Project Name:Automated Car Catalog System for Enhanced

Showroom Management

Introduction

Project Overview

An Automated Car Catalog System for Enhanced ShowroomManagement aims to streamline the process of managing car inventory, customer information, and sales operations within a car showroom. This system typically involves a web-based application that allows for efficient data management,improved customer interaction, and streamlined sales processes, ultimately increasing overall efficiency and reducing manual workload.

Inventory Management:

The system will likely allow for the management of car models, specifications, pricing, and availability, including features like adding new models, updating existing details, and tracking inventory levels.

Customer Relationship Management (CRM):

Features could include storing customer information, tracking interactions (inquiries, test drives, sales), and managing customer communication.

Online Sales/Booking (Optional):

The system might incorporate online features for browsing cars, requesting quotes, booking test drives, or even completing online purchases, depending on the project scope.

User-Friendly Interface:

The system will need a user-friendly interface for both showroom staff and potentially for customers, allowing for easy navigation and access to relevant information.

Reporting and Analytics:

The system might include reporting features to track sales performance, customer behavior, and other key metrics for management analysis

IDEATION PHASE

Problem Statement:

Car showrooms and dealerships often face challenges in managing and streamlining their catalog of cars, including various models and categories. The manual processes involved in handling customer requests, approvals, and task assignments can lead to inefficiencies, delays, and potential errors. This can negatively impact customer satisfaction and operational deficiency.

Challenges:

This faced during the "Without ServiceNow" phase of implementing an Automated Car Catalog System for enhanced showroom management:

1. **Manual Data Entry and Errors**

o   Without automation tools like ServiceNow, catalog data (vehicle details, specs, images) must be entered manually, increasing the risk of human errors and inconsistencies.

2. **Lack of Centralized Data Access**

o   Showroom staff may struggle with scattered information across spreadsheets or isolated systems, making real-time access to up-to-date car inventory difficult.

3. **Poor Workflow and Communication**

o   Without integrated workflow management, coordination between sales, inventory, and procurement teams can be inefficient, leading to delays and miscommunication.

4. **Limited Reporting and Analytics**

o   Generating insights (like popular models, inventory turnover, or custobmer interest trends) becomes time-consuming and less reliable without automated dashboards.

5. **Inadequate Tracking and Updates**

o   Vehicle availability, test drive scheduling, and delivery status updates are harder to track, affecting customer service quality and operational visibility.**Purposes**
An Automated Car Catalog System enhances showroom management by streamlining theprocess of managing vehicle information,customer interactions, and sales operations.

REQUIREMENT ANALYSIS

Solution Requirement(Functional and Non Functional)

Team Id	LTVIP2025TMID30934
Project Name	Automated Car Catalog System for Enhanced Showroom Management

Functional Requirements:Following are the Functional requirements of the proposal solution.
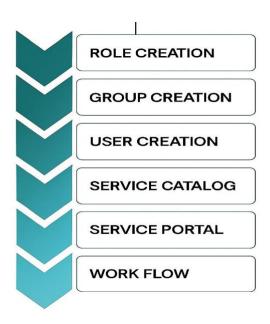
FR No	Functional Requirement	Description
FR 1	Service catalogue	Create catalogue Create categories
FR 2	User creation	Create a user
FR 3	Role creation	Create a roles
FR 4	Group creation	Create a group
FR 5	Table creation	Create table
FR 6	Work flow	Workflow Assignment to Mahindra service Catalog
FR 7	Service portal	Searching created catalog are available in service portal
FR 8	result	Check result

Non Functional Requirement :Following are the non-functional requirements of the proposed solutions.

NF No	Non Functional Requirement	Sub Requirement
NFR1	usability	This could manifest as slow loading times, confusing navigation, inaccurate information, or lack of key features.
NFR2	security	This could manifest as weak password policies, lack of encryption for sensitive data, failure to implement intrusion detection systems, or insufficient user access controls
NFR3	Scalability	This can lead to customer dissatisfaction, lost sales opportunities, and operational inefficiencies.
NFR4	Reliability	This can lead to customer dissatisfaction, lost sales opportunities, and operational inefficiencies.
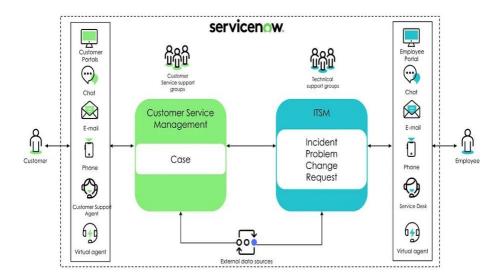
| NFR5 | Performance | This can lead to lost sales opportunities, frustrated customers, and ultimately, decreased revenue. |
| NFR6 | Accessibility | This could manifest as inaccurate information about which cars are in stock, mislabeled or missing details, or a complete.. |

DataFlow Diagram

ROLE CREATION

GROUP CREATION

USER CREATION

SERVICE CATALOG

SERVICE PORTAL

WORK FLOW

Technology stack

Technology Stack: The image shows how data flows from a third-party system into the ServiceNow app, gets processed through import mechanisms, and ends up in the Incident Table, where it can trigger further actions or updates.

