

Automated car catalog system for enhanced showroom management

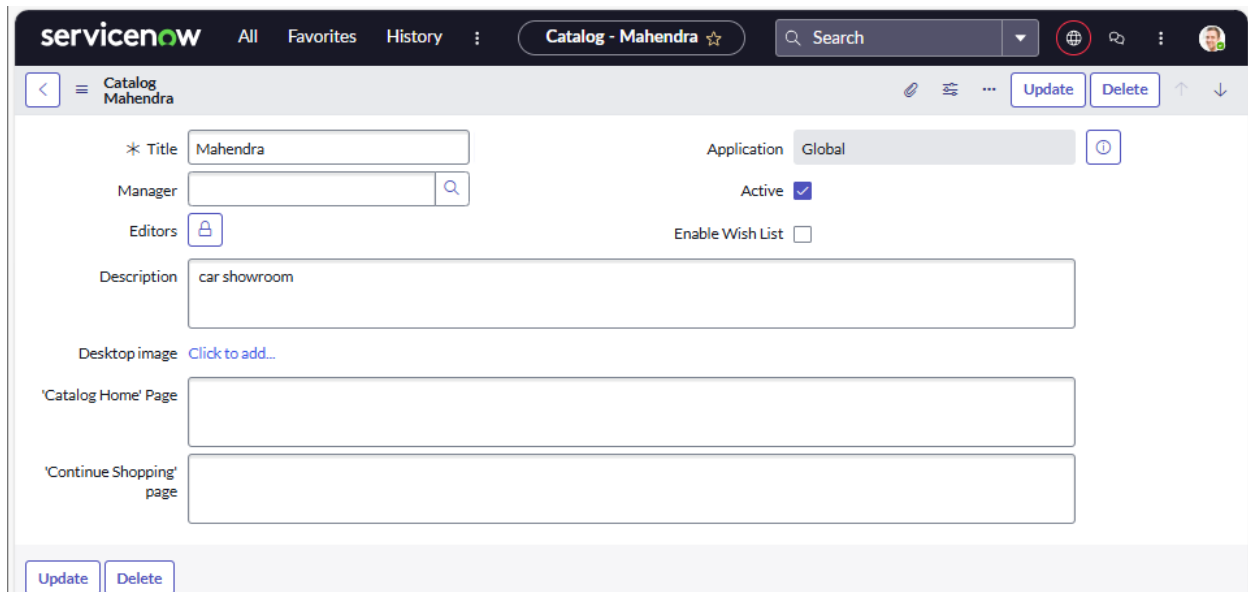
A catalog system in ServiceNow is a feature that allows users to request IT or business services through a structured and user-friendly interface. It organizes services into categories, making it easy for users to find and request items like software access, hardware, or support. Each request triggers workflows for approval and fulfillment, streamlining service delivery.

Types:

1. IT Service Catalog – Offers IT services like password reset, software install.
2. Business Service Catalog – Provides HR, finance, and other non-IT services.
3. Technical Service Catalog – Contains backend services used by IT staff.
4. Hardware Catalog – Lists physical assets like laptops, monitors, phones.
5. Software Catalog – Offers software products and licenses for request.
6. Facility Catalog – Requests related to office space, maintenance, or equipment.

Activity 1: Create catalog

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 shows the 'Catalog - Mahendra' form in the ServiceNow interface. The form is titled 'Catalog - Mahendra' and includes a search bar and navigation links. The form fields are as follows:

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

At the bottom of the form, there are 'Update' and 'Delete' buttons.

Activity 2: Create categories

1. After submitting you can see the catalog Mahindra in the list.
2. Open Mahindra 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. 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.

The screenshot shows the ServiceNow interface for creating a catalog item. The top navigation bar includes 'All', 'Favorites', 'Admin', and a search bar. The main header is 'Catalog Item - XUV700'. Below this is a toolbar with buttons: 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. A blue banner reads: 'Build and modify items faster with the improved Catalog Builder.' Below the banner, a text box explains: 'Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.' It lists two steps: 'Enter a Name and Short description to display for the item.' and 'Enter a Price, approvals, variables, and other information as needed.'

