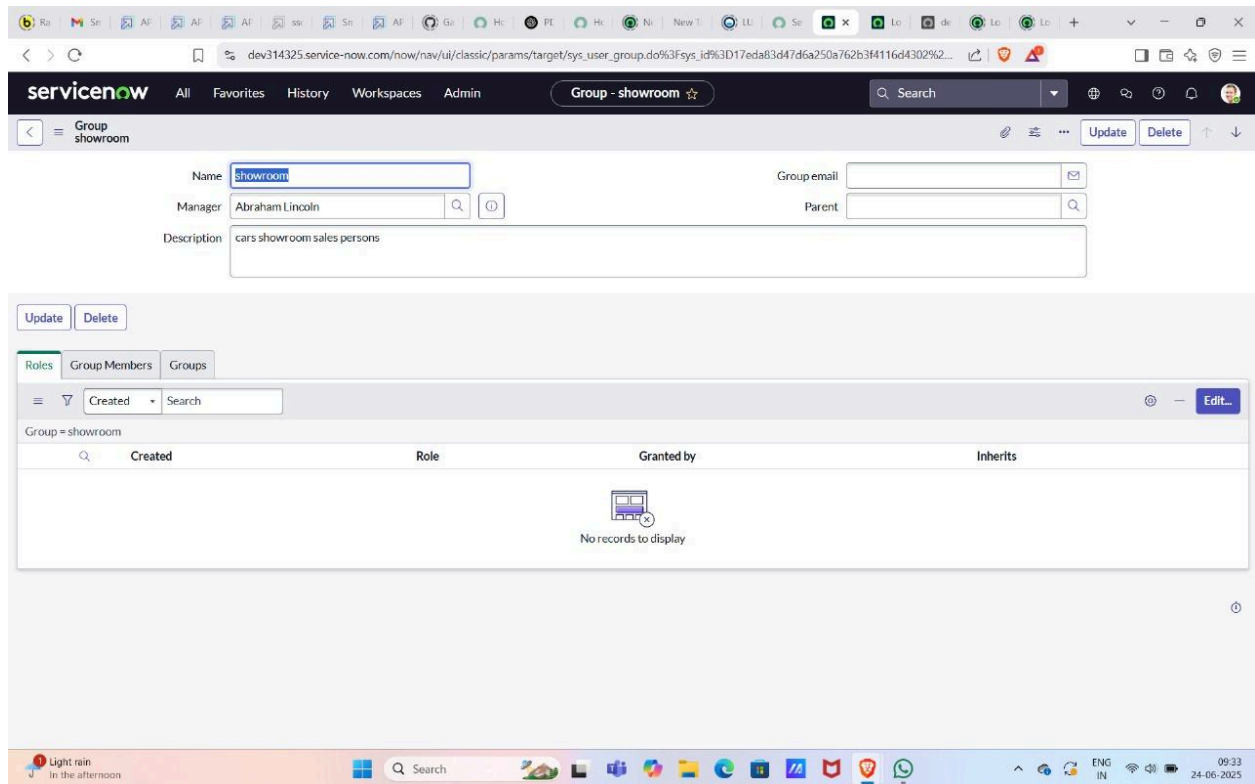
1)Click on All>>Search for groups.

2)Click on groups>>under Security System.

3) Click on new and give the group's name as showroom.

4) Give the group manager as Abraham lincoln. And Submit.

5)Add group members as Salesperson, Salesperson2 and 3.And update.



MILESTONE 5: Table Creation

ACTIVITY 1: Create A Table

PURPOSE:

Organize data in a structured, easily readable format, allowing for efficient data management and analysis. Tables are useful for presenting numerical data, comparisons, and relationships between different pieces of information.

USE:

Create a new table in a database. It defines the table's structure, including column names, data types, and constraints. This statement essentially sets up the blueprint for storing data in a structured format.

STEPS:

- 1)Click on All>>Search for Tables.
- 2)Click on Tables>>under System definition.
- 3) Click on the new give name as cars fulfillment.
- 4)Give extended table as Task table.
- 5)Save and Submit.

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label: cars fulfillment
 * Name: u_cars_fulfillment
 Extends table: Task
 Application: Global
 Remote Table: ☐

Columns | Controls | Application Access

Table Columns for text Search 1 to 20 of 71 New

Column label	Type	Reference	Max length	Default value	Display
Service	Reference	Service	32		false
Impact	Integer	(empty)	40	3	false
Group list	List	Group	4,000		false
Transfer reason	Integer	(empty)	40		false
Company	Reference	Company	32		false
Opened by	Reference	User	32	javascript:gs.getUserID()	false
Made SLA	True/False	(empty)	40	true	false
Number	String	(empty)	40	javascript:getNextObjNumberPadded();	true
Description	String	(empty)	4,000		false
Closed	Date/Time	(empty)	40		false
Activity due	Due Date	(empty)	40		false
Universal Request	Reference	Task	32		false

MILESTONE 6: WORK FLOW

ACTIVITY 1: workflow Assignment To Mahendra Service Catalog

PURPOSE:

workflow assignment to a catalog item means that a predefined automated process (the workflow) is triggered when a user requests that specific item from the catalog. This automates tasks related to fulfilling the service request, ensuring consistency and efficiency.

USE:

Define the context or purpose of the workflow, often specifying which service or catalog item it's related to. For example, a workflow might be "About resetting a user's password" or "About updating a user's profile". The "about" field helps users understand the workflow's function before initiating it.

STEPS:

- 1)Navigate to Homepage.
- 2)Click on all search Workflow Editor.
- 3)Click on New Workflow.
- 4)Under the name field search for Test Select that record.
- 5)After creating workflow you can see begin and end.
- 6)Drag the approval user from core and give name as sales.
- 7)Give the user as a sales person.

The top part of the image shows a ServiceNow workflow diagram. The workflow starts with a 'Begin' node, followed by an 'Approval User' node. From 'Approval User', the flow splits into two paths: one leading to 'Approval 1st level' and another to 'Approval 2nd level'. Both approval nodes lead to a 'Create task' node. The 'Create task' node then leads to a 'Notification' node, which finally leads to an 'End' node.