Third Party → REST API → ServiceNow

- Data is sent from a third-party system via REST API.

REST API → Scheduled Import

API data is captured by a scheduled import job.

Scheduled Import → Import Sets

- Data is loaded into temporary import tables.

Import Sets → Transform Map

- Data is transformed to match the format of the target tables.

Transform Map → Incident Table

- Transformed data is saved as incidents in ServiceNow.

Incident Table → Triggered Actions

- Actions (like alerts, updates) are automatically triggered.

Incident Table ↔ CMDB Tables

- Incidents are linked to Configuration Items (Cis) from the CMDB.

<u>Project Design</u>

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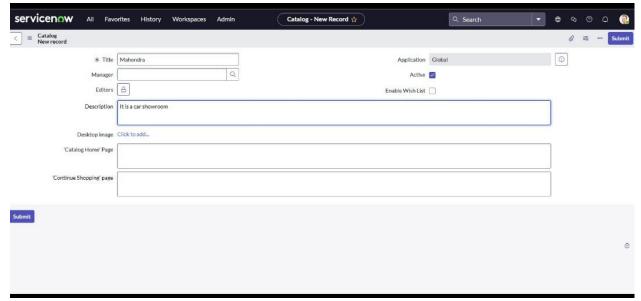
Purpose: Service Catalog is to provide a comprehensive and standardized list of IT services available to users, enabling them to easily browse, select, and request the services they needed.

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.
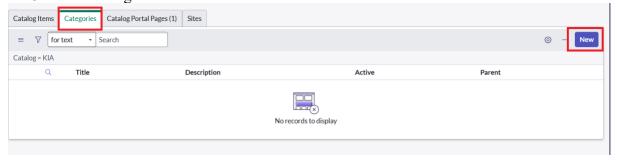
5.Give Catalog Name as "Mahendra ".

6.Application should be Global.

7.Give description as it is a car showroom.

8.Click on Submit.

Create categories:

Steps:
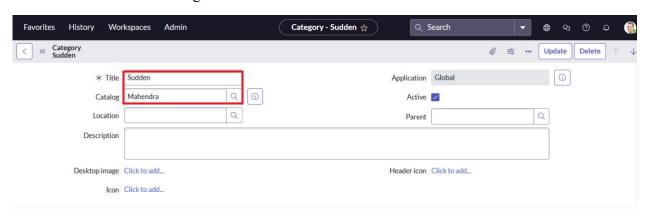
1. After submitting you can see the catalog mahendra in the list.
2. Open Mahendra Catalog Scroll down.
3. Click Categories And Click on New.
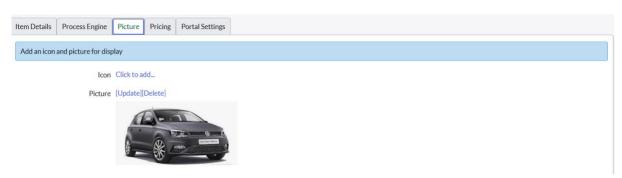
4. Give Title as Sudden.
5. Search and add catalog as Mahendra.
6. Click on submit.
7. Create two more categories as XUV and Sports.
8. Click on Catalog Items and Click on new.
9. Give it a name as polo.
10.Select catalog as Mahendra.
11.Short description as Volkswagen Polo - Compact Hatchback with Superior 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
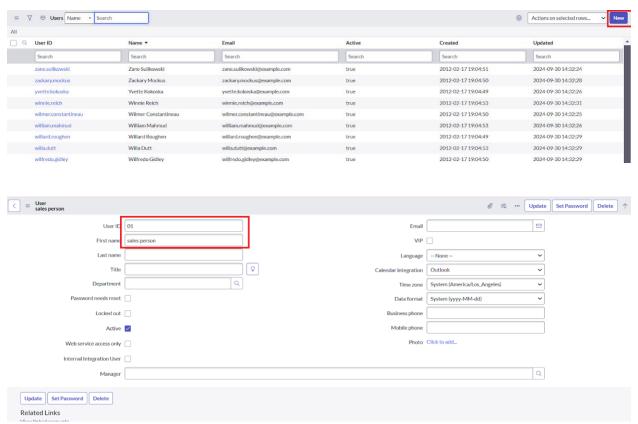
Purpose: User creation allows assigning roles and responsibilities, enabling accurate and efficient car routing in ServiceNow.

