Project Design

Proposed solutions Template:

Project team shall fill the following information in the proposed solutions Template.

S.No	Parameters	Description
1	Problem statement(problem to be solved)	revolves around the challenges of efficiently handling and maintaining a large volume of vehicle information, sales data, and customer interactions, leading to inefficiencies, errors, and delays in daily operations
2	Idea/solutions description	Showroom management can be improved with systems that handle inventory, customer relationship management (CRM), sales tracking, test drive scheduling, and reporting.
3	Novelty/uniqueness	This could involve features like personalized car recommendations based on detailed customer profiles, augmented reality test drives, and AI-powered customer service chatbots
4	Social impact/customer satisfaction	Effective car showroom management, particularly through the use of a car catalog, significantly impacts social aspects like customer satisfaction and brand loyalty
5	Business model (revenue model)	The system itself streamlines operations, allowing for efficient management of inventory, customers, sales, and even after-sales services like repairs and maintenance
6	Scalability of the solution	A scalable car catalog showroom management solution can handle increasing data volume and user traffic without performance degradatio

Milestone 1:Service Catalog

Activity 1: Create catalog

Purpose: Service Catalog is to provide a comprehensive and standardized list of IT services available to users, enabling them to easily browse, select, and request the services they needed.

Uses: It streamlines service delivery, enhances self-service capabilities, and improves overall efficiency by standardizing processes and reducing confusion

Steps:

1.Open service now.

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

3.Click on Maintain Catalog under Catalog Definition.

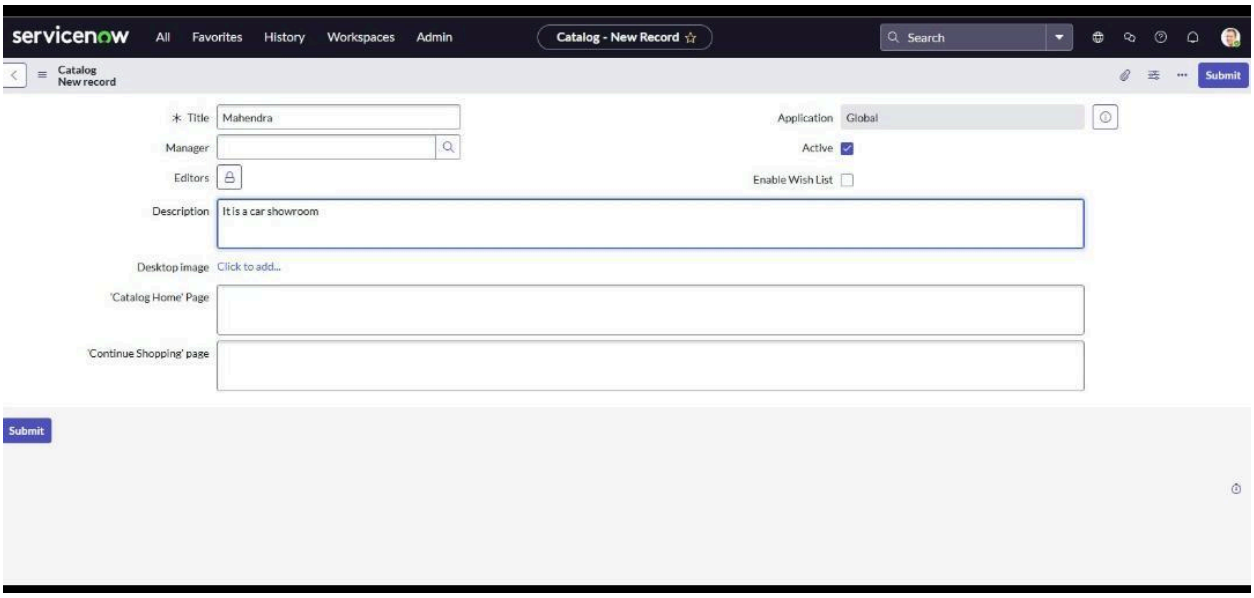
4.After opening Maintain Catalog Click on new.

5.Give Catalog Name as “Mahendra ”.

6.Application should be Global.

7.Give description as it is a car showroom.

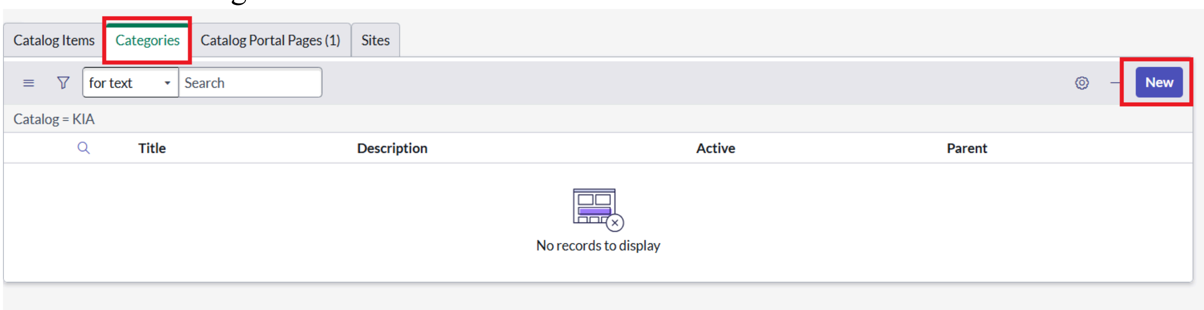
8.Click on Submit.



Create categories:

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.

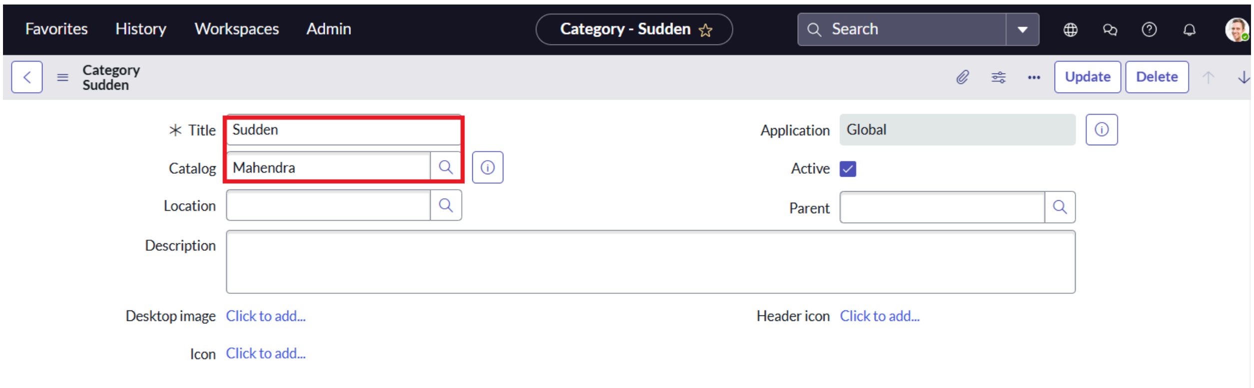


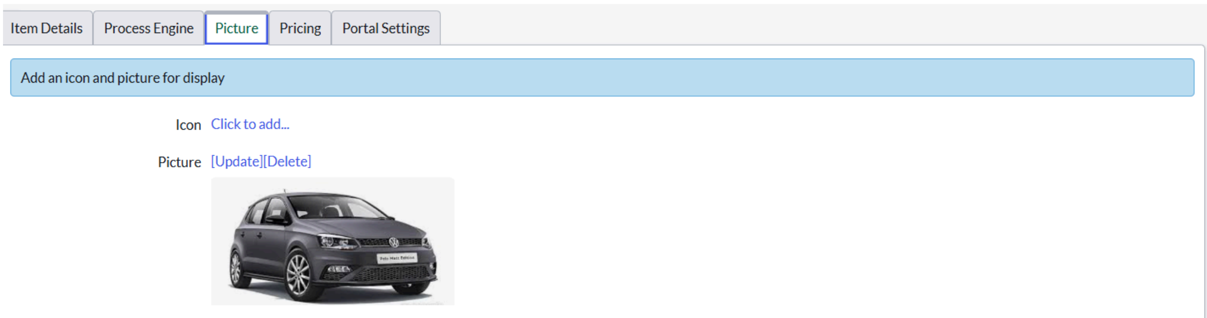
0. Give Title as Sudden.
0. Search and add catalog as Mahendra.
0. Click on submit.
0. Create two more categories as XUV and Sports.
0. Click on Catalog Items and Click on new.
0. Give it a name as polo.

