

# 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.

Title	Description	Active	Parent
No records to display			

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.

The screenshot shows the 'Category - Sudden' form in ServiceNow. The 'Title' field is 'Sudden', 'Catalog' is 'Mahendra', 'Application' is 'Global', 'Active' is checked, and 'Parent' is empty. There are fields for 'Location', 'Description', 'Desktop image', and 'Header icon', all with 'Click to add...' links. The 'Icon' field also has a 'Click to add...' link.

The screenshot shows the 'Picture' tab in the ServiceNow form. It features a blue bar with the text 'Add an icon and picture for display'. Below this bar, there is a link 'Icon Click to add...' and a link 'Picture [Update][Delete]'. A small image of a dark grey Volkswagen Polo is displayed below the 'Picture' link.

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.

Users

Name

Search

Actions on selected rows...

New

All

Search

User ID

Name

Email

Active

Created

Updated

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 14:32:28
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	Willa Dutt	willa.dutt@example.com	true	2012-02-17 19:04:53	2024-09-30 14:32:29
willredo.gidley	Willredo Gidley	willredo.gidley@example.com	true	2012-02-17 19:04:50	2024-09-30 14:32:29

<

User sales person

Update

Set Password

Delete

↑

User ID

01

First name

sales person

Last name

Title

Department

Password needs reset

☐

Locked out

☐

Active

☒

Web service access only

☐

Internal Integration User

☐

Manager

Email

VIP

☐

Language

-- None --

Calendar integration

Outlook

Time zone

System (America/Los\_Angeles)

Date format

System (yyyy-MM-dd)

Business phone

Mobile phone

Photo

Click to add...

Update

Set Password

Delete

Related Links

View Related Records

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.

The screenshot shows the 'Role' form in ServiceNow. The 'Name' field is set to 'emp1' and is highlighted with a red box. The 'Application' is set to 'Global'. The 'Elevated privilege' checkbox is unchecked. The 'Description' field is empty. At the bottom, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with a link to 'Run Point Scan'.

## 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.

The screenshot shows the 'Group' form in ServiceNow. The 'Name' field is set to 'showroom' and is highlighted with a red box. The 'Manager' field is set to 'Abraham Lincoln'. The 'Description' field is set to 'cars showroom sales persons'. The 'Group email' and 'Parent' fields are empty. At the bottom, there are 'Update' and 'Delete' buttons. Below the form, there is a 'Roles' section with a 'Group Members (3)' link highlighted by a red box. This link leads to a table of group members.

User
sales person 3
sales person 2
sales person

The table shows 3 members. The pagination indicates '1 to 3 of 3'.