The form fields are as follows:

- Name: XUV700
- Application: Global
- Catalogs: Mahendra
- Category: Sports
- State: -- None --
- Checked out: -- None --
- Owner: System Administrator
- Active: ☒
- Fulfillment automation level: Unspecified

Below the form fields, there are tabs: 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Process Engine' tab is selected, showing a blue banner: 'Select the appropriate process engine for the catalog Item. Only one engine can be selected.' Below this, there are three fields: 'Flow', 'Workflow', and 'Execution Plan'. The 'Workflow' field is populated with 'Test Mahendra Catalog'. At the bottom, there is a toolbar with buttons: 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'.

servicenow

AllFavoritesHistory

Catalog Item - polo

Search

CopyTry ItUpdateEdit in Catalog BuilderDelete

Build and modify items faster with the improved [Catalog Builder](#).

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name

polo

Application

Global

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

Select the appropriate process engine for the catalog Item. Only one engine can be selected.

Flow

Workflow

Test Mahendra Catalog

Execution Plan

Copy

Try It

Update

Edit in Catalog Builder

Delete

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AllFavoritesHistory

Catalog Item - Thar

Search

CopyTry ItUpdateEdit in Catalog BuilderDelete

Build and modify items faster with the improved [Catalog Builder](#).

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name

Thar

Application

Global

Catalogs

Mahendra

Category

XUV

State

-- None --

Checked out

-- None --

Owner

System Administrator

Active

☒

Fulfillment automation level

Unspecified

Item Details

Process Engine

Picture

Pricing

Portal Settings

Select the appropriate process engine for the catalog Item. Only one engine can be selected.

Flow

Workflow

Test Mahendra Catalog

Execution Plan

Copy

Try It

Update

Edit in Catalog Builder

Delete

Activity 3: User creation

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

The screenshot shows the ServiceNow user creation interface. The top navigation bar includes 'User - sales person' and a search bar. The main form is divided into two columns. The left column contains fields for 'User ID' (01), 'First name' (sales person), 'Last name', 'Title', and 'Department'. Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), and 'Internal Integration User'. The right column contains fields for 'Email', 'Identity type' (Human), 'Language' (-- None --), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los_Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone', 'Mobile phone', and a 'Photo' link. Below the form are 'Update', 'Set Password', and 'Delete' buttons. A 'Related Links' section includes 'View linked accounts', 'View Subscriptions', and 'Reset a password'. At the bottom, there is a tabbed interface with 'Entitled Custom Tables' selected, showing a table with columns 'Table', 'Application', and 'Role'. The table is empty, displaying 'No records to display'.

Activity 4: Role creation

1. Click on the Service now 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 5: Group creation

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 6: Table creation

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

The screenshot shows the ServiceNow interface for configuring a table named 'cars fulfillment'. The page is titled 'Table - cars fulfillment' and includes a search bar and navigation links. The configuration details are as follows:

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

Below the configuration details, there is a section for 'Table Columns' with a search bar and a 'New' button. The 'Dictionary Entries' section displays a table with the following columns: Column label, Type, Reference, Max length, Default value, and Display.

| Column label | Type | Reference | Max length | Default value | Display |
|---------------------|---------------|--------------------|------------|--------------------------------------|---------|
| Additional comments | Journal Input | (empty) | 4,000 | | false |
| Opened | Date/Time | (empty) | 40 | javascript:gs.nowDateTime() | false |
| SLA due | Due Date | (empty) | 40 | | false |
| Number | String | (empty) | 40 | javascript.getNextObjNumberPadded(); | true |
| Approval history | Journal | (empty) | 4,000 | | false |
| Location | Reference | Location | 32 | | false |
| Updated | Date/Time | (empty) | 40 | | false |
| Urgency | Integer | (empty) | 40 | 3 | false |
| Watch list | List | User | 4,000 | | false |
| Configuration item | Reference | Configuration Item | 32 | | false |
| Business duration | Duration | (empty) | 40 | | false |
| User input | User Input | (empty) | 4,000 | | false |
| Transfer reason | Integer | (empty) | 40 | | false |
| Parent | Reference | Task | 32 | | false |
| Close notes | String | (empty) | 4,000 | | false |
| Due date | Date/Time | (empty) | 40 | | false |
| Updates | Integer | (empty) | 40 | | false |
| Approval | String | (empty) | 40 | not requested | false |
| Knowledge | True/False | (empty) | 40 | false | false |
| Updated by | String | (empty) | 40 | | false |

Activity 7: Workflow

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.
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>

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<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;">

