

# Automated Car Catalog System for Enhanced Showroom Management

## Service Catalog

- **Create Catalog**

1. Open **ServiceNow**.
2. Click on **All** >> search for **Maintain Catalog**.
3. Click on **Maintain Catalog** under **Catalog Definition**.
4. Click on **New**.
5. Enter the details:
  - i. **Name:** Mahindra
  - ii. **Application:** Global
  - iii. **Description:** It is a car showroom.
6. Click on **Submit**.

The screenshot displays the ServiceNow interface. The top navigation bar includes 'All', 'Favorites', and 'History'. A search bar contains the text 'maintain catalogs'. Below the search bar, the 'ALL RESULTS' section shows a tree view with 'Service Catalog' and 'Catalog Definitions'. Under 'Catalog Definitions', 'Maintain Catalogs' is highlighted with a red box.

The main form, titled 'Catalog - Mahindra', contains the following fields and controls:

- Title:** A text field containing 'Mahindra', highlighted with a red box.
- Manager:** A text field with a search icon.
- Editors:** A button with a lock icon.
- Application:** A dropdown menu set to 'Global'.
- Active:** A checkbox that is checked.
- Enable Wish List:** A checkbox that is unchecked.
- Description:** A text area containing 'It is a car showroom.', highlighted with a red box.
- Desktop image:** A link labeled 'Click to add...'.
- 'Catalog Home' Page:** A text field.
- 'Continue Shopping' page:** A text field.

At the bottom of the form, there are 'Update' and 'Delete' buttons. Below the form, a breadcrumb trail shows 'Catalog Items' > 'Categories (2)' > 'Catalog Portal Pages (1)' > 'Site'.

- **Create Categories**

1. Scroll down to the **Categories** tab (related list).
2. Click on **New**.
3. Enter details:
  - a. **Title:** Sudden
4. Click **Submit**.

The screenshot shows the ServiceNow interface for creating a new category. The form is titled 'Category - Sudden'. The 'Title' field is highlighted with a red box and contains the text 'Sudden.'. Other fields include 'Catalog' (Mahindra), 'Location', 'Application' (Global), 'Active' (checked), and 'Parent'. There are also fields for 'Desktop image' and 'Header icon' with 'Click to add...' links. At the bottom, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with links to 'Make available for Item Designer' and 'Run Point Scan'.

Repeat the same steps for:

- **Title:** XUV
  - **Title:** Sports
- **Create items**
    1. Click on **Catalog Items** then click on **New**.
    2. Fill in the details:
      - a. **Name:** Polo
      - b. **Catalog:** Mahindra
      - c. **Category:** Sudden
      - d. **Short description:** Volkswagen Polo - Compact Hatchback with Superior Comfort and Efficiency.
      - e. **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.*

**servicenow** All Favorites History Workspaces Catalog Item - New Record

Search

Submit Try It

Name: polo.

Application: Global

Catalogs: Mahindra

Active: ☒

Category: Sudden.

Fulfillment automation level: Unspecified

State: -- None --

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:

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

3. Click on **Picture** tab and add your image

**servicenow** All Favorites History Workspaces Catalog Item - New Record

Search

Submit Try It

Name: polo.

Application: Global

Catalogs: Mahindra

Active: ☒

Category: Sudden.

Fulfillment automation level: Unspecified

State: -- None --

Checked out: -- None --

Owner: System Administrator

Item Details Process Engine Picture Pricing Portal Settings

Add an icon and picture for display

Icon: Click to add...

Picture: Click to add...

4. Click on **Pricing** tab and give the price as 70 and recurring price as 90

Name: polo.

Application: Global

Catalogs: Mahindra

Active: ☒

Category: Sudden.

Fulfillment automation level: Unspecified

State: -- None --

Checked out: -- None --

Owner: System Administrator

Item Details Process Engine Picture Pricing Portal Settings

Price: \$ 70.00

Recurring price: \$ 90.00

Recurring price frequency: -- None --

Copy Try It Update Edit in Catalog Builder Delete

5. Click on **Portal Settings** tab and request method as **Request**

The screenshot shows the ServiceNow Catalog Item form for 'polo'. The form is divided into several sections. The top section contains fields for Name, Catalog, Category, State, Checked out, and Owner. The 'Request method' dropdown is highlighted with a red box. The 'Portal Settings' tab is selected, showing options for 'Request method', 'Hide 'Save as Draft'', 'Hide 'Add to Cart'', 'Hide Quantity', 'Hide Delivery time', 'Hide Attachment', and 'Mandatory Attachment'.