The bottom part of the image shows the 'Users' list page in ServiceNow. The table contains the following data:

User ID	Name	Email	Active	Created	Updated
01	sales person		true	2025-06-22 23:55:35	2025-06-22 23:55:35
02	super visor		true	2025-06-22 23:58:51	2025-06-22 23:58:51
abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:31
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2025-06-11 04:58:33
adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-17 19:04:50	2025-06-11 04:58:29
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-06-22 23:14:01
aes.creator	Creator User		true	2025-06-11 05:40:29	2025-06-22 23:14:01
ailen.mottern	Aileen Mottern	ailen.mottern@example.com	true	2012-02-17 19:04:49	2025-06-11 04:58:31
alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:29
alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:33
alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-17 19:04:53	2025-06-11 04:58:34
alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2025-06-11 04:58:29
alissamontjoy	Alissa Mountjoy	alissamontjoy@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:31
allan.schwandt	Allan Schwandt	allan.schwandt@example.com	true	2012-02-17 19:04:53	2025-06-11 04:58:33
allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:33
allyson.gillisie	Allyson Gillispe	allyson.gillispe@example.com	true	2012-02-17 19:04:50	2025-06-11 04:58:29
alva.pennigton	Alva Pennigton	alva.pennigton@example.com	true	2012-02-17 19:04:50	2025-06-11 04:58:34
alyssa.biasotti	Alyssa Biasotti	alyssa.biasotti@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:29
amelia.caputo	Amelia Caputo	amelia.caputo@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:33
amos.linnan	Amos Linnan	amos.linnan@example.com	true	2012-02-17 19:04:51	2025-06-11 04:58:31

8) Drag the approval user from core and give name 2nd level.

9) Add a user as supervisor.

10) Drag create task from core and give name as car company.

11) Give task type car fulfilment table and priority-1.

12) Give task values from values

13) Set values as car status Ready to Pickup.

14) State Closed Complete and submit.

15) Drag the create task from core and give it name as car production.

16) Give task type car fulfilment table and priority-1.

18) Give task values from values.

19) Set values as car status deployment failed.

20) State closed Incomplete. And Submit.

21) Drag Notification from core and give name as Booking Notification.

22) Add To user as Abraham Lincoln and group as Showroom.

23) Give the subject as car showroom and message

<html>

```
<body style="font-family: Arial, sans-serif;">
```

```
<!-- Background Logo Wrapper -->
```

```
<div style="background-image:
url('${C:\Users\saipr\OneDrive\Pictures\Screenshots\Screenshot 2024-10-28
125727.png}'); background-size: contain; background-repeat: no-repeat;
background-position: center; padding: 20px; text-align: center;">
```

```
<!-- Overlay Content -->
```

```
<div style="background: rgba(255, 255, 255, 0.8); padding: 20px; border-radius:
8px;">
```

```
<h2 style="color: #333;">Car Request Notification</h2>
```

```
<p style="color: #555;">
```

Hello, your request for a car model has been submitted and approved.

```
</p>
```

```
<!-- Dynamic Fields -->
```

```
<p><strong>Requested Car:</strong> ${requested_for}</p>
```

```
<p><strong>Status:</strong> ${approval}</p>
```

<p style="color: #333;">Thank you for choosing Mahendra!</p>

</div>

</div>

</body>

</html>

24)Submit.

25) Drag the Notification and give the name as car reject.

26)Add To user as Abraham Lincoln and add group showroom.

Automated Car Catalog System For Enhanced Showroom Management

MILESTONE 1: Service Catalog

Activity 1: Create Catalog

Purpose :

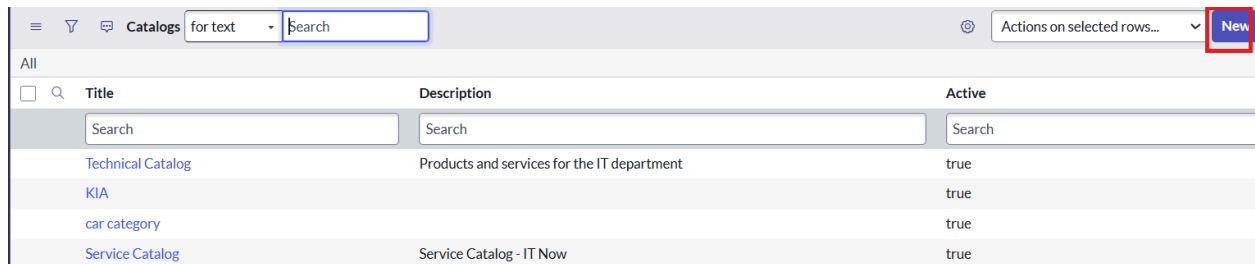
A product catalog or a library catalog, is to organize and present information in a structured way to facilitate easy access and understanding. In essence, it serves as a guide or directory that enables users to quickly find what they are looking for.

USE:

the context of creating a catalog, "about" can refer to the catalog's content, purpose, or the specific information it contains. For example, a catalog might be "about" a company's product line, a library's collection, or a data governance framework. It can also refer to the process of describing or outlining the details within the catalog.

STEPS:

- 1)Open service now.
- 2)Click on All >> search for Maintain Catalog.
- 3)Click on Maintain Catalog under Catalog Definition.
- 4)After opening Maintain Catalog Click on new.
- 5)Give Catalog Name as “Mahendra ”.
- 6)Application should be Global.
- 7)Give description as it is a car showroom.
- 8)Click on Submit.



≡	🔍	🗨️	Catalogs	for text	Search	⚙️	Actions on selected rows...	New
All								
<input type="checkbox"/>	🔍	Title	Description	Active				
		Search	Search	Search				
		Technical Catalog	Products and services for the IT department	true				
		KIA		true				
		car category		true				
		Service Catalog	Service Catalog - IT Now	true				

The screenshot shows the ServiceNow 'Catalog - New Record' form. The form is titled 'Catalog - New Record' and has a 'Submit' button at the bottom left. The form fields are as follows:

- Title:** Mahendra
- Manager:** (empty field with a search icon)
- Editors:** (empty field with a search icon)
- Description:** It is an a car showroom
- Application:** Global
- Active:** ☒
- Enable Wish List:** ☐
- Desktop Image:** Click to add...
- 'Catalog Home' Page:** (empty field)
- 'Continue Shopping' page:** (empty field)

Activity 2: Create Catagories

Purpose:

organize and group related items, concepts, or data based on shared characteristics, making it easier to understand, manage, and analyze information. Categories enable efficient information retrieval, improved user experience, and streamlined navigation.