## Activity 4: Table Creation

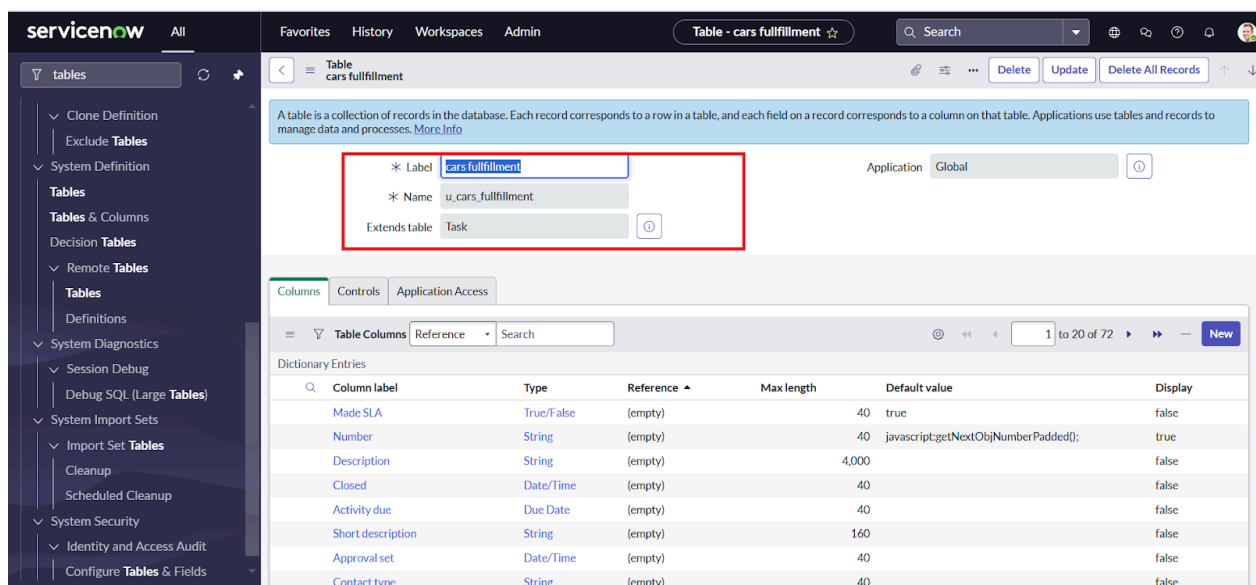
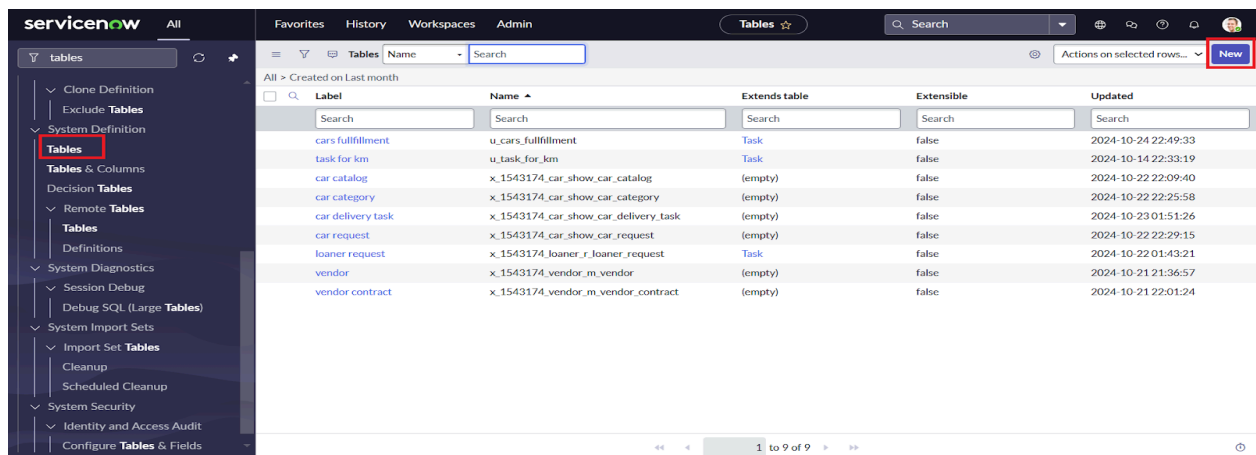
**Purpose:** Table creation provides a structured way to store and manage ticket-related data, such as incidents, users, groups, and assignments in ServiceNow.

**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.

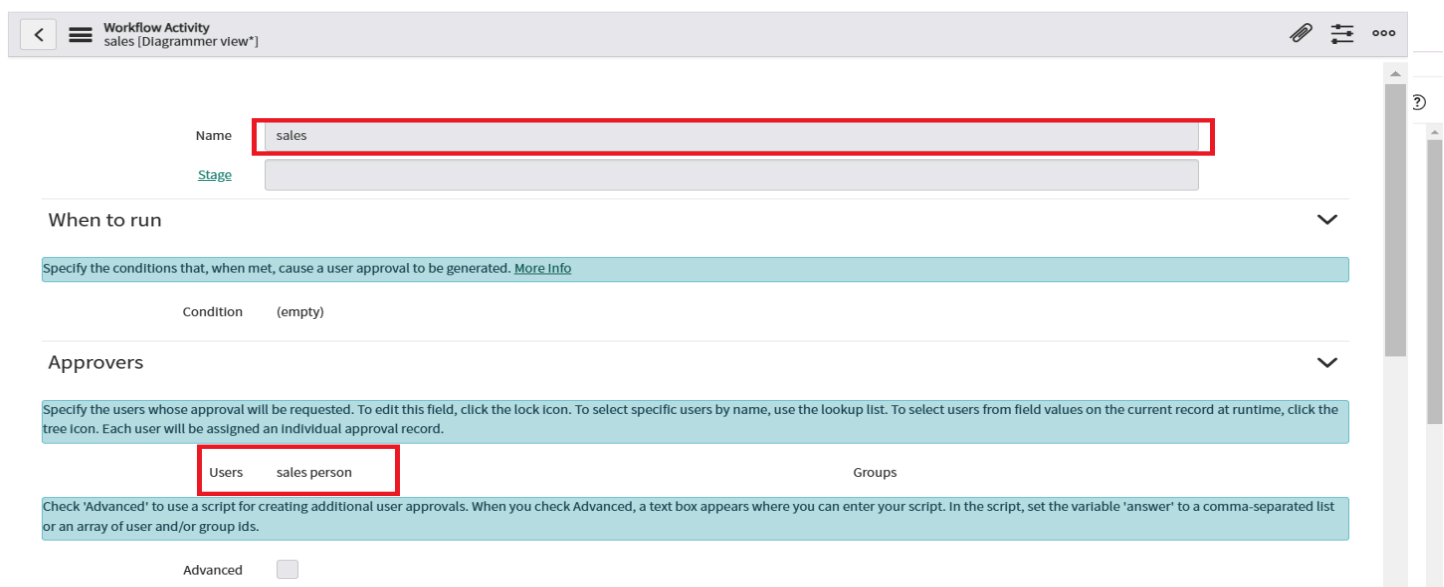
**Purpose:** A car catalog showroom management workflow aims to streamline the process of showcasing, selling, and managing vehicles within a dealership. It typically involves features like inventory management, customer relationship management, sales tracking, and reporting, all designed to enhance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