## 6. Click on update

1. Click on **Catalog Items** then click on **New**.
2. Fill in the details:
  - a. **Name:** Thar
  - b. **Catalog:** Mahindra
  - c. **Category:** XUV
  - d. **Short description:** Mahindra Thar - 4x4 Off-Road SUV with Modern Features
  - e. **Description:** *The Mahindra Thar is a rugged, off-road SUV built for adventure and performance. With a 2.0L mStallion petrol engine or a 2.2L mHawk diesel engine, it offers the perfect balance between power and fuel efficiency. The Thar comes with modern features like a touchscreen infotainment system, automatic climate control, and advanced safety features such as ABS and dual airbags. Its 4x4 drivetrain, high ground clearance, and water-wading capability make it a perfect choice for both city driving and off-road expeditions. Available in multiple trims, the Thar is designed to be the ultimate combination of style, comfort, and functionality.*
3. Click on **Picture** tab and add your image
4. Click on **Pricing** tab and give the price as 150 and recurring price as 170
5. Click on **Portal Settings** tab and request method as **Request**
6. Click on update

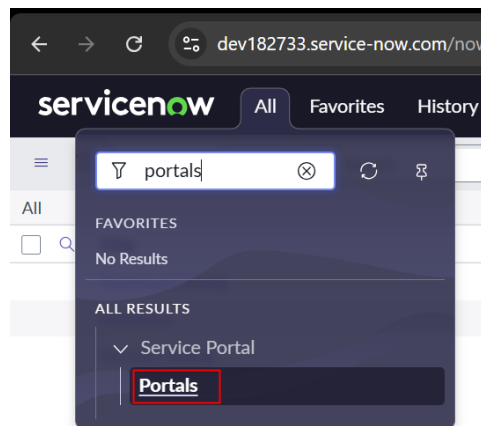
1. Click on **Catalog Items** then click on **New**.
2. Fill in the details:
  - a. **Name:** XUV700
  - b. **Catalog:** Mahindra

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

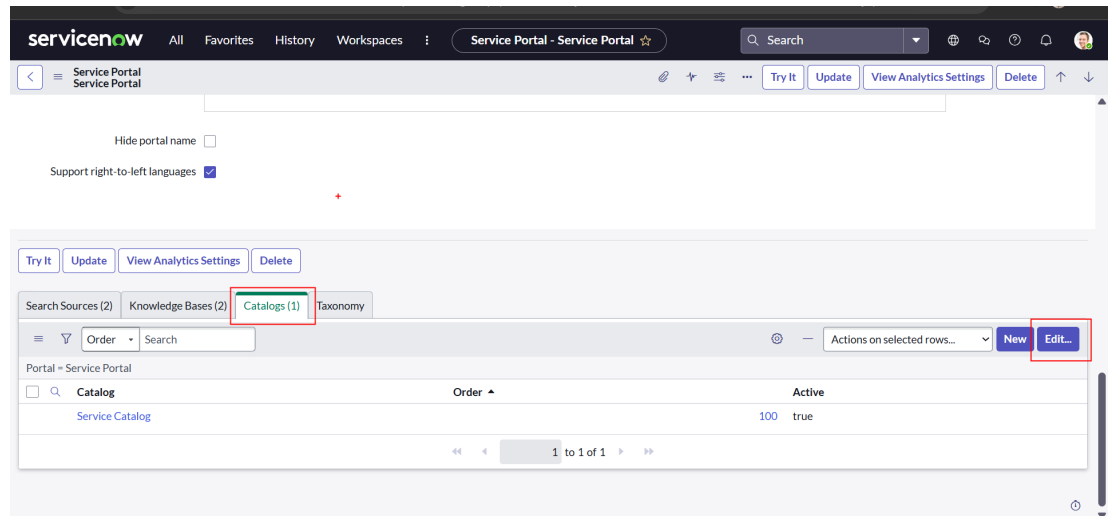
- 3. Click on **Picture** tab and add your image
- 4. Click on **Pricing** tab and give the price as 200 and recurring price as 211
- 5. Click on **Portal Settings** tab and request method as **Request**
- 6. Click on update