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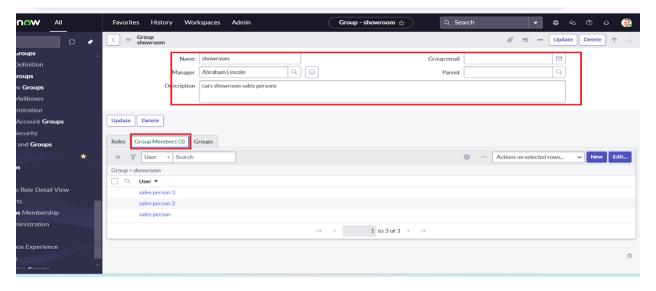
Uses: Group creation helps in assigning cars to the right team, managing workloads efficiently, and enabling automated routing based on skills or roles in ServiceNow.

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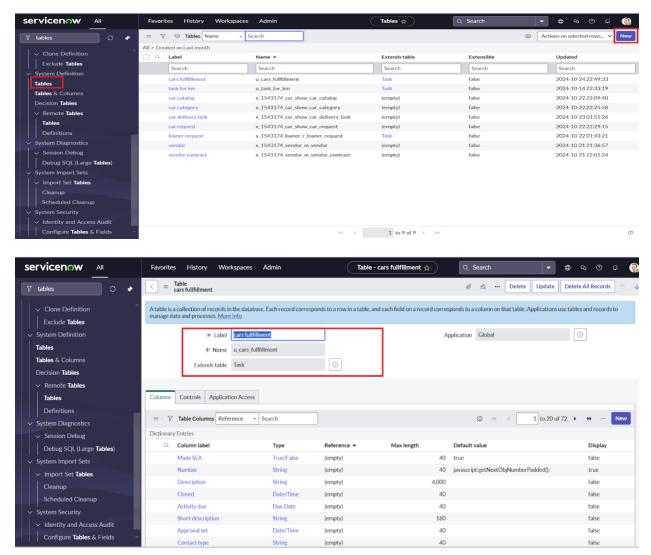
Uses: Organizes data into rows (records) and fields (columns)Enables workflows to automatically assign and track tickets.

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.
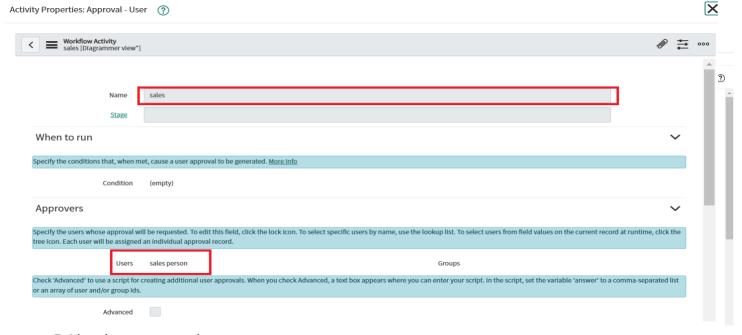
Purpose: A car catalog showroom management workflow aims to streamline the process of showcasing, selling, and managing vehicles within a dealership. It typically involves features like inventory management, customer relationship management, sales tracking, and reporting, all designed to enhance efficiency, 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:
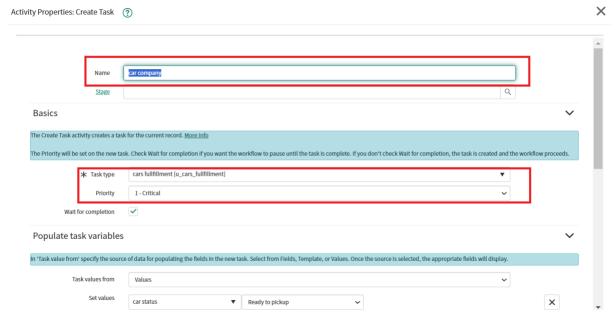
1. Navigate to Homepage.
2. Click on all search Workflow Editor.
3. Click on New Workflow.
4. Under the name field search for Test Select that record.
5. After creating workflow you can see begin and end.
6. Drag the approval user from core and give name as **sales**

Activity Properties: Approval - User ⑦   ✕

< ☰ **Workflow Activity**
      sales [Diagrammer view*]   📎 ⇄ ∘∘∘

| Name | sales |
| Stage | |

When to run   ⌄

Specify the conditions that, when met, cause a user approval to be generated. More Info

Condition   (empty)

Approvers   ⌄

Specify the users whose approval will be requested. To edit this field, click the lock icon. To select specific users by name, use the lookup list. To select users from field values on the current record at runtime, click the tree icon. Each user will be assigned an individual approval record.