USE:

group and organize emails, calendar events, tasks, and contacts, allowing for easier filtering and management. To create a new category in Outlook, you can right-click on an item, select "Categorize," then "New Category," and give it a name and color. You can also access the category list and create a new category there.

STEPS:

- 1)After submitting you can see the catalog mahendra in the list.
- 2)Open Mahendra Catalog Scroll down.
- 3)Click Categories And Click on New.

servicenow All Favorites History Workspaces Admin Catalog Item - polo

Search

Copy Try It Update Edit in Catalog Builder Delete

Catalogs Mahendra

Category sudden

State None

Checked out -- None --

Owner System Administrator

Active ☒

Fulfillment automation level Unspecified

Item Details Process Engine Picture Pricing Portal Settings

Request method Request

Hide "Add to Cart" ☒

Hide Quantity ☒

Hide Delivery time ☐

Hide "Save as Draft" ☐

Hide Attachment ☐

Mandatory Attachment ☐

Copy Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic

Sum Points Scan

Variables Variable Sets Catalog UI Policies Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items Assigned Topics

Order Search

Catalog Item - polo

Type	Question	Order
No records to display		

4)Give Title as Sudden.

5)Search and add catalog as Mahendra.

6)Click on submit.

7)Create two more categories as XUV and Sports.

8)Click on Catalog Items and Click on new.

9)Give it a name as polo.

10)Select catalog as Mahendra.

11)Select category as Sudden.

12)Short description as Volkswagen Polo - Compact Hatchback with Superior Comfort and Efficiency.

13)Give Description The Volkswagen Polo is a stylish and compact hatchback known for its agile performance, modern design, and premium features. Equipped with a 1.0-liter TSI engine, the Polo offers an impressive balance of power and fuel efficiency, making it an ideal choice for urban driving and longer journeys alike. This model includes advanced safety features, a touchscreen infotainment system, and spacious seating, ensuring comfort and convenience for all passengers. The Polo stands out with its sporty look, LED headlights, and alloy wheels, reflecting Volkswagen’s commitment to quality and design.

14)Click on Picture and add image.

Catalog Items (3)Categories (3)Catalog Portal Pages (1)Sites

for text

Search

Actions on selected rows...New

Catalog = Mahendra

	Title	Description	Active	Parent
▶	Sudden		true	(empty)
▶	XUV		true	(empty)
▶	Sports		true	(empty)

ActivateDeactivate1 to 3 of 3

<Catalog Item polo

CopyTry ItUpdateEdit in Catalog BuilderDelete

Namepolo

ApplicationGlobal

CatalogsMahendra

Active

CategorySudden

mileage

State-- None --

Fulfillment automation levelUnspecified

Checked out-- None --

OwnerSystem Administrator

Item DetailsProcess EnginePicturePricingPortal Settings

Short description"Volkswagen Polo - Compact Hatchback with Superior Comfort and Efficiency"

Description

B I U ↶ ↷ Verdana 8pt


"The Volkswagen Polo is a stylish and compact hatchback known for its agile performance, modern design, and premium features. Equipped with a 1.0-liter TSI engine, the Polo offers an impressive balance of power and fuel efficiency, making it an ideal choice for urban driving and longer journeys alike. This model includes advanced safety features, a touchscreen infotainment system, and spacious seating, ensuring comfort and convenience for all passengers. The Polo stands out with its sporty look, LED headlights, and alloy wheels, reflecting Volkswagen's commitment to quality and design."

Item Details Process Engine **Picture** Pricing Portal Settings

Add an icon and picture for display

Icon [Click to add...](#)

Picture [\[Update\]](#)[\[Delete\]](#)



Item Details Process Engine Picture **Pricing** Portal Settings

Price £ 70.00 [✎](#)

Recurring price \$ 90.00 [✎](#)

Recurring price frequency -- None --

15)Click on Pricing and give the price as 70 and recurring price 90.

16)Click on Portal setting and Select request method as Request.

17)Click on Submit.

18)Click on new and create one more catalog.

Item Details Process Engine Picture Pricing **Portal Settings**

[Request method](#) Request

Hide 'Add to Cart' ☒

Hide Quantity ☒

Hide Delivery time ☐

Hide 'Save as Draft' ☐

Hide Attachment ☐

Mandatory Attachment ☐

Catalog Items (3) Categories (3) Catalog Portal Pages (1) Sites

≡ ▾ Name Search Actions on selected rows... New

Catalogs = Mahendra

Preview	Item Name	Short description	Active	Category
<input type="checkbox"/>	polo	"Volkswagen Polo - Compact Hatchback wit...	true	Sudden
<input type="checkbox"/>	Thar	Mahindra Thar - 4x4 Off-Road SUV with Mo...	true	XUV
<input type="checkbox"/>	XUV700	"Mahindra XUV700 - The Ultimate SUV Expe...	true	Sports

19)Give it a name as Thar.

20)Select catalog as Mahendra.

21)Select category as XUV.

23)Description The Mahindra Thar is a rugged, off-road SUV built for adventure and performance. With a 2.0L mStallion petrol engine or a 2.2L mHawk diesel engine, it offers the perfect balance between power and fuel efficiency. The Thar comes with modern features like a touchscreen infotainment system, automatic climate control, and advanced safety features such as ABS and dual airbags. Its 4x4 drivetrain, high ground clearance, and water-wading capability make it a perfect choice for both city driving and off-road expeditions. Available in multiple trims, the Thar is designed to be the ultimate combination of style, comfort, and functionality.


32)Click on Picture and add image.

Item Details Process Engine **Picture** Pricing Portal Settings

Add an icon and picture for display

Icon [Click to add...](#)

Picture [\[Update\]](#)[\[Delete\]](#)



33) Click on Pricing and give prices.

34) Price 150 to recurring price 170.