10.Select catalog as Mahendra.

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

12.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.
13.Click on Picture and add image.





14. Click on Pricing and give the price as 70 and recurring price 90.
15. Click on Portal setting and Select request method as Request.
16. Click on Submit.
17. Click on new and create one more catalog.

Activity 2:Users Creation

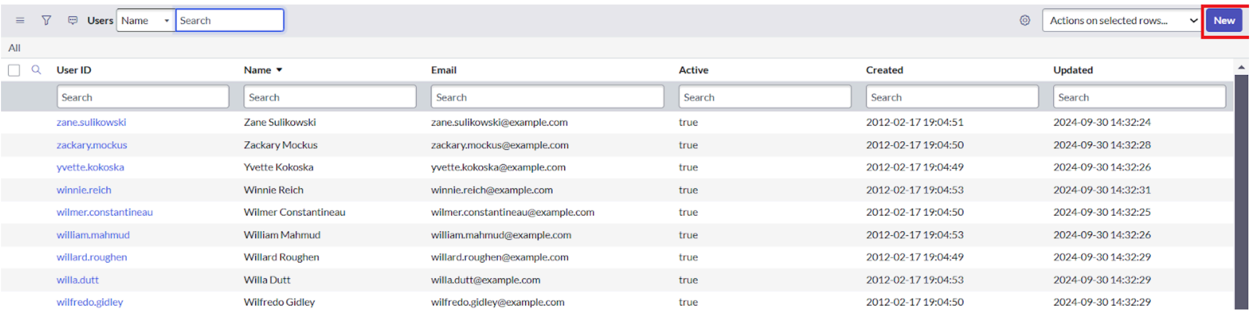
Purpose: User creation allows assigning roles and responsibilities, enabling accurate and efficient car routing in ServiceNow.

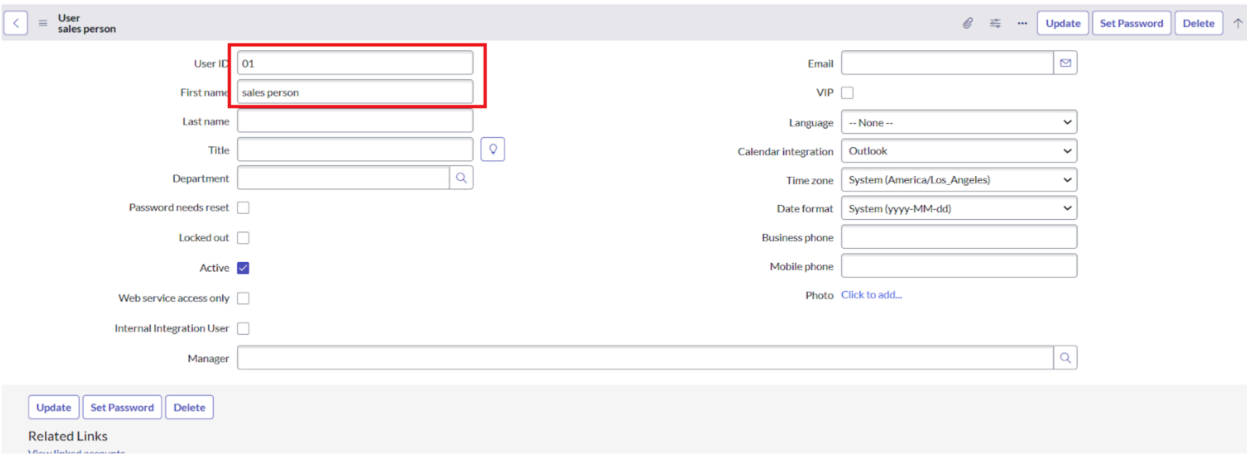
Uses: user creation enables role-based access, accurate car assignment, and workflow automation for efficient support operations.

Create Users:

Steps:

1. Open service now.
2. Click on All >> search for Users.
3. Click on Users>> under System Security.
4. Click on new, give userId as 01 and name as sales person and add the role emp1.
5. Save and Submit.





Activity 3: Role Creation

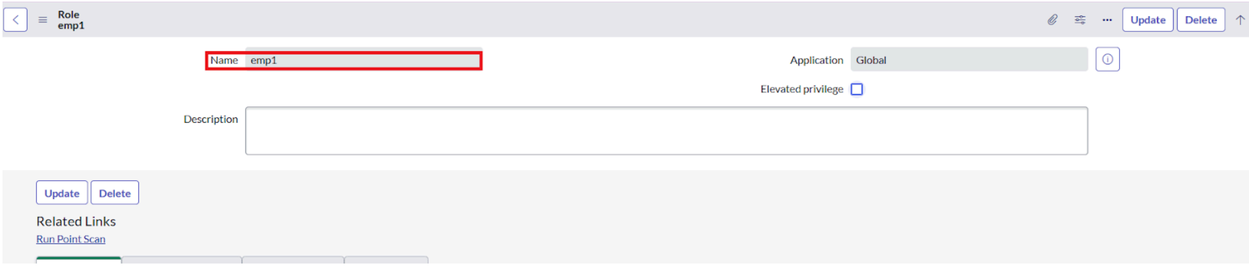
Purpose: Role creation defines what actions users can perform in ServiceNow, ensuring secure access, proper task ownership, and smooth automation during car assignment.

Uses: Role creation defines user permissions and access levels, ensuring that only authorized users can view, edit, or manage cars—enabling secure and efficient car assignment in ServiceNow.

Create Roles:

Steps:

1. Click on the Servicenow logo and click on all and search for roles.
2. Click on Roles >>Under system security.
3. Click on new and give the name as emp1.



Activity 2: Group creation

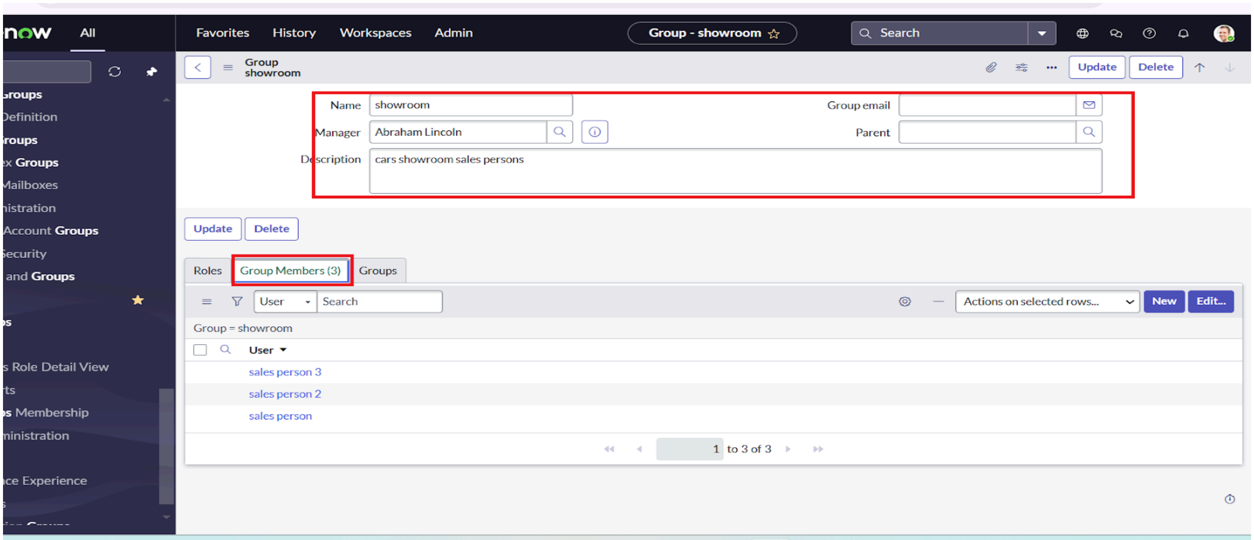
Purpose: Group creation allows organizing users into teams (e.g., IT support, HR), so cars can be automatically assigned to the right group, ensuring faster and more efficient support operations.