Users   sales person   Groups

Check 'Advanced' to use a script for creating additional user approvals. 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.

Advanced   ☐

7.Give the user as a sales person.
8. Drag the approval user from core and give name 2nd level.
9. Add a user as supervisor.

Catalog Item
polo

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

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."

Activity Properties: Approval - User ⑦

Close ✕

Workflow Activity
2nd level [Diagrammer view*]

Name: **2nd level**

Stage:

When to run ⌄

Specify the conditions that, when met, cause a user approval to be generated. More Info

Condition (empty)

Approvers ⌄

Specify the users whose approval will be requested. To edit this field, click the lock icon. To select specific users by name, use the lookup list. To select users from field values on the current record at runtime, click the tree icon. Each user will be assigned an individual approval record.

Users	super visor	Groups	showroom

Check 'Advanced' to use a script for creating additional user approvals. 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.

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

Name car company

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   cars fullfillment [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   ▼   Ready to pickup   ⌄   ✕

11.   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   Values   ⌄

Set values   car status   ▼   Ready to pickup   ⌄   ✕

                    State   ▼   Closed Complete   ⌄   ✕

                    -- choose field --   ▼   -- value --

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

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

Activity Properties: Create Task ⑦

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 ▾	Ready to pickup ✕
	State ▾	Closed Complete ✕
	-- choose field -- ▾	-- value --

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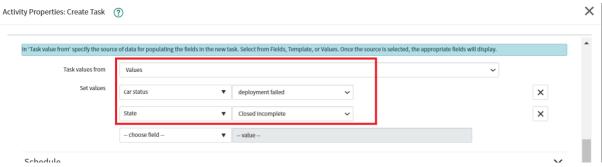
15.   Drag the create task from core and give it name as car production.
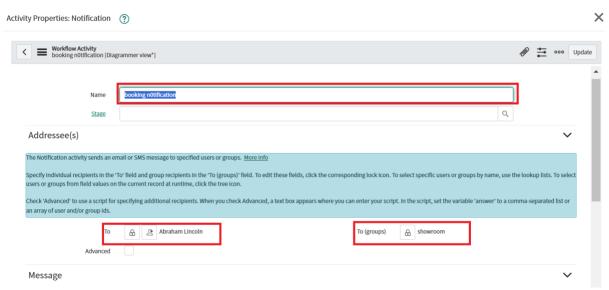16.   Give task type car fulfilment table and priority-1.

Name	car production
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	cars fullfillment [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 ⑦   ✕

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.

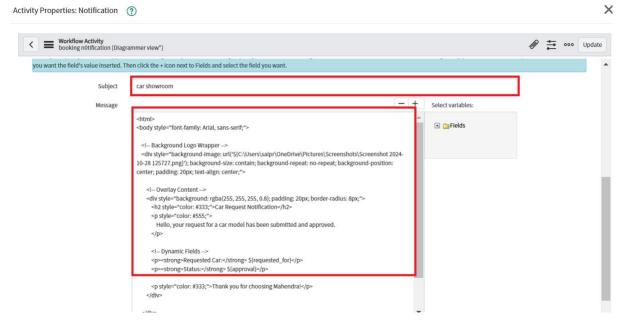| Task values from	Values	
Set values	car status ▾	deployment failed ✕
	State ▾	Closed Incomplete ✕
	-- choose field -- ▾	-- value --

Schedule ⌄

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.
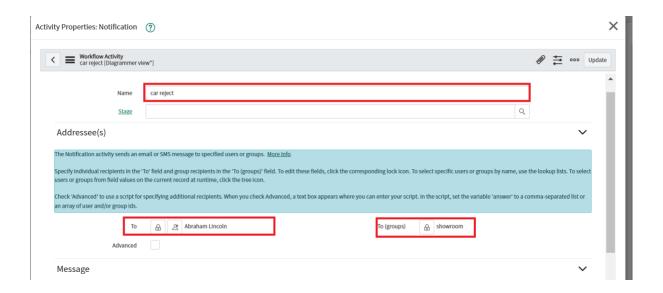