Item Details Process Engine Picture **Pricing** Portal Settings

Price \$ 150.00 [✎](#)

Recurring price \$ 170.00 [✎](#)

Recurring price frequency -- None --

35) Click on Portal settings and request method as Request.

Item Details Process Engine Picture Pricing **Portal Settings**

[Request method](#) Request

Hide 'Add to Cart' ☒

Hide Quantity ☒

Hide Delivery time ☐

Hide 'Save as Draft' ☐

Hide Attachment ☐

Mandatory Attachment ☐

36) Give it a name as XUV700.

37) Select catalog as Mahendra

38) Select category as Sports

39) Short description Mahindra XUV700 - The Ultimate SUV Experience.

40) Description The Mahindra XUV700 is a premium, high-performance SUV known for its advanced technology, robust build, and superior comfort. Featuring a powerful turbo-petrol engine, it delivers an exhilarating driving experience. With futuristic design elements, a spacious interior, and cutting-edge safety features like ADAS, the XUV700 is built to offer an extraordinary ride. Key highlights include a 10.25-inch digital cockpit,

panoramic sunroof, 7-seater option, and superior connectivity with Alexa built-in. Whether it's for city driving or off-road adventures, the XUV700 redefines the SUV experience.

NameXUV700

ApplicationGlobal ⓘ

CatalogsMahendra

Active☒

CategorySports 🔍 ⓘ

mileage

State-- None --

Fulfillment automation levelUnspecified ▼

Checked out-- None --

OwnerSystem Administrator 🔍 ⓘ

Item Details

Process Engine

Picture


Pricing

Portal Settings

Short description"Mahindra XUV700 - The Ultimate SUV Experience"

Description

B**I****U**↶↷Verdana8pt



"The Mahindra XUV700 is a premium, high-performance SUV known for its advanced technology, robust build, and superior comfort. Featuring a powerful turbo-petrol engine, it delivers an exhilarating driving experience. With futuristic design elements, a spacious interior, and cutting-edge safety features like ADAS, the XUV700 is built to offer an extraordinary ride. Key highlights include a 10.25-inch digital cockpit, panoramic sunroof, 7-seater option, and superior connectivity with Alexa built-in. Whether it's for city driving or off-road adventures, the XUV700 redefines the SUV experience."

41)Click on Picture and add image of car.

Item Details

Process Engine

Picture


Pricing

Portal Settings

Add an icon and picture for display

IconClick to add...

Picture[Update][Delete]



42)Click on Pricing give price 200 to recurring price 211

Item Details

Process Engine

Picture

Pricing

Portal Settings

Price\$200.00 ✎

Recurring price\$211.00 ✎

Recurring price frequency-- None -- ▼

43)Click on Portal Setting and give the Request method as Request.

Item Details	Process Engine	Picture	Pricing	Portal Settings
--------------	----------------	---------	---------	-----------------

[Request method](#)

Request ▼

Hide 'Add to Cart' ☒

Hide Quantity ☒

Hide Delivery time ☐

Hide 'Save as Draft' ☐

Hide Attachment ☐

Mandatory Attachment ☐

MILESTONE 2:User Creation

Activity 1: Create User

PURPOSE:

Create User Statement is to establish a new user account within a database system, enabling access and defining privileges. This allows users to connect to the database, authenticate, and interact with database objects based on the granted permissions.

USE:

statement in various ways, depending on the specific database system and the context of the user creation. It's often used to provide additional information or context about the user being created.

STEPS:

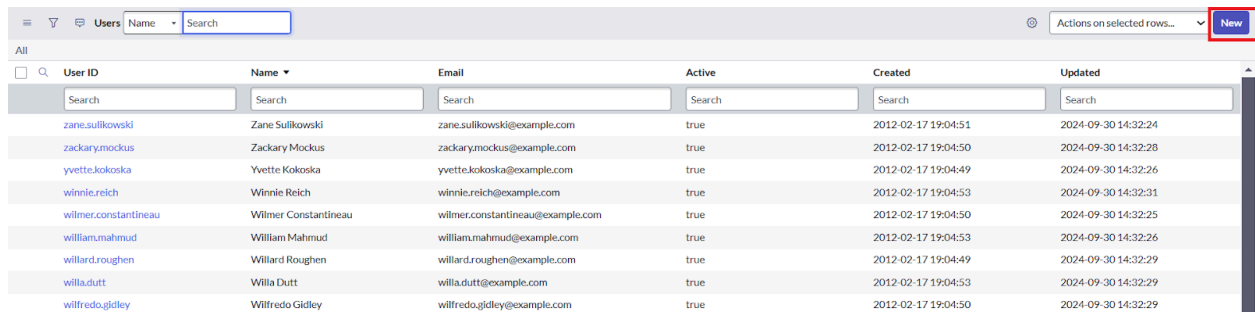
44)Open service now.

45) Click on All >> search for Users.

46)Click on Users>> under System Security.

47)Click on new, give userId as 01 and name as sales person and add the role emp1.

48)Save and Submit.



Users						Actions on selected rows...	New
Name							
Search							
All	User ID	Name	Email	Active	Created	Updated	
<input type="checkbox"/>	Search	Search	Search	Search	Search	Search	
	zane.sulikowski	Zane Sulikowski	zane.sulikowski@example.com	true	2012-02-17 19:04:51	2024-09-30 14:32:24	
	zackary.mockus	Zackary Mockus	zackary.mockus@example.com	true	2012-02-17 19:04:50	2024-09-30 14:32:26	
	yvette.kokoska	Yvette Kokoska	yvette.kokoska@example.com	true	2012-02-17 19:04:49	2024-09-30 14:32:26	
	winnie.reich	Winnie Reich	winnie.reich@example.com	true	2012-02-17 19:04:53	2024-09-30 14:32:31	
	wilmer.constantineau	Wilmer Constantineau	wilmer.constantineau@example.com	true	2012-02-17 19:04:50	2024-09-30 14:32:25	
	william.mahmud	William Mahmud	william.mahmud@example.com	true	2012-02-17 19:04:53	2024-09-30 14:32:26	
	willard.roughen	Willard Roughen	willard.roughen@example.com	true	2012-02-17 19:04:49	2024-09-30 14:32:29	
	willa.dutt	Willi Dutt	willa.dutt@example.com	true	2012-02-17 19:04:53	2024-09-30 14:32:29	
	wilfredo.gidley	Wilfredo Gidley	wilfredo.gidley@example.com	true	2012-02-17 19:04:50	2024-09-30 14:32:29	