Uses: Group creation helps in assigning cars to the right team, managing workloads efficiently, and enabling automated routing based on skills or roles in ServiceNow.

Create group:

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.



Activity 4: Table Creation

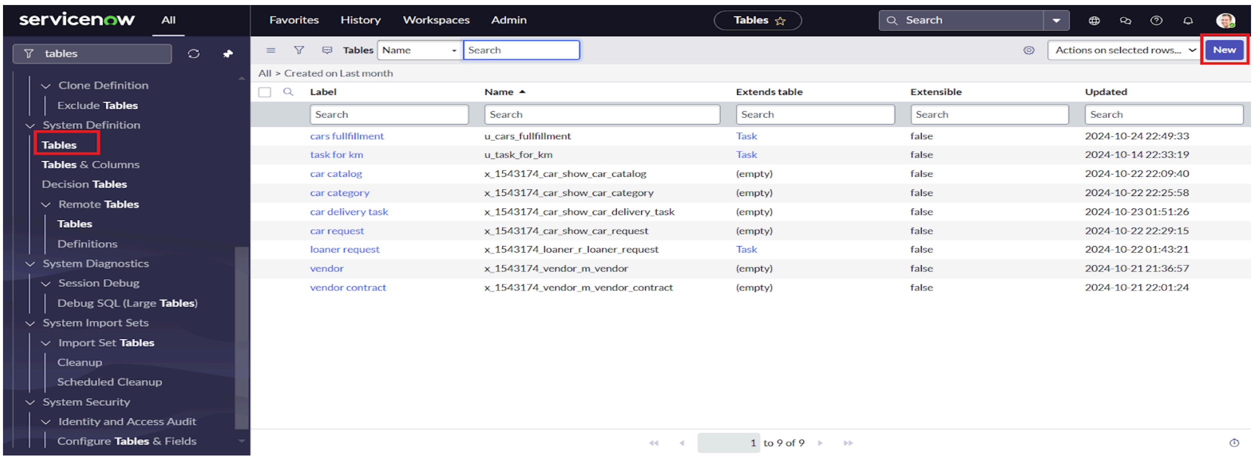
Purpose: Table creation provides a structured way to store and manage ticket-related data, such as incidents, users, groups, and assignments in ServiceNow.

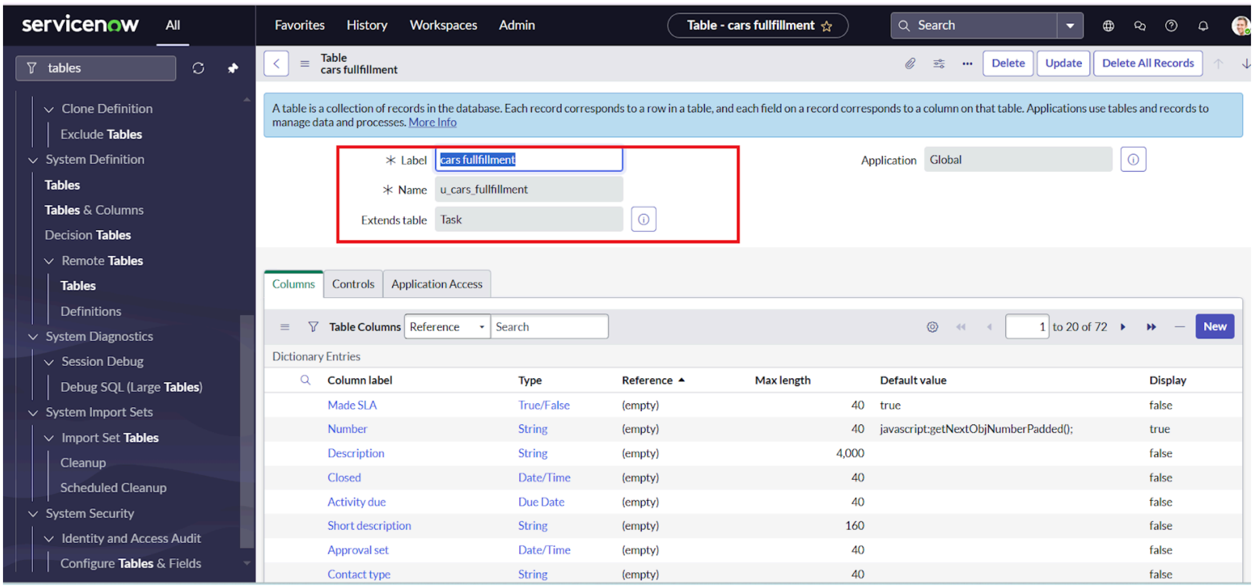
Uses: Organizes data into rows (records) and fields (columns)Enables workflows to automatically assign and track tickets.

Create Table:

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 Submitting.





Milestone 2:Work Flow

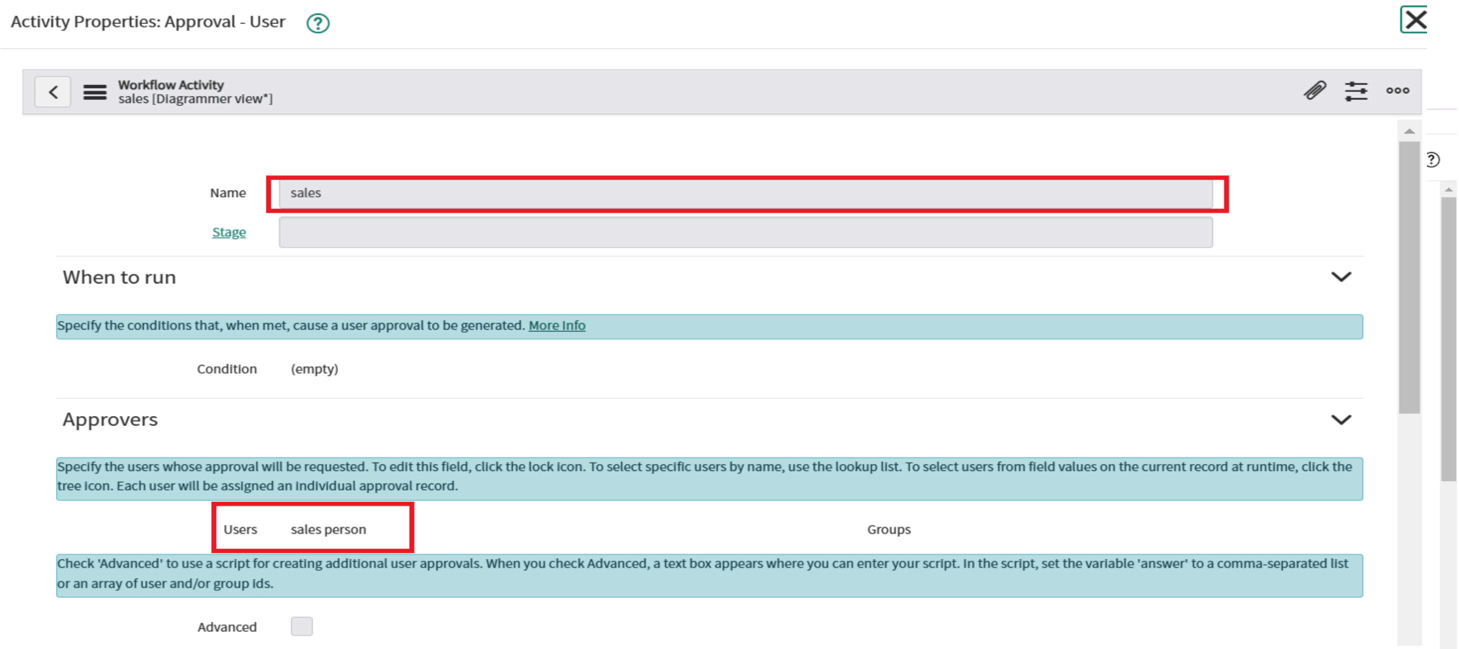
Activity 1: WorkFlow Assignment to Mahendra service Catalog.