23. Give the subject as car showroom and message
     <html>
<body style="font-family: Arial, sans-serif;">
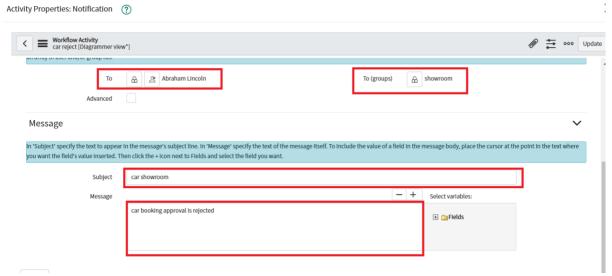

   <!-- Background Logo Wrapper -->

```html
    <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
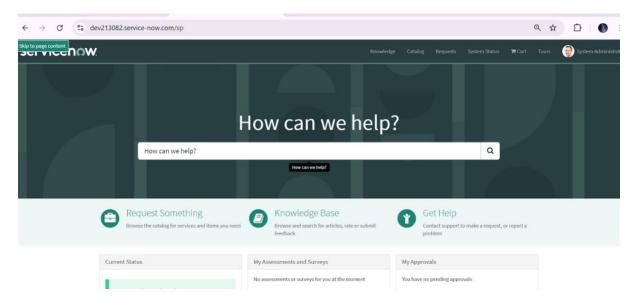
Purpose:

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
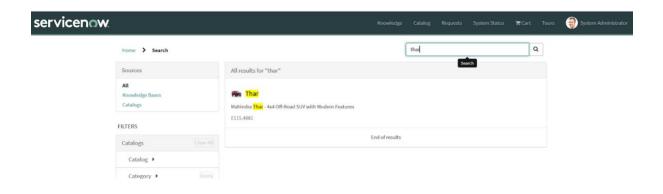
generating reports. The system also often includes online portals for customers to browse vehicles, schedule test drives, and make inquiries.
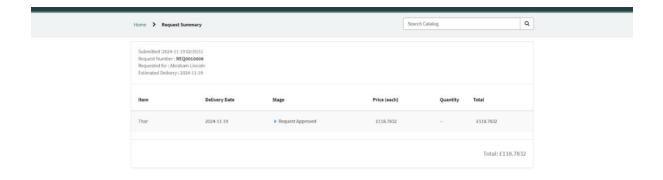
Steps:

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).
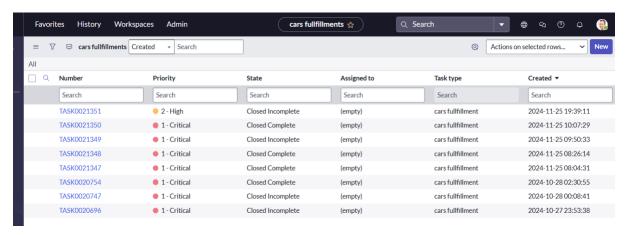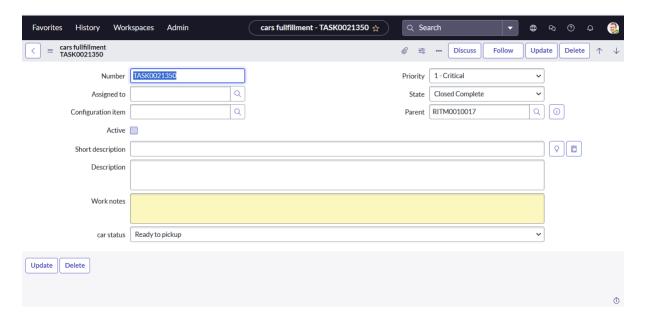
3.Search the catalog item which you are created.

5. Search for thar. And order it.

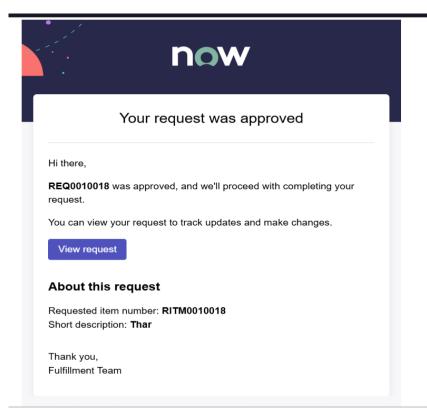6. After ordering the car you get a request number and Delivery date.

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.

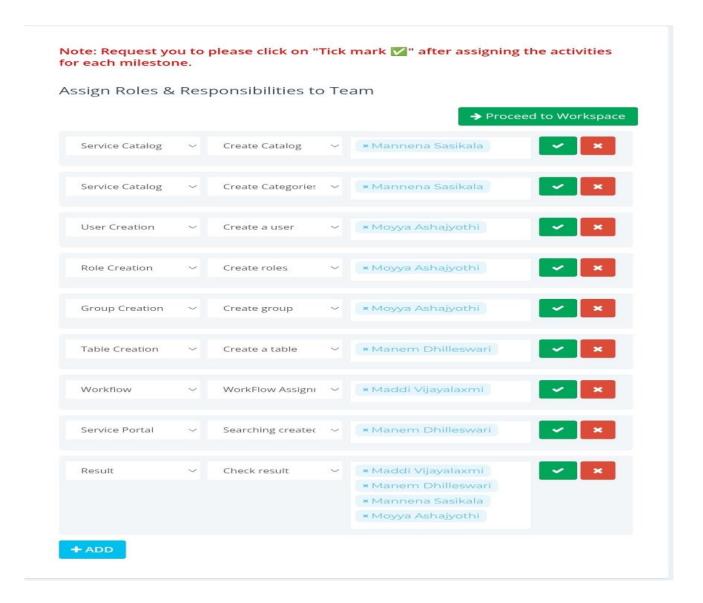| Number	Priority	State	Assigned to	Task type	Created
TASK0021351	● 2 - High	Closed Incomplete	(empty)	cars fullfillment	2024-11-25 19:39:11
TASK0021350	● 1 - Critical	Closed Complete	(empty)	cars fullfillment	2024-11-25 10:07:29
TASK0021349	● 1 - Critical	Closed Incomplete	(empty)	cars fullfillment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

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.

Project Planning and Scheduling

Note: Request you to please click on "Tick mark ✅" after assigning the activities for each milestone.

Assign Roles & Responsibilities to Team

→ Proceed to Workspace

Service Catalog ∨	Create Catalog ∨	× Mannena Sasikala	✔ ✖
Service Catalog ∨	Create Categories ∨	× Mannena Sasikala	✔ ✖
User Creation ∨	Create a user ∨	× Moyya Ashajyothi	✔ ✖
Role Creation ∨	Create roles ∨	× Moyya Ashajyothi	✔ ✖
Group Creation ∨	Create group ∨	× Moyya Ashajyothi	✔ ✖
Table Creation ∨	Create a table ∨	× Manem Dhilleswari	✔ ✖
Workflow ∨	WorkFlow Assign ∨	× Maddi Vijayalaxmi	✔ ✖
Service Portal ∨	Searching created ∨	× Manem Dhilleswari	✔ ✖
Result ∨	Check result ∨	× Maddi Vijayalaxmi × Manem Dhilleswari × Mannena Sasikala × Moyya Ashajyothi	✔ ✖

+ ADD

Functional requirement	User story	No of Activity	Team Members