MILESTONE 3:Role Creation

Activity 1: Create Role

PURPOSE:

Create Role Statement is to create a new role in a database system. Roles are named collections of privileges that can be granted to users or other roles, simplifying the management of database access permissions. Oracle Help Center

USE:

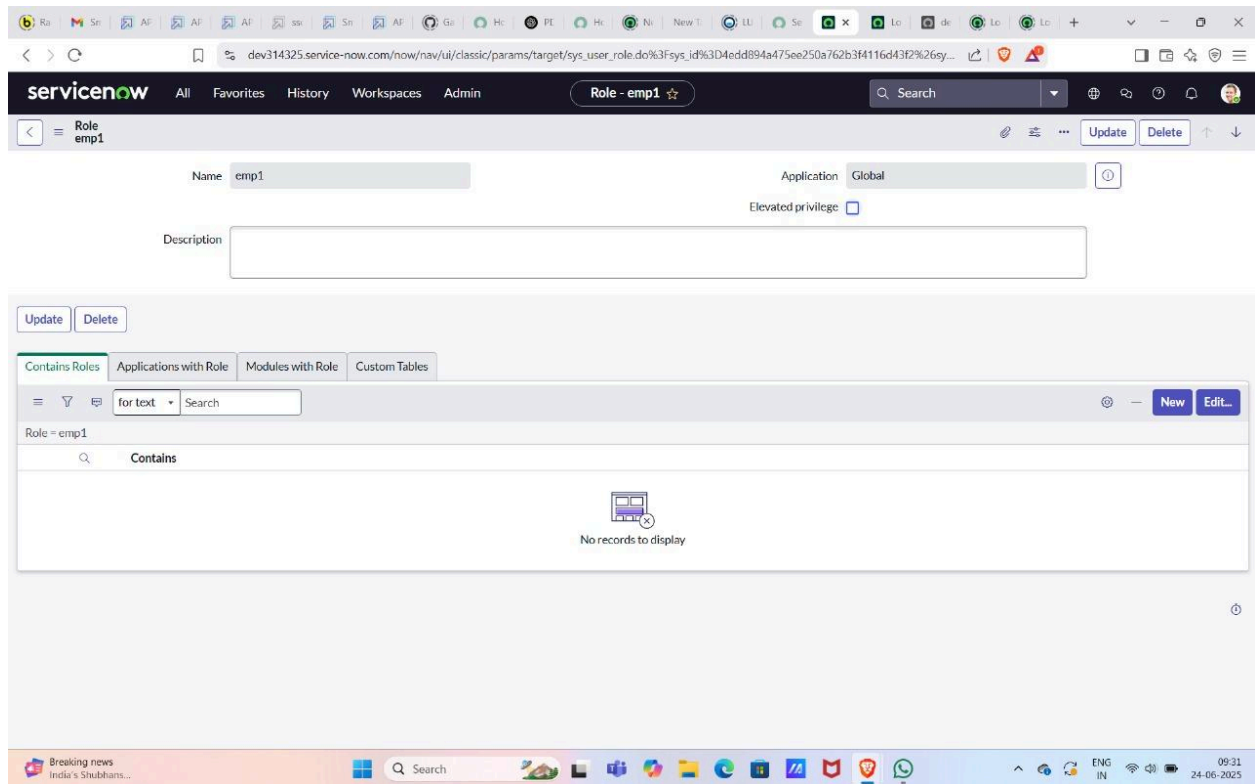
learning about the statement itself, its syntax, purpose, or how it's used in specific database systems.

STEPS:

49)Click on the Servicenow logo and click on all and search for roles.

50) Click on Roles >>Under system security.

51) Click on new and give the name as emp1.



MILESTONE 4: Group Creation

ACTIVITY 1: Create Group

PURPOSE:

The primary purpose of creating a group is to bring individuals together to achieve a common goal, share ideas, provide support, or foster a sense of belonging. Groups can be formed for various reasons, such as social interaction, skill development, task completion, or simply for companionship.

USE:

providing a description or summary of the group's purpose, its members, or the content it will feature.

STEPS:

- 1)Click on All>>Search for groups.
- 2)Click on groups>>under Security System.
- 3) Click on new and give the group's name as showroom.
- 4) Give the group manager as Abraham lincoln. And Submit.
- 5)Add group members as Salesperson, Salesperson2 and 3.And update.

The screenshot displays the ServiceNow interface for configuring a group named 'showroom'. The form includes fields for Name, Manager (set to Abraham Lincoln), Group email, Parent, and Description (cars showroom sales persons). Below the form are 'Update' and 'Delete' buttons. A tabbed interface shows 'Roles', 'Group Members', and 'Groups'. The 'Roles' tab is active, displaying a table with columns: Created, Role, Granted by, and Inherits. The table is empty, showing 'No records to display'.

Created	Role	Granted by	Inherits
No records to display			

MILESTONE 5: Table Creation

ACTIVITY 1: Create A Table

PURPOSE:

Organize data in a structured, easily readable format, allowing for efficient data management and analysis. Tables are useful for presenting numerical data, comparisons, and relationships between different pieces of information.

USE:

Create a new table in a database. It defines the table's structure, including column names, data types, and constraints. This statement essentially sets up the blueprint for storing data in a structured format.

STEPS:

- 1)Click on All>>Search for Tables.
- 2)Click on Tables>>under System definition.
- 3) Click on the new give name as cars fulfillment.
- 4)Give extended table as Task table.
- 5)Save and Submit.