Purpose: A car catalog showroom management workflow aims to streamline the process of showcasing, selling, and managing vehicles within a dealership. It typically involves features like inventory management, customer relationship management, sales tracking, and reporting, all designed to enhance efficiency, improve customer experience, and ultimately boost sales.

Uses: A car catalog showroom management workflow typically uses modules for inventory management, sales management, customer management, and reporting. These modules help streamline processes like adding new cars, managing customer information, tracking sales, and generating reports on sales performance.

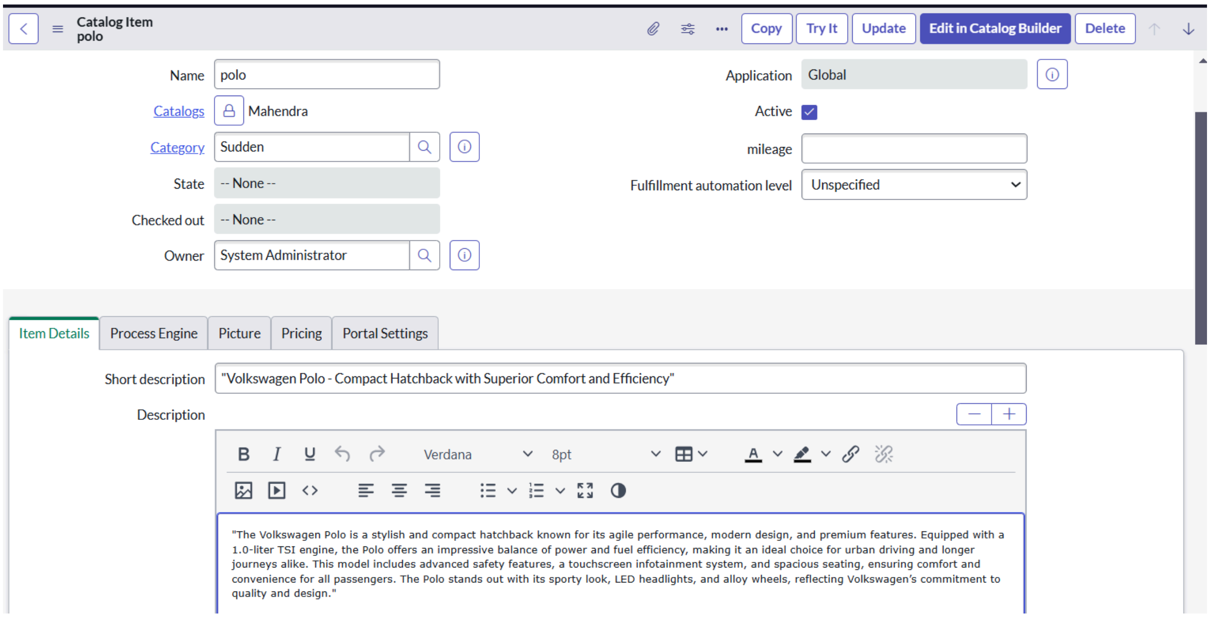
Steps:

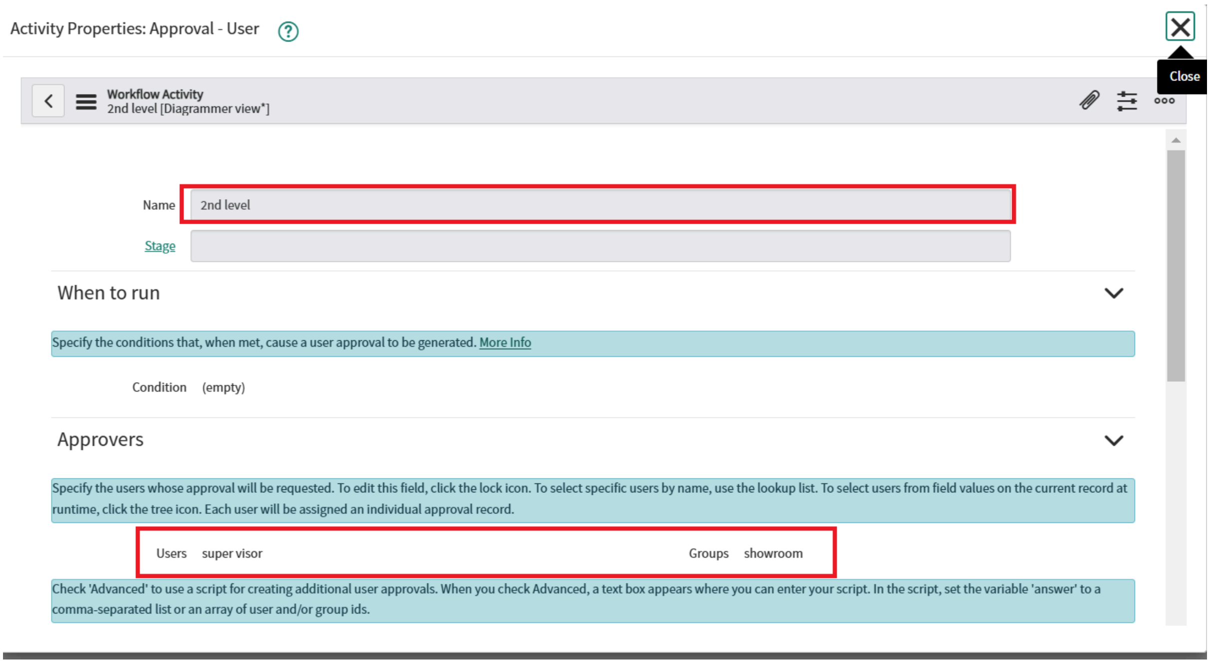
1. Navigate to Homepage.
2. Click on all search Workflow Editor.
3. Click on New Workflow.
4. Under the name field search for Test Select that record.
5. After creating workflow you can see begin and end.
6. Drag the approval user from core and give name as **sales**