- **Add Catalog to Service Portal**

- 1. Open **ServiceNow**.
- 2. Click on **All >>** search for **Portals**
- 3. Click on **Portals**



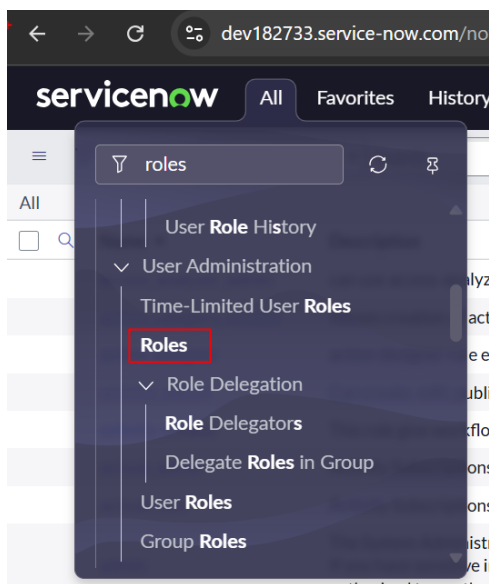
- 4. Open the portal you are using (example: **Service Portal**).
- 5. Scroll down to the **Catalogs** tab (related list).
- 6. Click on **Edit**.



7. In the list, search and select **Mahindra** catalog.
8. Move it from the left box to the right (Selected).
9. Click on **Save**.

## Role Creation

1. Open **ServiceNow**.
2. Click on **All** >> search for **Roles**.
3. Click on **Roles** under **User Administration**.



4. Click on **New**.
5. Enter details:  
**Name:** emp1

dev182733.service-now.com/now/nav/ui/classic/params/target/sys\_user\_role.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsys\_use...

servicenow All Favorites History Workspaces Role - New Record Search

Role - New record

Name emp1

Application Global

Elevated privilege ☐

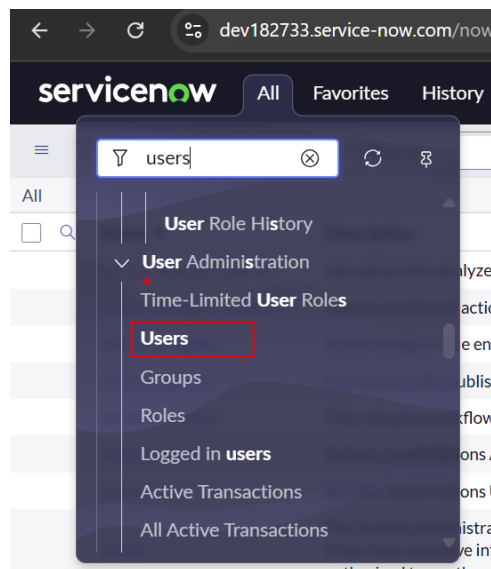
Description

Submit

6. Click on **Submit**.

## User Creation

1. Open **ServiceNow**.
2. Click on **All** >> search for **Users**.
3. Click on **Users** under **User Administration**



4. Click on **New**.
5. Fill in the details:
  - i. **User ID:** 01
  - ii. **First name:** Sales Person

ServiceNow User - New Record

User ID: 01

First name: Sales Person

Last name:

Title:

Department:

Password needs reset: ☐

Locked out: ☐

Active: ☒

Internal Integration User: ☐

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:

Photo: [Click to add...](#)

[Submit](#)

Related Links

[View linked accounts](#)

[View Subscriptions](#)

6. Click on **Submit**.
7. Open the user record **Sales Person (01)** you just created.
8. Scroll down to the **Roles** tab (related list).
9. Click on **Edit**.
10. From the list of roles:
11. Search and select **emp1**.
12. Search and select **approver\_user**.
13. Move them to the right side (Selected).