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label: cars fulfillment
 * Name: u_cars_fulfillment
 Extends table: Task

Application: Global
 Remote Table: ☐

Columns Controls Application Access

Table Columns for text Search 1 to 20 of 71 New

Column label	Type	Reference	Max length	Default value	Display
Service	Reference	Service	32		false
Impact	Integer	(empty)	40	3	false
Group list	List	Group	4,000		false
Transfer reason	Integer	(empty)	40		false
Company	Reference	Company	32		false
Opened by	Reference	User	32	javascripts.getUserID()	false
Made SLA	True/False	(empty)	40	true	false
Number	String	(empty)	40	javascript.getNextObjNumberPadded();	true
Description	String	(empty)	4,000		false
Closed	Date/Time	(empty)	40		false
Activity due	Due Date	(empty)	40		false
Universal Request	Reference	Task	32		false

MILESTONE 6: WORK FLOW

ACTIVITY 1: workflow Assignment To Mahendra Service Catalog

PURPOSE:

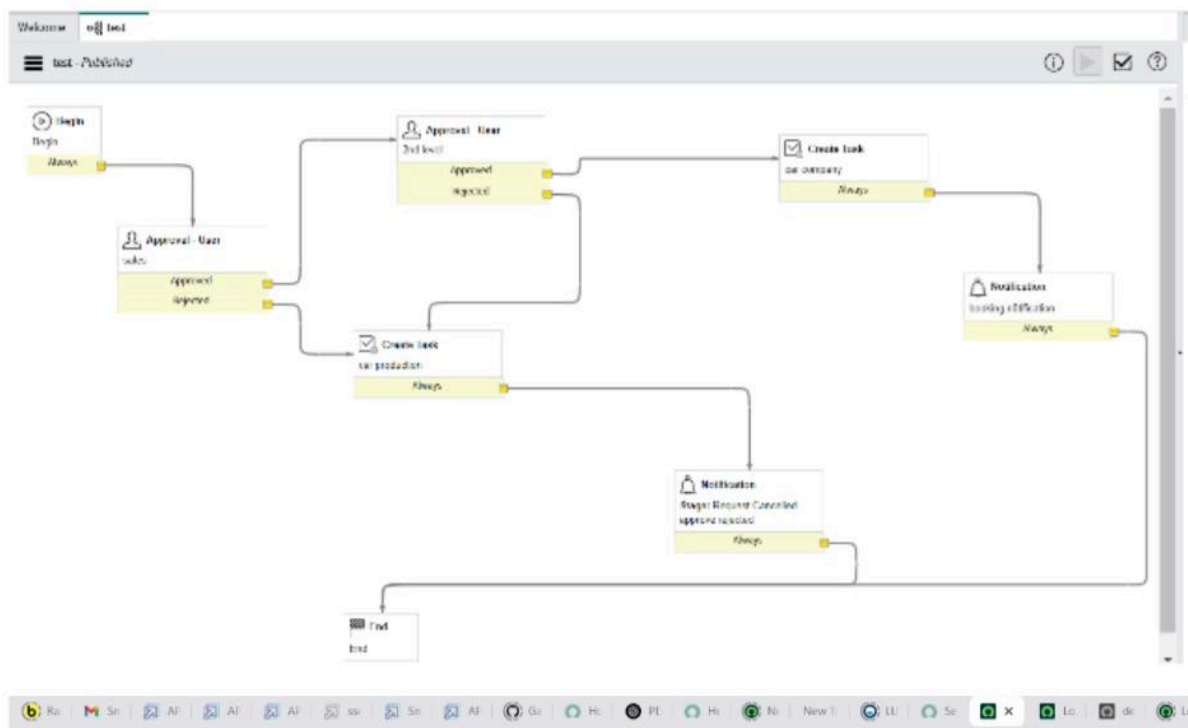
workflow assignment to a catalog item means that a predefined automated process (the workflow) is triggered when a user requests that specific item from the catalog. This automates tasks related to fulfilling the service request, ensuring consistency and efficiency.

USE:

Define the context or purpose of the workflow, often specifying which service or catalog item it's related to. For example, a workflow might be "About resetting a user's password" or "About updating a user's profile". The "about" field helps users understand the workflow's function before initiating it.

STEPS:

- 1) Navigate to Homepage.
- 2) Click on all search Workflow Editor.
- 3) Click on New Workflow.
- 4) Under the name field search for Test Select that record.
- 5) After creating workflow you can see begin and end.
- 6) Drag the approval user from core and give name as sales.
- 7) Give the user as a sales person.



User ID	Name	Email	Active	Created	Updated
01	sales person		true	2025-06-22 23:55:35	2025-06-22 23:55:35
02	super visor		true	2025-06-22 23:58:51	2025-06-22 23:58:51
abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:31
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2025-06-11 04:58:33
adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-17 19:04:50	2025-06-11 04:58:29
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-06-22 23:14:01
aes.creator	Creator User		true	2025-06-11 05:40:29	2025-06-22 23:14:01
aileen.mottern	Aileen Mottern	aileen.mottern@example.com	true	2012-02-17 19:04:49	2025-06-11 04:58:31
alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:29
alejandro.mascal	Alejandro Mascal	alejandro.mascal@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:33
alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-17 19:04:53	2025-06-11 04:58:34
alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2025-06-11 04:58:29
alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:31
allan.schwandt	Allan Schwandt	allan.schwandt@example.com	true	2012-02-17 19:04:53	2025-06-11 04:58:33
allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:33
allyson.gillispie	Allyson Gillispie	allyson.gillispie@example.com	true	2012-02-17 19:04:50	2025-06-11 04:58:29
alva.pennigton	Alva Pennigton	alva.pennigton@example.com	true	2012-02-17 19:04:50	2025-06-11 04:58:34
alyssa.biasotti	Alyssa Biasotti	alyssa.biasotti@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:29
amelia.caputo	Amelia Caputo	amelia.caputo@example.com	true	2012-02-17 19:04:52	2025-06-11 04:58:33
amos.linnan	Amos Linnan	amos.linnan@example.com	true	2012-02-17 19:04:51	2025-06-11 04:58:31

8) Drag the approval user from core and give name 2nd level.

9) Add a user as supervisor.

10) Drag create task from core and give name as car company.

11) Give task type car fulfilment table and priority-1.

12) Give task values from values

13) Set values as car status Ready to Pickup.

14) State Closed Complete and submit.

15) Drag the create task from core and give it name as car production.

16) Give task type car fulfilment table and priority-1.

18) Give task values from values.

19) Set values as car status deployment failed.

20) State closed Incomplete. And Submit.