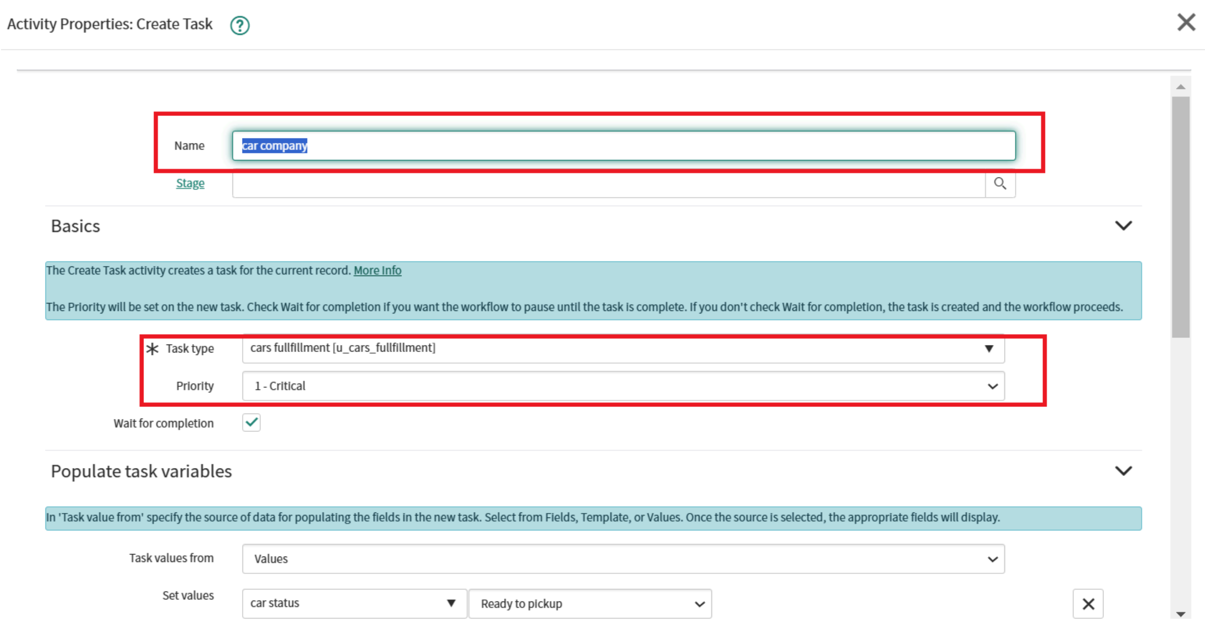
7.Give the user as a sales person.

0. Drag the approval user from core and give name 2nd level.
0. Add a user as supervisor.

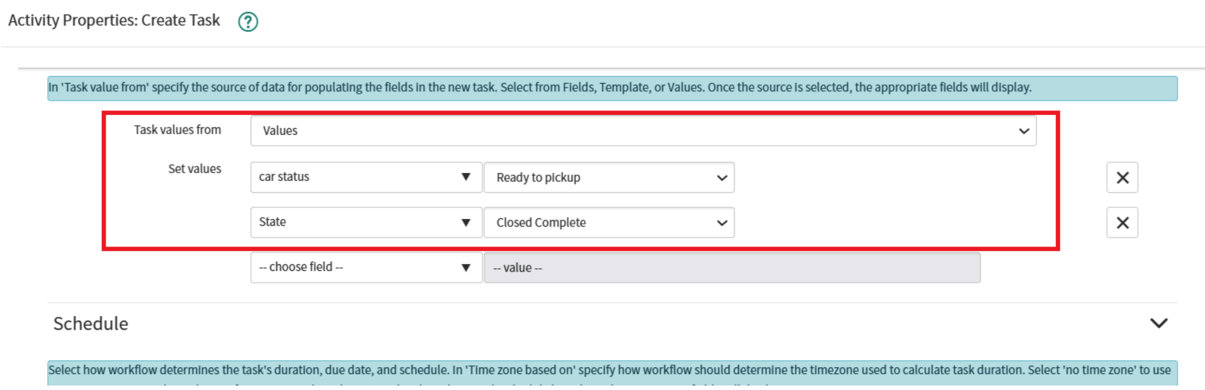




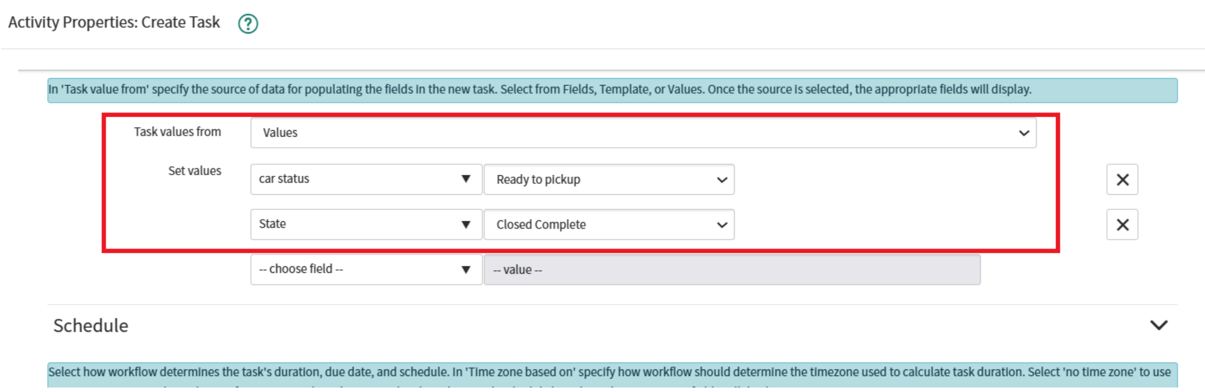
0. Drag create task from core and give name as car company



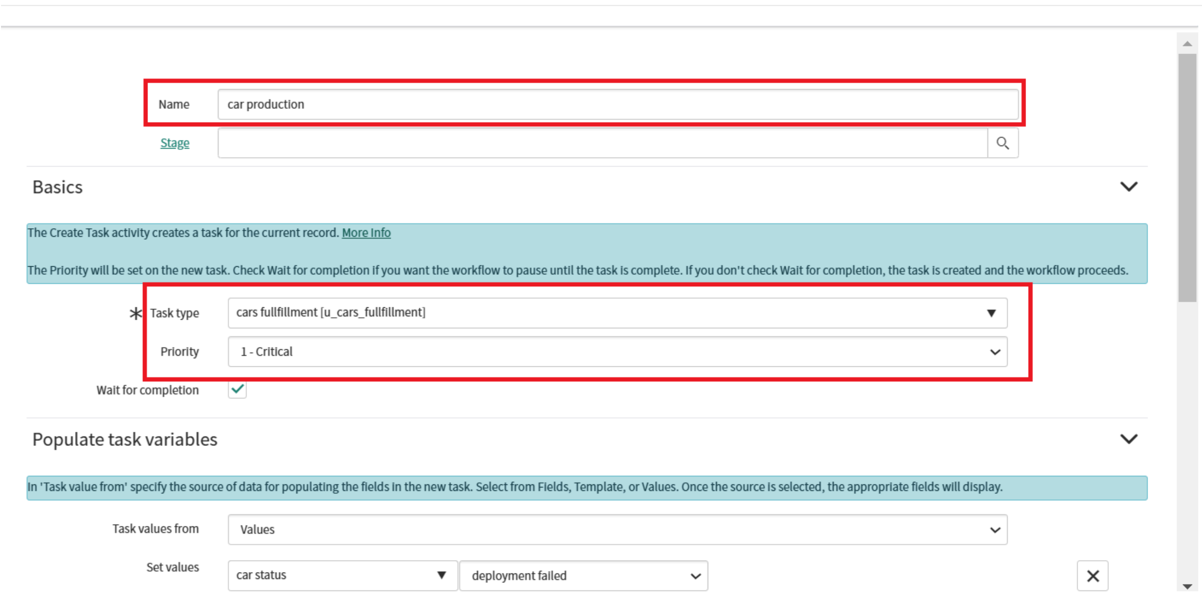
0. Give task type car fulfilment table and priority-1.