Service catalog	As a user, I want to access an automate catalog through the ServiceNow Service Catalog so that I can easily view, request, and manage available vehicles in the enhanced showroom system.	1	Mannena Sasikala

User creation	As a showroom manager, I want to automate user creation for the car catalog system in ServiceNow so that new users can quickly access and manage car listings efficiently.	1	Moyya Ashajyothi
Role creation	As a system administrator, I want to create and assign user roles (e.g., Sales Agent, Inventory Manager, Service Technician) in	1	Moyya Ashajyothi
	the automated car catalog system so that each user has appropriate access and permissions for enhanced showroom management inServiceNow.		
Group creation	As a showroom manager, I want to create and manage user groups automatically in the Car Catalog System within Service now.	1	Moyya Ashajyothi
Table creation	User Story: *As a showroom manager, I want an automated car catalog table in ServiceNow to efficiently manage and track vehicle inventory, features, and availability for enhanced showroom operations.*	1	Manem Dhileswari
Workflow	An automated car catalog system in ServiceNow streamlines enhanced	1	Maddi Vijayalaxmi
	showroom management by enabling seamless vehicle data entry, realtime inventory updates, and automated workflows for approvals, pricing, and customer inquiries.		

Service portal	As a showroom user, I want to access an automated car catalog through the ServiceNow service portal so that I can easily browse, compare, and request car models for efficient showroom management.	1	Manem Dhilliswari
Result	A user can automatically view, manage, and update a real-time car catalog in the showroom using ServiceNow, streamlining inventory tracking and customer interactions.	1	Mannena Sasikala Maddi Vijayalaxmi Moyya Ashajyothi Manem Dhilliswari

FUNCTIONAL AND PERFORMANCE TESTING

Performance Testing

Milestone 8: Work Flow:

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:
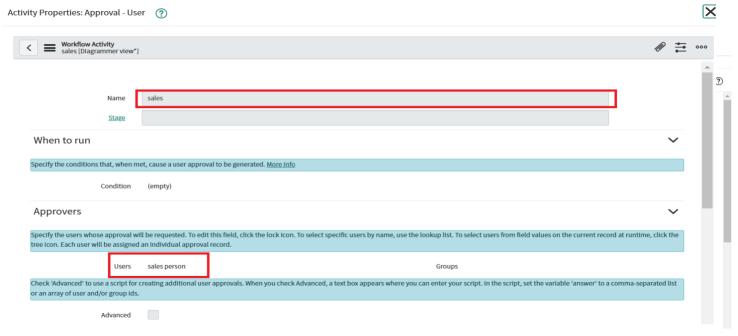
7. Navigate to Homepage.
8. Click on all search Workflow Editor.
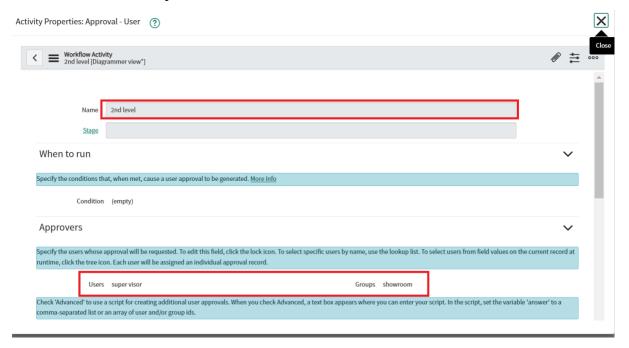9. Click on New Workflow.
10. Under the name field search for Test Select that record.
11. After creating workflow you can see begin and end.
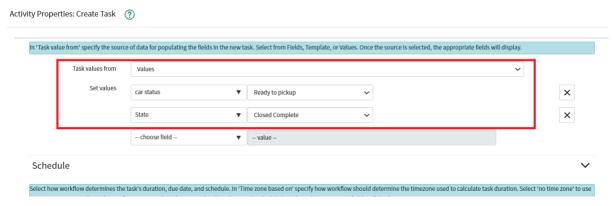12. Drag the approval user from core and give name as **sales**

Workflow Activity