21) Drag Notification from core and give name as Booking Notification.

22) Add To user as Abraham Lincoln and group as Showroom.

23) Give the subject as car showroom and message

```
<html>
```

```
<body style="font-family: Arial, sans-serif;">
```

```
<!-- Background Logo Wrapper -->
```

```
<div style="background-image:
url('${C:\Users\saipr\OneDrive\Pictures\Screenshots\Screenshot 2024-10-28
125727.png}'); background-size: contain; background-repeat: no-repeat;
background-position: center; padding: 20px; text-align: center;">
```

```
<!-- Overlay Content -->
```



```
<div style="background: rgba(255, 255, 255, 0.8); padding: 20px; border-radius: 8px;">
```

```
<h2 style="color: #333;">Car Request Notification</h2>
```

```
<p style="color: #555;">
```

Hello, your request for a car model has been submitted and approved.

```
</p>
```

```
<!-- Dynamic Fields -->
```

```
<p><strong>Requested Car:</strong> ${requested_for}</p>
```

```
<p><strong>Status:</strong> ${approval}</p>
```

```
<p style="color: #333;">Thank you for choosing Mahendra!</p>
```

```
</div>
```

```
</div>
```

```
</body>
```

```
</html>
```

24)Submit.

25) Drag the Notification and give the name as car reject.

26)Add To user as Abraham Lincoln and add group showroom.

The screenshot displays the ServiceNow interface for configuring a group named 'showroom'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main form contains the following fields:

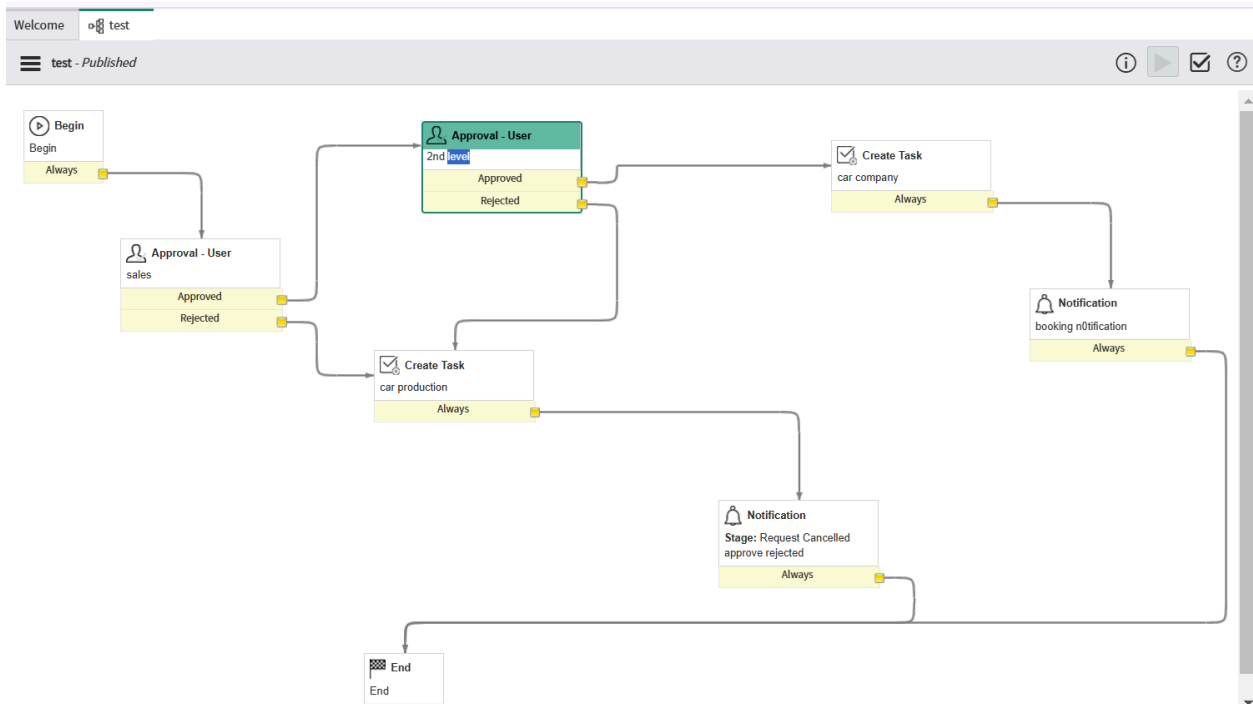
- Name:** showroom
- Manager:** Abraham Lincoln
- Group email:** (empty)
- Parent:** (empty)
- Description:** cars showroom sales persons

Below the form are 'Update' and 'Delete' buttons. A tabbed interface at the bottom shows 'Roles', 'Group Members', and 'Groups'. The 'Roles' tab is selected, showing a table with the following columns: Created, Role, Granted by, and Inherits. The table is currently empty, with a message 'No records to display'.

27)Give the subject as a car showroom.

28)Give a message as car booking approval is rejected.

29)Submit and end.



MILESTONE 7: Service Portal

ACTIVITY 1: Searching Create Catalog Are Available in service portal

PURPOSE:

Provide users with a centralized, easily navigable platform for accessing and requesting various services and resources. This improves user experience by simplifying service requests and streamlining IT service management.

USE:

Ensure it's correctly configured within your portal's search settings and that it's associated with a visible catalog and category.