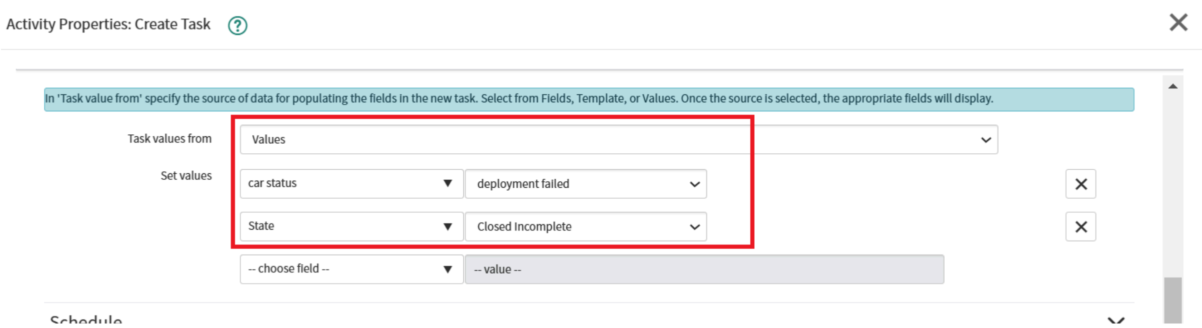
0. Give task values from values
0. Set values as car status Ready to Pickup.
0. State Closed Complete and submit.



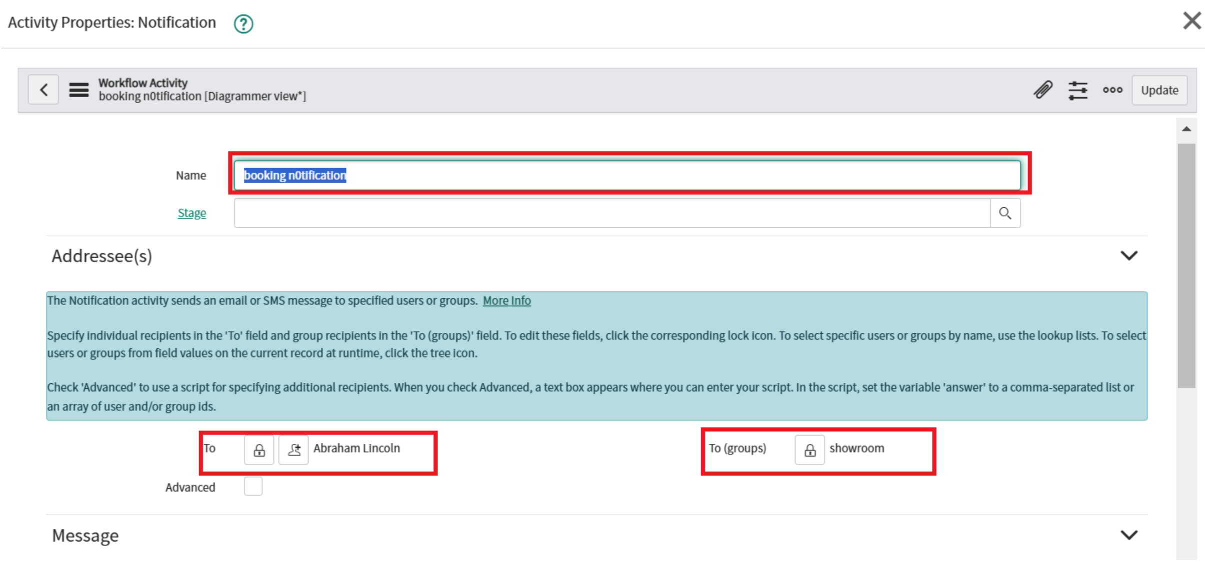
0. Drag the create task from core and give it name as car production.
0. Give task type car fulfilment table and priority-1.



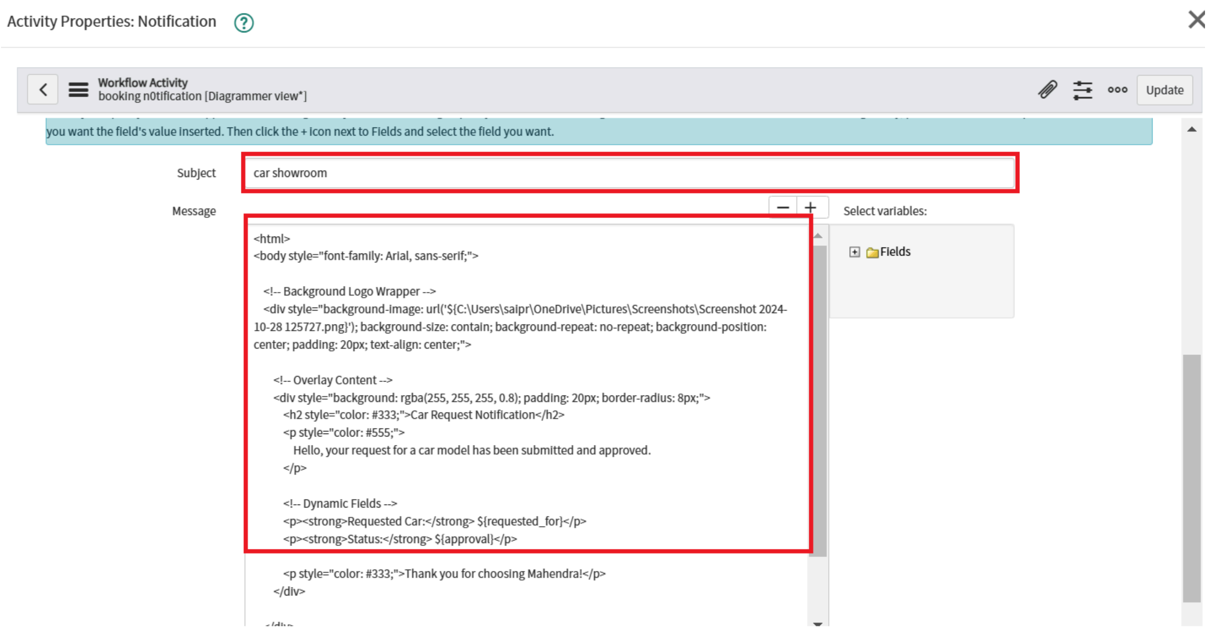
18.Give task values from values



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.