Edit Members

Search: app

Collection

- app\_engine\_admin
- app\_service\_admin
- app\_service\_user
- app\_template\_admin
- app\_template\_author
- app\_template\_runner
- application\_owner
- approval\_admin
- approval\_reporter

Roles List

- Sales Person
- emp1

[Cancel](#) [Save](#)

14. Click on **Save**.

## Group Creation

1. In the **Groups** tab (related list).
2. Click on **New**.
3. In the group form, fill in:
  - a. **Name:** Showroom
  - b. **Description:** This is a group of showroom salespersons.



ServiceNow Group - New Record

Name:

Group email:

Manager:

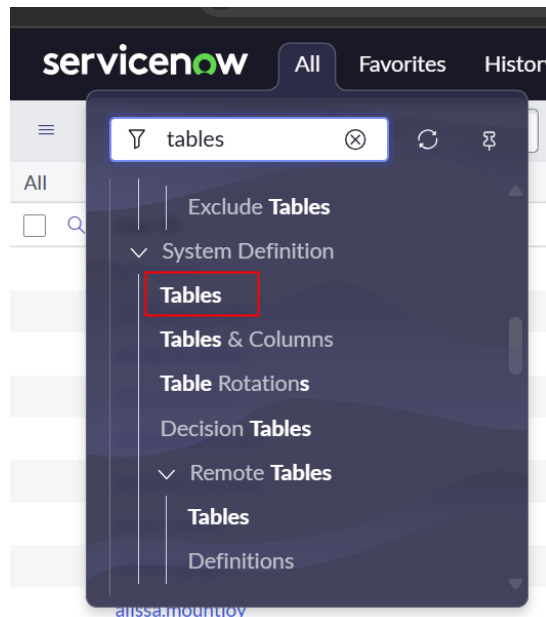
Parent:

Description:

4. Click on **Submit**.
5. Create another user **Supervisor** and add role **Approver\_user**, group **Showroom**

## Table Creation

1. Open **ServiceNow**.
2. Click on **All** >> search for **Tables**.
3. Click on **Tables** under **System Definition**.



4. Click on **New**.
5. Fill in the details:
  - a. **Label:** Cars Fulfillment
  - b. **Name:** (auto-fills) u\_cars\_fulfillment
  - c. **Extends table:** Task [task]

Table New record

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

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

\* Label: Cars Fulfillment

\* Name: u\_cars\_fulfillment

Extends table: Task

Application: Global

Create module: ☒

Create mobile module: ☒

Add module to menu: -- Create new --

New menu name: Cars Fulfillment

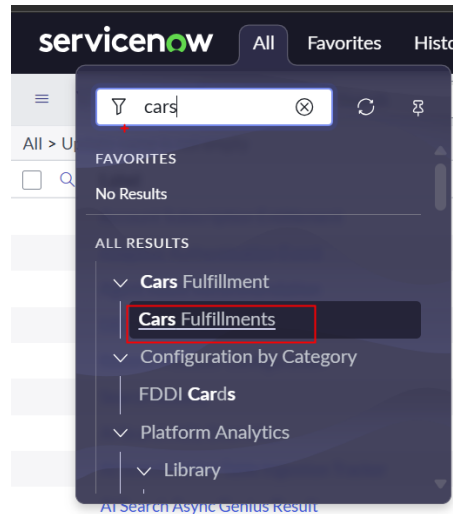
Remote Table: ☐

Columns Controls Application Access

Table Columns for text Search

6. Click on **Submit**.

1. Search and open the table **Cars Fulfillment** and click **new**.



2. In the form, **Open in Form Designer** using configure menu.

3. In **Form Designer**:

- From the left side, drag a field type (e.g., **Choice**) onto the form layout.
- Give the field a **Name**: Car Status and add the following fields.