sales [Diagrammer view*]

Name   sales

Stage

When to run

Specify the conditions that, when met, cause a user approval to be generated. More Info

Condition   (empty)

Approvers

Specify the users whose approval will be requested. To edit this field, click the lock icon. To select specific users by name, use the lookup list. To select users from field values on the current record at runtime, click the tree icon. Each user will be assigned an individual approval record.

Users   sales person   Groups

Check 'Advanced' to use a script for creating additional user approvals. 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.

Advanced   ☐

7.Give the user as a sales person.

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

11.   Add a user as supervisor.

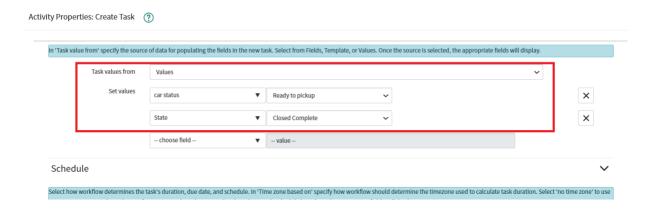Activity Properties: Approval - User ⑦   ☒ Close

Workflow Activity
2nd level [Diagrammer view*]

Name   2nd level

Stage

When to run

Specify the conditions that, when met, cause a user approval to be generated. More Info

Condition   (empty)

Approvers

Specify the users whose approval will be requested. To edit this field, click the lock icon. To select specific users by name, use the lookup list. To select users from field values on the current record at runtime, click the tree icon. Each user will be assigned an individual approval record.

Users   super visor   Groups   showroom

Check 'Advanced' to use a script for creating additional user approvals. 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.

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

12.   Give task type car fulfilment table and priority-1.
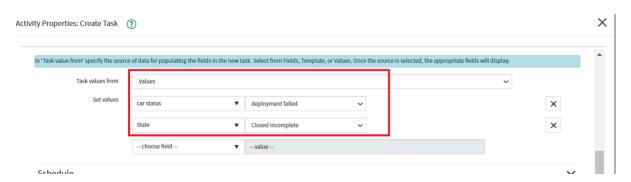
Activity Properties: Create Task ⑦

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 ▼	Ready to pickup ⌄	✕
	State ▼	Closed Complete ⌄	✕
	-- choose field -- ▼	-- value --	

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

15.   Give task values from values

16.   Set values as car status Ready to Pickup.

17.   State Closed Complete and submit.

Activity Properties: Create Task ⑦

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 ▼	Ready to pickup ⌄	✕
	State ▼	Closed Complete ⌄	✕
	-- choose field -- ▼	-- value --	

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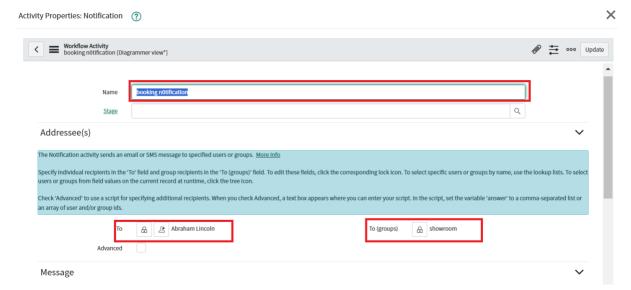