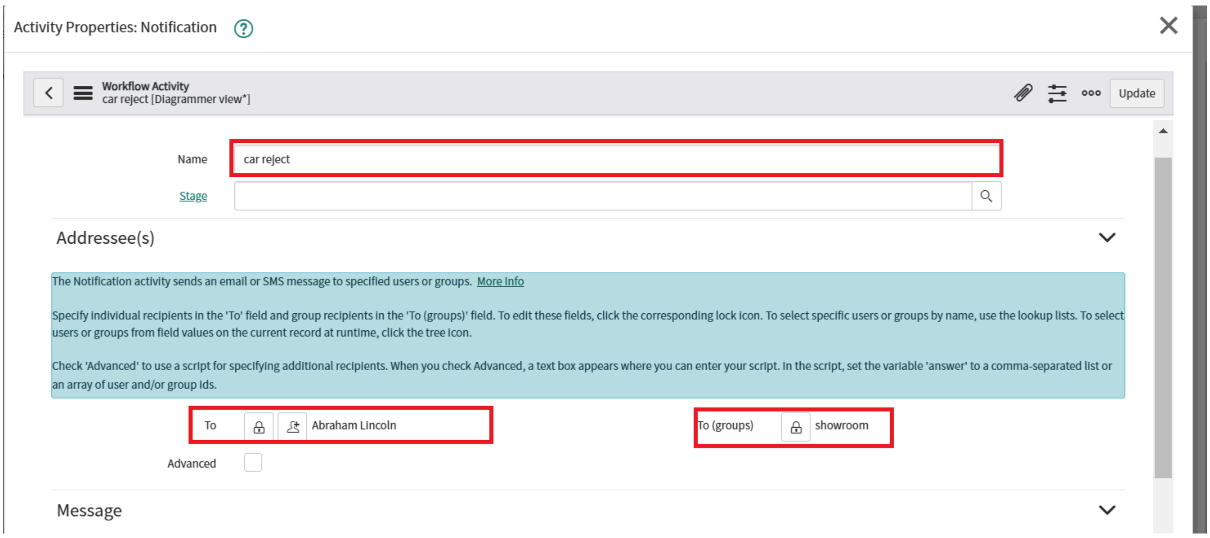


23. Give the subject as car showroom and message
<html>
<body style="font-family: Arial, sans-serif;">

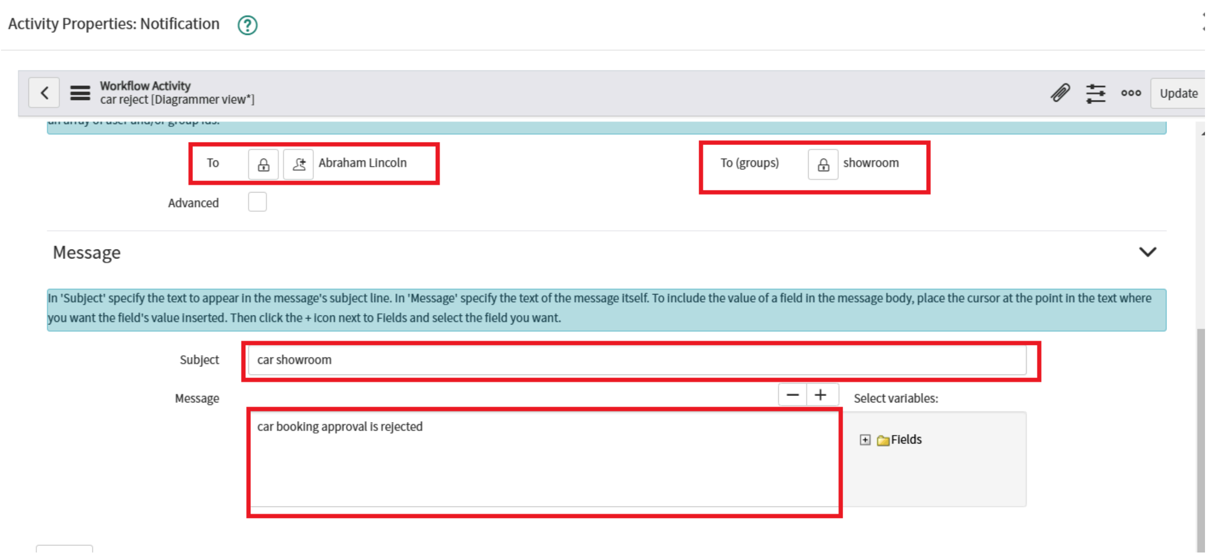
<!-- Background Logo Wrapper -->
<div style="background-image: url('${C:\Users\saipr\OneDrive\Pictures\Screenshots\Screenshot 2024-10-28 125727.png}'); background-size: contain; background-repeat: no-repeat; background-position: center; padding: 20px; text-align: center;">

```
    <!-- 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.



27. Give the subject as a car showroom.
28. Give a message as car booking approval is rejected.
29. Submit and end

Milestone 3:Service Portal

Activity 1: Searching created catalog are available in service portal

Purpose:

A car catalog showroom management service portal aims to streamline the operations of a car dealership by providing a centralized platform for managing vehicle information, customer interactions, and sales processes. It enhances efficiency by automating tasks, improving data management, and offering convenient online access to information for both staff and customers.

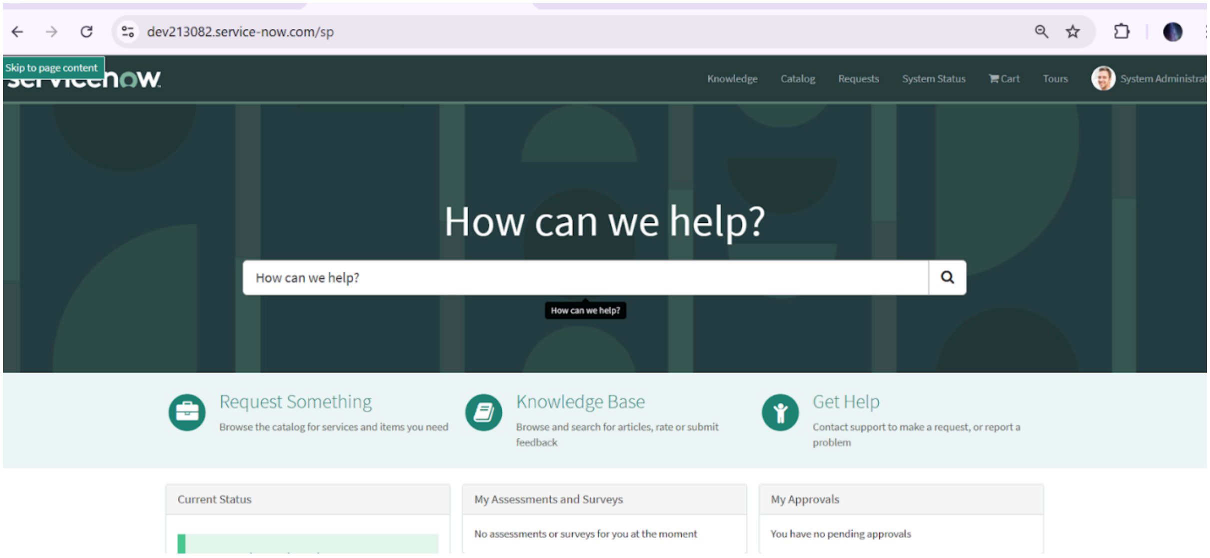