Cars Fulfillment [u\_cars\_fu] Default view

Form Design

Fields Field Types

Filter

New fields will modify the database structure

Audio

Calendar Date/Time

Choice

Currency

Data Structure

Date

Date/Time

Decimal

Due Date

Duration

Dynamic Attribute Store

Field Name

File Attachment

Cars Fulfillment [u\_cars\_fulfillment] 2 Column

Number

Assigned to

Configuration item

Active

Priority

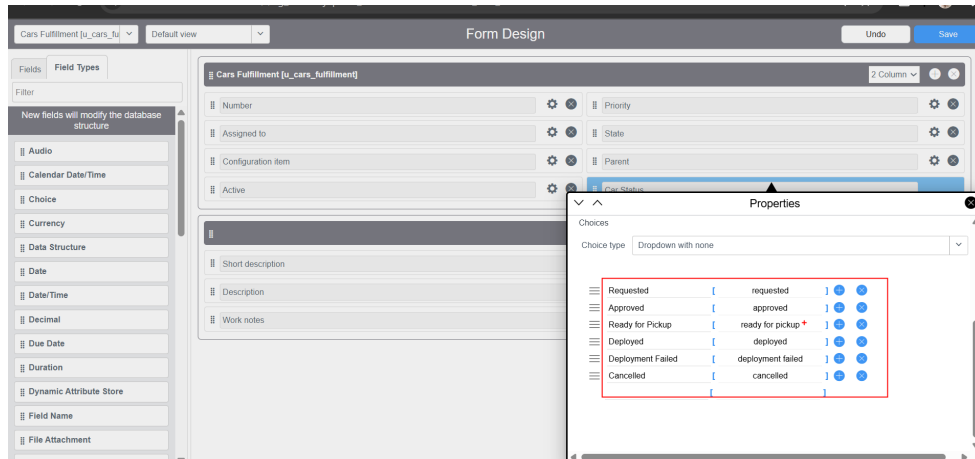
State

Parent

Short description

Description

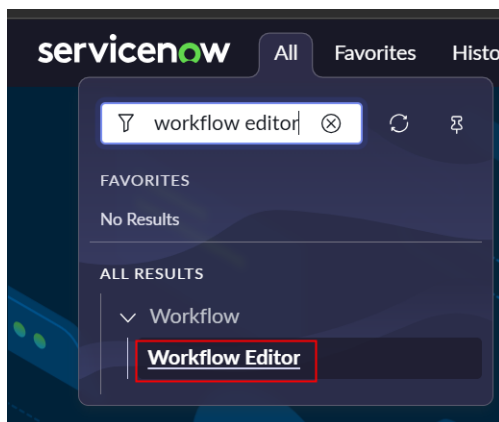
Work notes



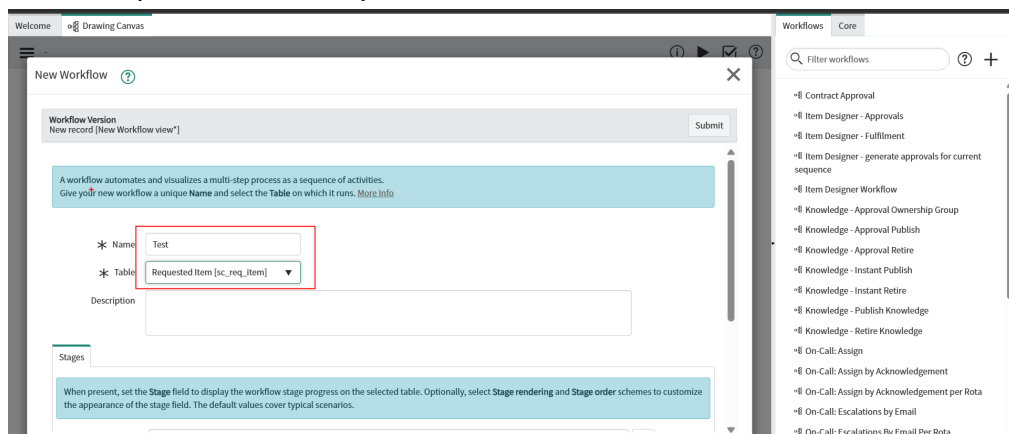
4. Click on the **Save** icon (top-right).

## Workflow

1. Open **ServiceNow**.
2. Click on **All** >> search for **Workflow Editor**.
3. Click on **Workflow Editor**



4. In the Workflow Editor, click on **New Workflow**.
5. Enter the details:
  - a. **Name:** Test
  - b. **Table:** Request Item [sc\_req\_item]



6. Click on **Submit**.

1. From the **Core Activities** palette on the left, drag **Approval – User** onto the canvas.
2. Double-click the activity (or right-click → Properties) to configure it.
3. Fill in the details:
  - a. **Name:** Sale
  - b. **Approvers:** Select **User** → choose **Sales Person (ID: 01)**
4. Click on **Submit/OK** to save the activity.
5. Connect the workflow lines (from **Begin** → **Sales Approval** → next activity).