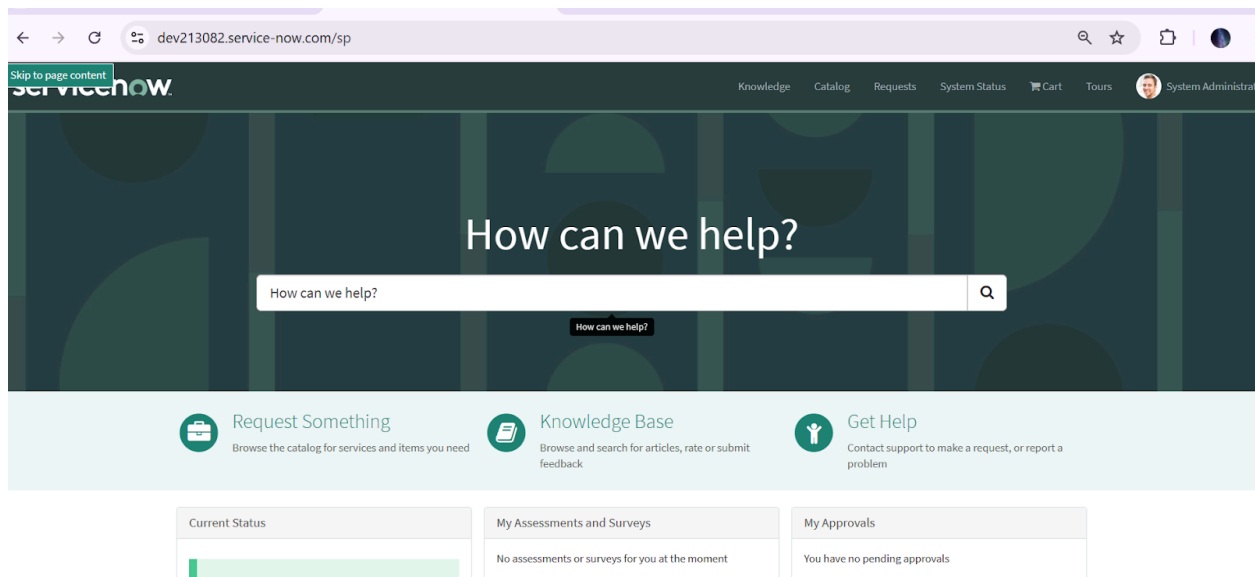
STEPS:

1) Check the cars are available in the service portal. And order it.

2) To open a service portal copy the url of your instance up to com/ and give sp press enter for example(https://dev266346.service-now.com/sp).

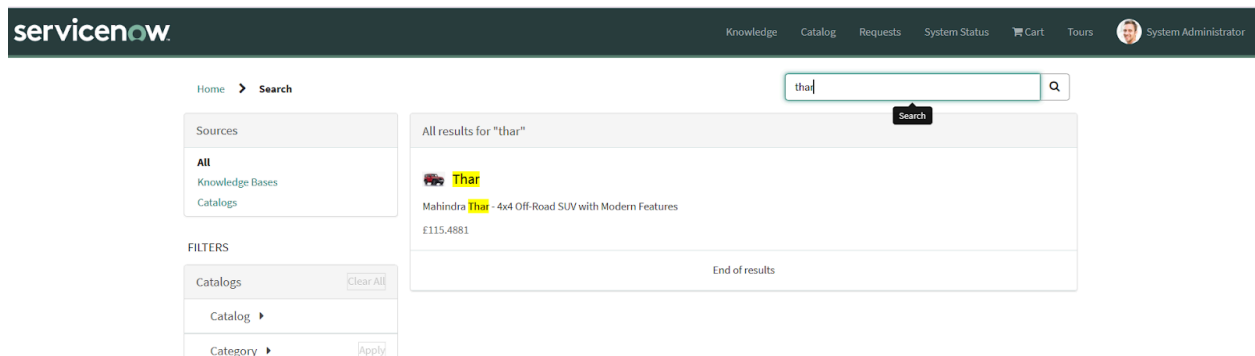
3)Search the catalog item which you are created.

Search the catalog item which you are created.



5)Search for thar. And order it.

6) After ordering the car you get a request number and Delivery date.



Home > Request Summary

Search Catalog

Submitted :2024-11-19 02:35:51 Request Number : REQ0010006 Requested for : Abraham Lincoln Estimated Delivery : 2024-11-19					
Item	Delivery Date	Stage	Price (each)	Quantity	Total
Thar	2024-11-19	▶ Request Approved	£118,7832	--	£118,7832
					Total: £118,7832

7)After requesting an item and the request shown in Task table.

8)In Task we Approve or reject the request.

FavoritesHistoryWorkspacesAdmin

cars fulfillments

Search

cars fulfillments

Created

Search

Actions on selected rows...

New

Number	Priority	State	Assigned to	Task type	Created
Search	Search	Search	Search	Search	Search
TASK0021351	2 - High	Closed Incomplete	(empty)	cars fulfillment	2024-11-25 19:39:11
TASK0021350	1 - Critical	Closed Complete	(empty)	cars fulfillment	2024-11-25 10:07:29
TASK0021349	1 - Critical	Closed Incomplete	(empty)	cars fulfillment	2024-11-25 09:50:33
TASK0021348	1 - Critical	Closed Complete	(empty)	cars fulfillment	2024-11-25 08:26:14
TASK0021347	1 - Critical	Closed Complete	(empty)	cars fulfillment	2024-11-25 08:04:31
TASK0020754	1 - Critical	Closed Complete	(empty)	cars fulfillment	2024-10-28 02:30:55
TASK0020747	1 - Critical	Closed Incomplete	(empty)	cars fulfillment	2024-10-28 00:08:41
TASK0020696	1 - Critical	Closed Incomplete	(empty)	cars fulfillment	2024-10-27 23:53:38

FavoritesHistoryWorkspacesAdmin

cars fulfillment - TASK0021350

Search

cars fulfillment

TASK0021350

DiscussFollowUpdateDelete

Number

TASK0021350

Priority

1 - Critical

Assigned to

State

Closed Complete

Configuration item

Parent

RITM0010017

Active

Short description

Description

Work notes

car status

Ready to pickup

Update

Delete

FavoritesHistoryWorkspacesAdmin

cars fulfillment - TASK0021351

Search

DiscussFollowUpdateDelete

<

cars fulfillment

TASK0021351

...

Discuss

Follow

Update

Delete

↑

↓

Number

TASK0021351

Assigned to

Q

Configuration item

Q

Active

☐

Priority

2 - High

▼

State

Closed Incomplete

▼

Parent

RITM0010019

Q

ⓘ

Short description

📍📄

Description

Work notes

car status

deployment failed

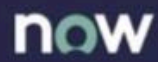
▼

UpdateDelete

ⓘ

Result:

Check result:



Your request was approved

Hi there,

REQ0010018 was approved, and we'll proceed with completing your request.

You can view your request to track updates and make changes.

[View request](#)

About this request

Requested item number: **RITM0010018**

Short description: **Thar**