Activity Properties: Approval - User 



The screenshot shows the 'Workflow Activity' editor for a task named 'sales'. The interface includes a top toolbar with navigation and editing icons. The main area is divided into sections: 'Name' (with a text field containing 'sales'), 'Stage' (a dropdown menu), 'When to run' (a section for defining conditions), and 'Approvers' (a section for selecting users or groups). The 'Approvers' section is currently active, showing a list of 'Users' with 'sales person' selected. Below this, there is an 'Advanced' checkbox and a text area for entering a script. The interface is clean and modern, with a light gray background and blue accents.

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



Name

Stage

**Basics** ▼

The Create Task activity creates a task for the current record. [More Info](#)

The Priority will be set on the new task. Check Wait for completion if you want the workflow to pause until the task is complete. If you don't check Wait for completion, the task is created and the workflow proceeds.

\* Task type

Priority

Wait for completion ☒

**Populate task variables** ▼

In 'Task value from' specify the source of data for populating the fields in the new task. Select from Fields, Template, or Values. Once the source is selected, the appropriate fields will display.

Task values from

Set values

✕

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

In 'Task value from' specify the source of data for populating the fields in the new task. Select from Fields, Template, or Values. Once the source is selected, the appropriate fields will display.

Task values from

Set values

✕

✕

**Schedule** ▼

Select how workflow determines the task's duration, due date, and schedule. In 'Time zone based on' specify how workflow should determine the timezone used to calculate task duration. Select 'no time zone' to use

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

In 'Task value from' specify the source of data for populating the fields in the new task. Select from Fields, Template, or Values. Once the source is selected, the appropriate fields will display.

Task values from

Set values

✕

✕

**Schedule** ▼

Select how workflow determines the task's duration, due date, and schedule. In 'Time zone based on' specify how workflow should determine the timezone used to calculate task duration. Select 'no time zone' to use

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

Name: car production

Stage: [Search]

Basics

The Create Task activity creates a task for the current record. [More info](#)

The Priority will be set on the new task. Check Wait for completion if you want the workflow to pause until the task is complete. If you don't check Wait for completion, the task is created and the workflow proceeds.

\* Task type: cars fulfillment {u\_cars\_fullfillment}

Priority: 1 - Critical

Wait for completion: ☒

Populate task variables

In "Task value from" specify the source of data for populating the fields in the new task. Select from Fields, Template, or Values. Once the source is selected, the appropriate fields will display.

Task values from: Values

Set values: car status, deployment failed

18. Give task values from values

Activity Properties: Create Task

In "Task value from" specify the source of data for populating the fields in the new task. Select from Fields, Template, or Values. Once the source is selected, the appropriate fields will display.

Task values from: Values

Set values: car status, deployment failed

State: Closed Incomplete

-- choose field --, -- value --

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.

Workflow Activity  
booking n0tification [Diagrammer view\*]

Name

Stage

Addressee(s) ▼

The Notification activity sends an email or SMS message to specified users or groups. [More Info](#)

Specify individual recipients in the 'To' field and group recipients in the 'To (groups)' field. To edit these fields, click the corresponding lock icon. To select specific users or groups by name, use the lookup lists. To select users or groups from field values on the current record at runtime, click the tree icon.

Check 'Advanced' to use a script for specifying additional recipients. When you check Advanced, a text box appears where you can enter your script. In the script, set the variable 'answer' to a comma-separated list or an array of user and/or group ids.

To  To (groups)

Advanced ☐

Message ▼

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

Workflow Activity  
booking n0tification [Diagrammer view\*]

you want the field's value inserted. Then click the + icon next to Fields and select the field you want.