The image displays two screenshots of the 'New Activity: Approval - User' configuration window. The top screenshot shows the 'Name' field set to 'Sales' and the 'Approvers' section. The bottom screenshot shows the 'Approvers' section with 'Sales Person' selected under the 'Users' tab.

**Top Screenshot:**

- Title: New Activity: Approval - User
- Workflow Activity: New record [Diagrammer view]
- Name: Sales
- Stage: [Search icon]
- When to run: Specify the conditions that, when met, cause a user approval to be generated. [More Info](#)
- Condition: Add Filter Condition Add OR Clause
- Approvers: [Dropdown arrow]

**Bottom Screenshot:**

- Title: New Activity: Approval - User
- Workflow Activity: New record [Diagrammer view]
- 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: [Lock icon] [Tree icon] Sales Person
- Groups: [Lock icon]
- Advanced: ☐
- Condition for approval: Specify how the activity decides to approve or reject the approval, based on the responses from the individual approvers.

Similarly create another approval task for **Supervisor** with name **2nd level**.

1. From the **Core Activities** palette, drag **Task** onto the canvas
2. Double-click the Task activity to configure it.
3. Fill in the details:
  - a. **Name:** Car Company

- b. **Task type:** Cars Fulfillment (the table you created)
- c. **Priority:** 1 - Critical

Workflow Activity  
New record (Diagrammer view)

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 Fulfillment (u\_cars\_fulfillment)

Priority: 1 - Critical

Wait for completion: ☒

- 4. Go to the **Task values from : Values** inside the Task variables.
  - a. **Car Status = Ready to Pickup**
  - b. **State = Closed Complete**

Workflow Activity  
New record (Diagrammer view)

\* Task type: Cars Fulfillment (u\_cars\_fulfillment)

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 for Pickup

State: Closed Complete

- 5. Click **Submit/OK** to save the activity.
- 6. Similarly create another task with name **Car Reject** and car status **Deployment Failed** and state **Closed Incomplete**
- 1. From the **Core Activities** palette, drag **Notification** onto the canvas
- 2. Double-click the Notification activity to configure it.
- 3. Fill in the details:
  - a. **Name:** Booking Notification
  - b. **Users:** Select **Abraham Lincon**
  - c. **Groups:** Select **Showroom**
  - d. **Subject:** Car showroom
  - e. **Body/Message:**

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

```

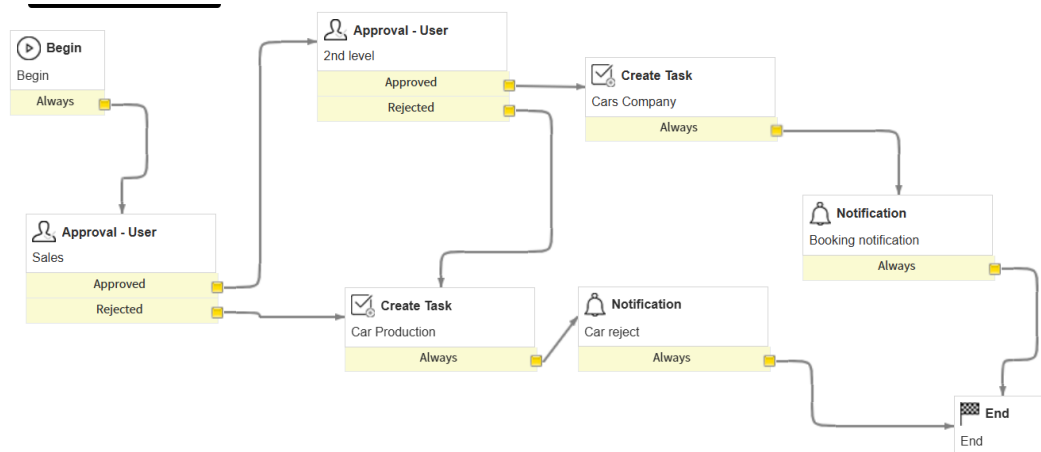
<!-- Background Logo Wrapper -->
    <div style="background-image:
url('${C:\Users\sudhe\OneDrive\Desktop\servicenow project/banner.jpeg}');
background-size: contain; background-repeat: no-repeat; background-position:
center; padding: 20px; text-align: center;">
<!-- Overlay Content -->
<div style="background: 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>