Uses: various features to streamline operations and enhance customer experience. These include tools for managing vehicle inventory, customer information, sales processes, and generating reports. The system also often includes online portals for customers to browse vehicles, schedule test drives, and make inquiries.

Steps:

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

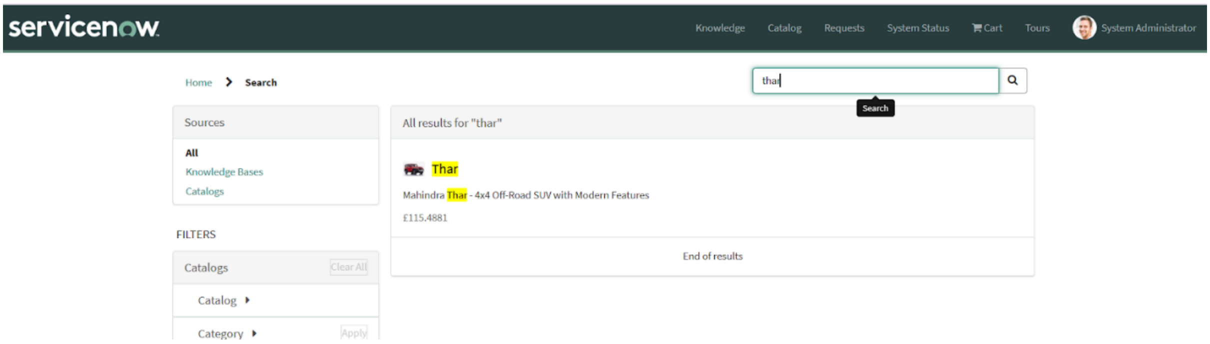
2. To open a service portal copy the url of your instance up to com/ and give sp press enter for example(https://dev266346.service-now.com/sp).

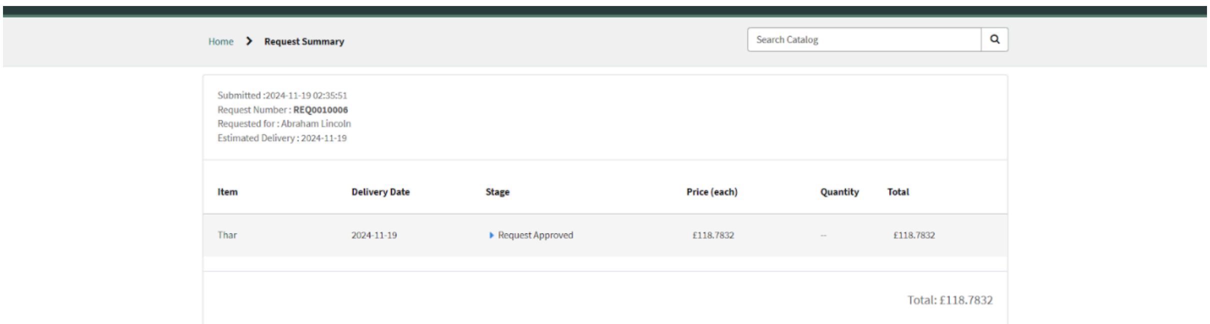
3.Search the catalog item which you are created.



5. Search for thar. And order it.

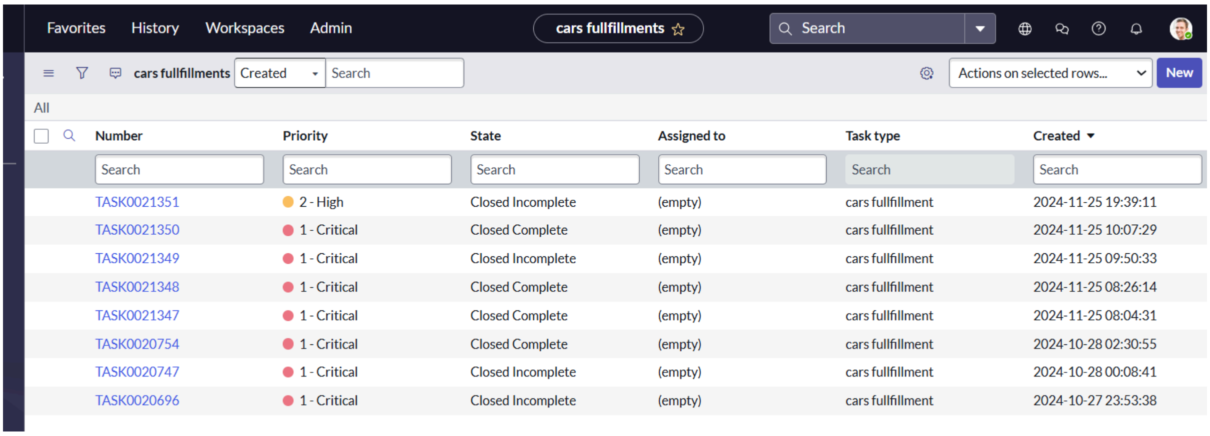
6. After ordering the car you get a request number and Delivery date.

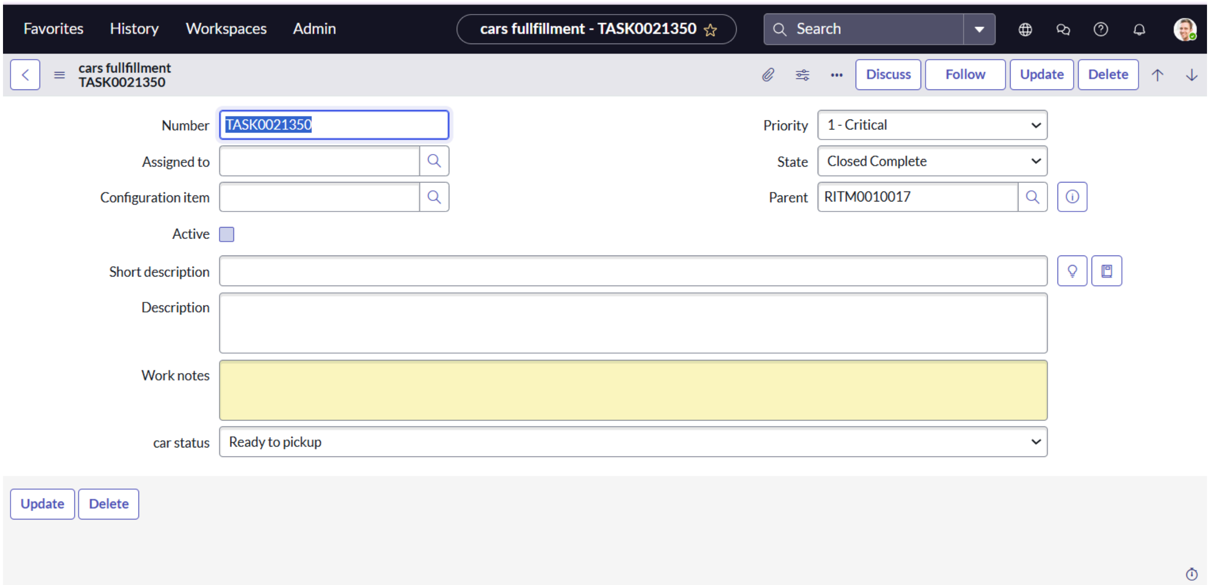




7.After requesting an item and the request shown in Task table.

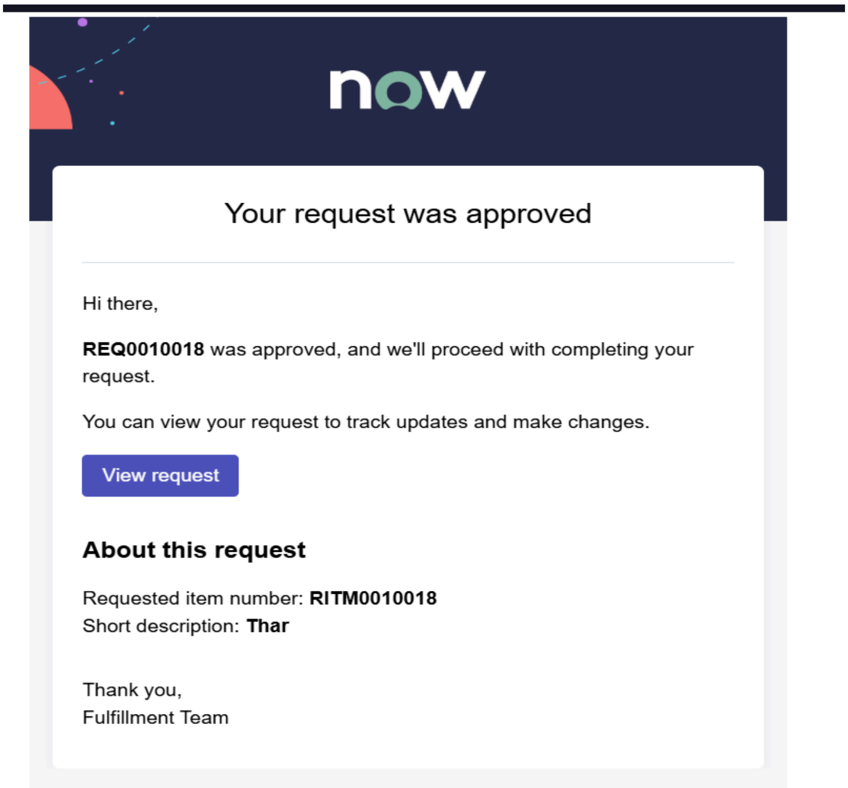
8. In Task we Approve or reject the request.





Result

After ordering the car request is approved you get a mail the order will be delivered. And



Based on your order being approved or rejected you will receive a rejected mail.