<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>

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

<p>Status: \${approval}</p>

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

</div>

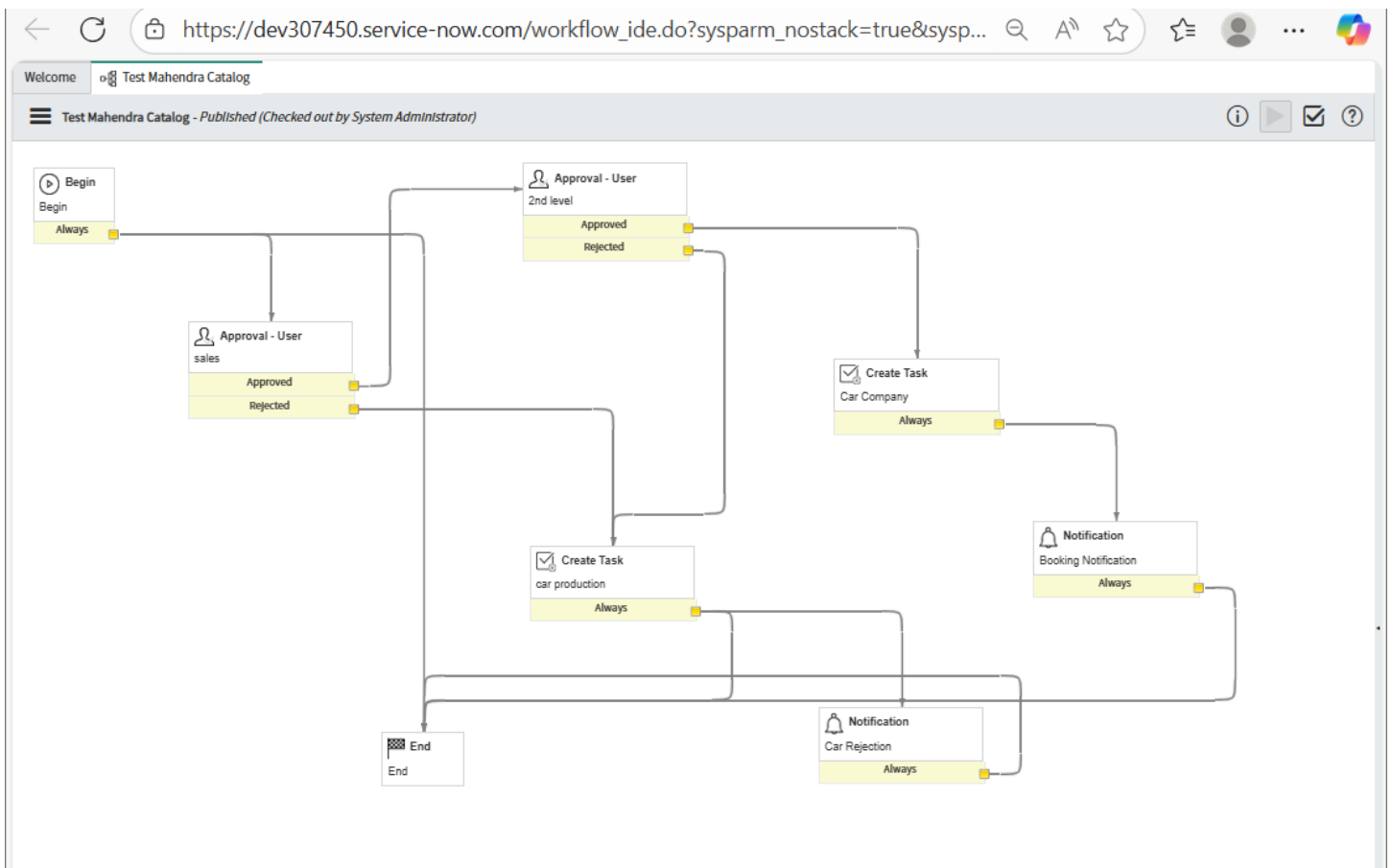
</div>

</body>

</html>

24. Submit.

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



Activity 7: Service portal

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.
4. Search for thar. And order it.
5. After ordering the car you get a request number and Delivery date.
6. Search for thar. And order it.
7. After ordering the car you get a request number and Delivery date.

Activity 8: Result:

Purpose:

1. Streamlines car inventory tracking and updates in real-time.
2. Enhances customer experience with quick vehicle information access.
3. Automates car model categorization and availability status.
4. Reduces manual data entry errors and improves efficiency.
5. Integrates service requests and vehicle management seamlessly.

Uses:

1. Faster vehicle lookup and inventory updates.
2. Streamlined sales and service workflows.
3. Improved customer experience through real-time data.
4. Reduced manual errors and data redundancy.
5. Enhanced reporting and decision-making capabilities.

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.

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.