```

7. Click **Submit/OK** to save.

8. Similarly, create notification named **Car Reject** and message **Car approval has been rejected**.

9. Link workflow as shown in below image

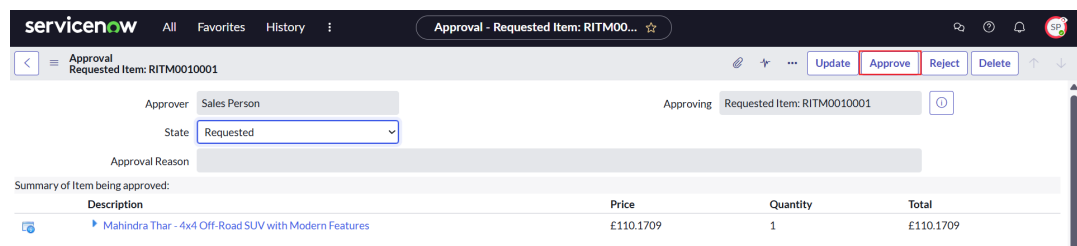
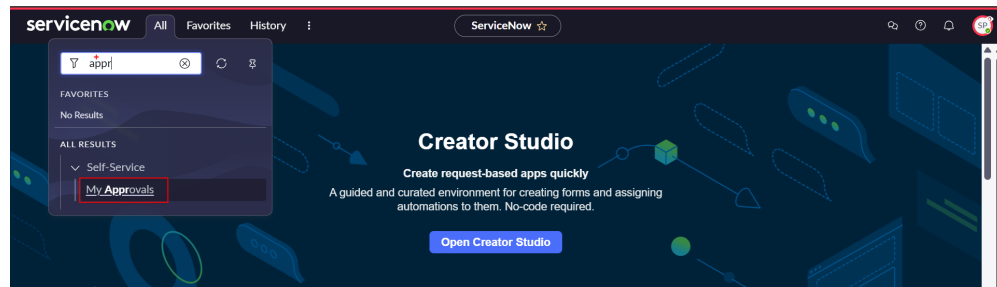


## Testing

1. **Login as Abraham Lincon (Requester):**

- Open **Service Portal**.
- Select a car (e.g., **Polo**) and submit the request.

- c. A new **Request Item (RITM)** is generated.
2. **Login as Sales Person (Approver):**
  - a. Open **ServiceNow**.
  - b. Go to **My Approvals**.
  - c. Open the approval record for the car request.
  - d. Click **Approve**.

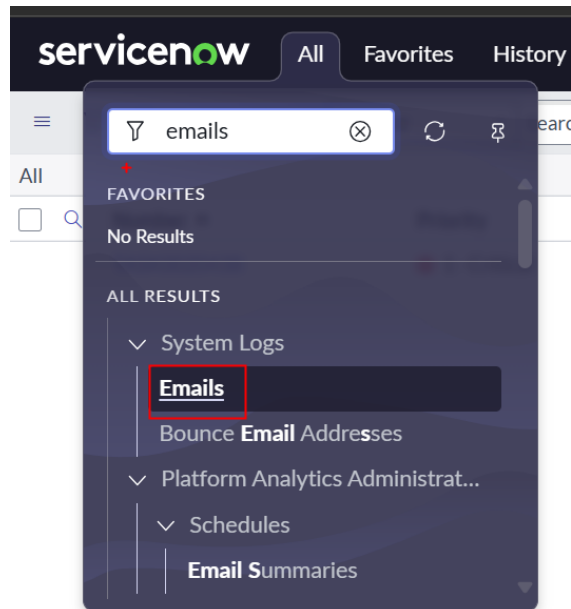


3. **Login as Supervisor (Second Approver):**
  - a. Open **ServiceNow**.
  - b. Go to **My Approvals**.
  - c. Open the same request.
  - d. Approve or Reject the request.
4. **If Approved → Create Cars Fulfillment Task:**
  - a. The workflow automatically generates a **Task in Cars Fulfillment table**.
  - b. Open the task record.
  - c. Verify the fields:
    - i. **Car Status = Ready to Pickup**
    - ii. **State = Closed Complete**

Number	Priority	State	Assigned to	Short description	Task type
TASK0020438	1 - Critical	Closed Complete	(empty)	(empty)	Cars Fulfillment

5. **If Rejected**
  - i. **Car Status = Deploiment Failed**
  - ii. **State = Closed Incomplete**
6. **Notification Sent:**
  - a. After task completion, the workflow triggers **Booking Notification**.