Subject

Message ▼

Select variables:

☐ Fields

```
<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>
```

## 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.

Activity Properties: Notification

Workflow Activity  
car reject [Diagrammer view\*]

Name: car reject

Stage:

Addressee(s)

The Notification activity sends an email or SMS message to specified users or groups. [More Info](#)

Specify individual recipients in the 'To' field and group recipients in the 'To (groups)' field. To edit these fields, click the corresponding lock icon. To select specific users or groups by name, use the lookup lists. To select users or groups from field values on the current record at runtime, click the tree icon.

Check 'Advanced' to use a script for specifying additional recipients. When you check Advanced, a text box appears where you can enter your script. In the script, set the variable 'answer' to a comma-separated list or an array of user and/or group ids.

To: Abraham Lincoln

To (groups): showroom

Advanced: ☐

Message:

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

Activity Properties: Notification ?

Workflow Activity  
car reject [Diagrammer view]

To Abraham Lincoln

To (groups) showroom

Advanced ☐

Message

In 'Subject' specify the text to appear in the message's subject line. In 'Message' specify the text of the message itself. To include the value of a field in the message body, place the cursor at the point in the text where you want the field's value inserted. Then click the + icon next to Fields and select the field you want.

Subject car showroom

Message car booking approval is rejected

Select variables:

Fields

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

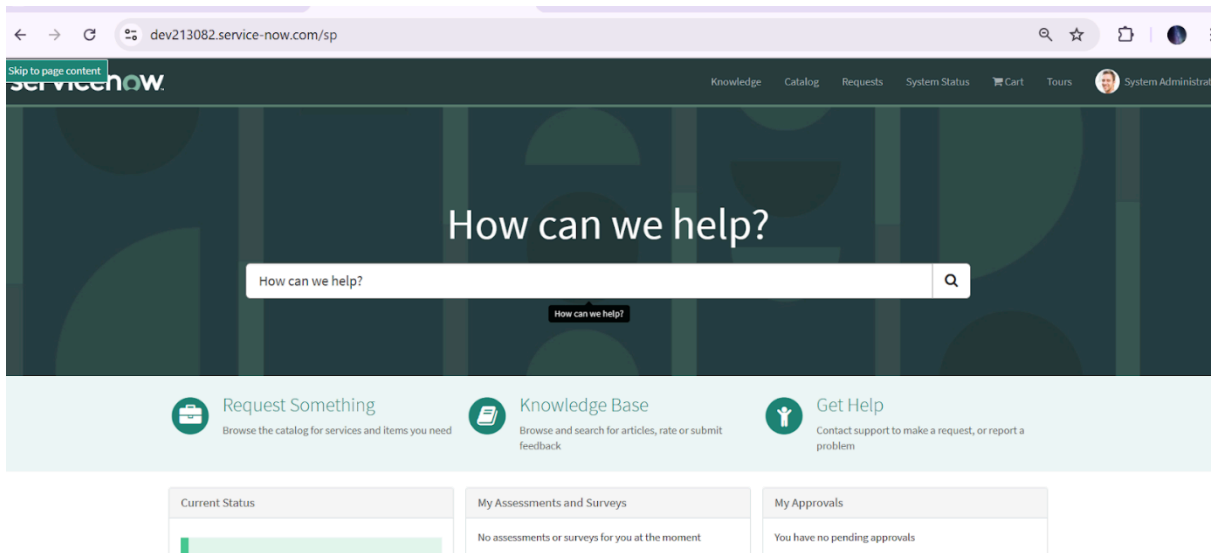
#### Purpose:

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.