17.   Drag the create task from core and give it name as car production.
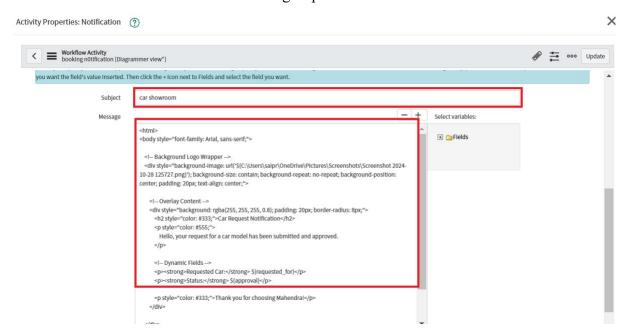
18.   Give task type car fulfilment table and priority-1.

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.

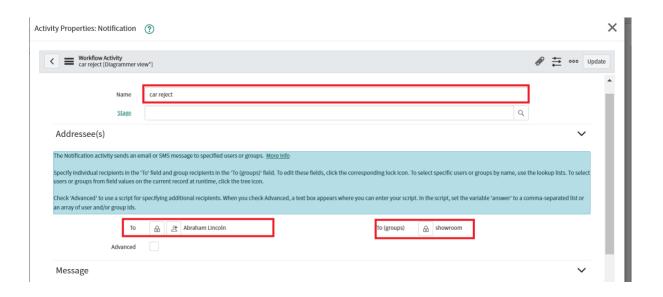23. Give the subject as car showroom and message

 <html>

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

 <!-- Background Logo Wrapper -->

 <div   style="background-image:
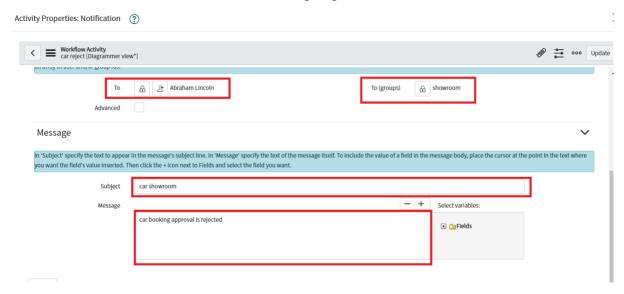url('${C:\Users\saipr\OneDrive\Pictures\Screenshots\Screenshot   2024-10-28   125727.png}');

background-size: contain; background-repeat: no-repeat; background-position: center; padding: 20px; text-align: center;">

 <!-- Overlay Content -->

 iv 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>Requested Car: ${requested_for}</p>

 <p>Status: ${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

Advantages and Disadvantages

ADVANTAGES

- Automates inventory tracking, reducing errors and ensuring accurate stock levels.
- Provides customers with easy access to vehicle information, features, and pricing.
- Streamlines showroom operations, reducing manual tasks and freeing up staff to focus on sales.
- Offers real-time data analytics to inform inventory management and sales strategies.
- Minimizes costs associated with manual inventory management and reduces the risk of errors

Disadvantages

- Implementing an automated system can require a significant upfront investment in technology and infrastructure.
- System downtime or technical glitches can disrupt showroom operations and impact sales.
- Staff may require training to effectively use the new system, which can be time-consuming and costly.
- The system may be vulnerable to data security risks, such as hacking or data breaches.
- Over-reliance on technology can lead to decreased manual skills and potential difficulties if the system fails.

Conclusion

The Car Catalog System project for a car showroom in ServiceNow successfully addresses the need for a streamlined, automated approach to managing car catalog items, customer requests, and approval workflows. By organizing car models into easily navigable categories and leveraging ServiceNow's powerful automation features, the system enhances operational efficiency, reduces manual intervention, and improves customer satisfaction.