- b. Check the **Email logs** (System Logs > Emails).

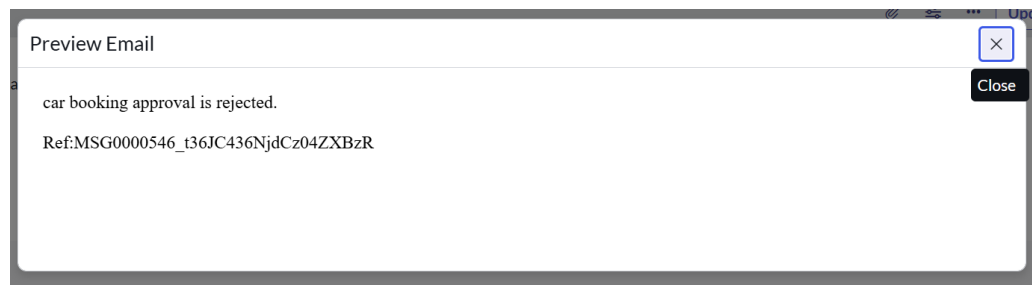
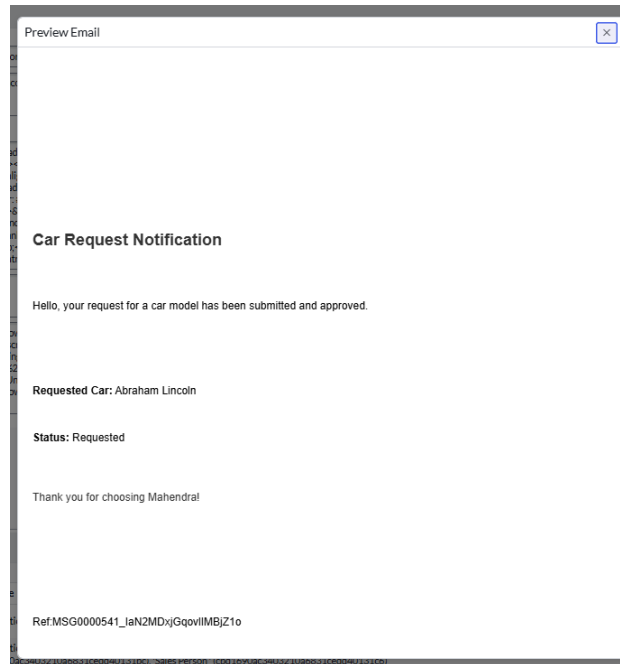


- c. Confirm the email is sent to:
- i. **User:** Abraham Lincon
  - ii. **Group:** Showroom
- d. Other reject email, is send to respective users.

A screenshot of the ServiceNow 'Emails' list view. The table has columns for 'Created', 'Recipients', and 'Subject'. The first three rows are highlighted with a red box. The first row shows an email sent to 'abraham.lincoln@example.com' with the subject 'Car showroom'. The second and third rows show emails sent to 'abraham.lincoln@example.com' with the subject 'Request REQ0010001 was approved' and 'Request REQ0010001 was created' respectively. The fourth row shows an email sent to 'fred.luddy@example.com' with the subject 'On-Call Schedule: Hardware'.

Created	Recipients	Subject
2025-09-18 23:16:45	abraham.lincoln@example.com	Car showroom
2025-09-18 23:10:44	abraham.lincoln@example.com	Request REQ0010001 was approved
2025-09-18 23:10:44	abraham.lincoln@example.com	Request REQ0010001 was created
2025-09-18 21:12:54	fred.luddy@example.com	On-Call Schedule: Hardware





## 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.