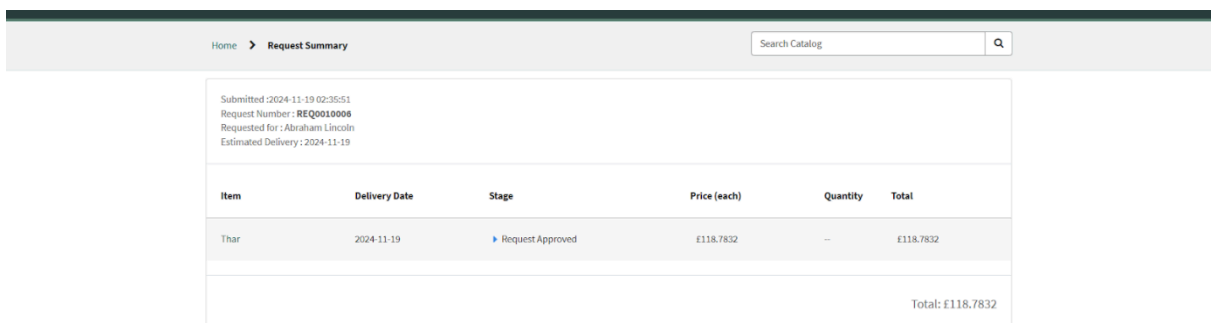
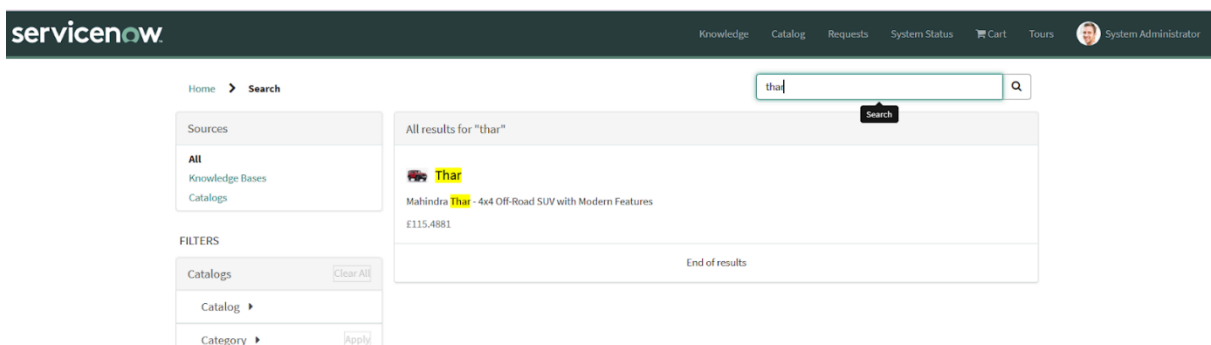
#### Steps:

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.

FavoritesHistoryWorkspacesAdmin

cars fulfillments

Search

Actions on selected rows...

New

All

	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

DiscussFollowUpdateDelete

cars fulfillment

TASK0021350

Number

TASK0021350

Assigned to

Configuration item

Active

Short description

Description

Work notes

car status

Ready to pickup

Priority

1 - Critical

State

Closed Complete

Parent

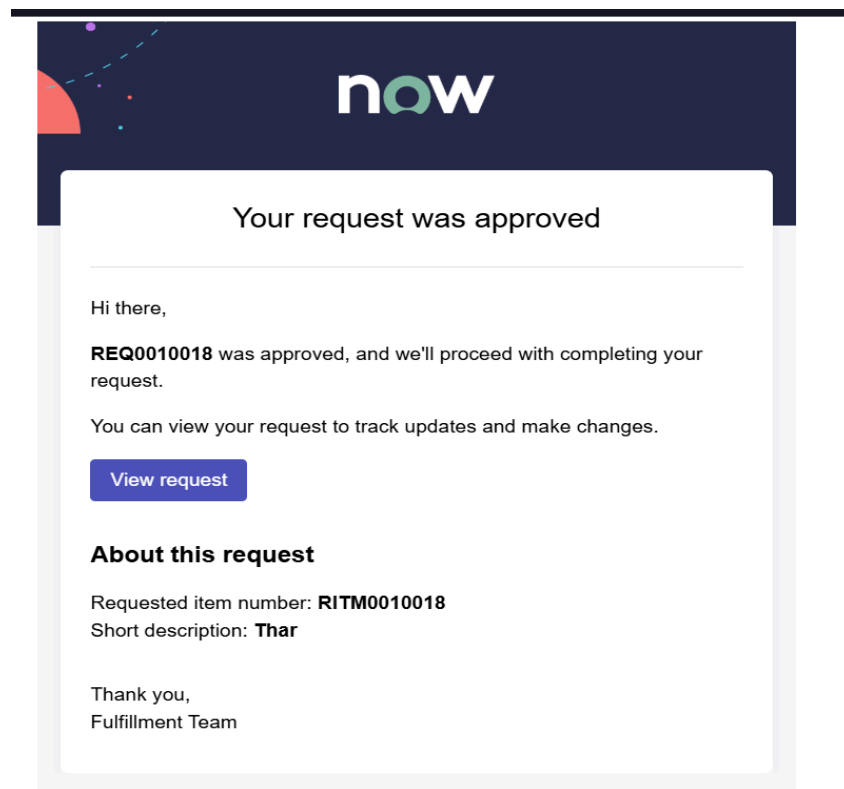
RITM0010017

Update

Delete

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.