**📘 Project Documentation**

**Automated Car Catalog System for Enhanced Showroom Management  
Category: ServiceNow Application Developer  
Skills Required: Service Catalog, Workflow Designer**

**1. Introduction**

**Car dealerships often face challenges in efficiently managing their catalog of vehicles and handling customer requests. Traditional manual processes for cataloging, request approvals, and order fulfillment lead to:**

* **Delays in processing**
* **Human errors**
* **Miscommunication between teams**
* **Reduced customer satisfaction**

**This project leverages ServiceNow’s Service Catalog and Workflow Designer to develop an Automated Car Catalog System for showrooms. The system enables customers to order cars through a portal, with automated workflows handling approvals, tasks, and notifications.**

**2. Problem Statement**

**The key problems identified are:**

* **Inefficient catalog management – Models not structured or categorized properly.**
* **Manual request handling – Slows down the approval process.**
* **No task automation – Leads to errors in delivery and order tracking.**
* **Poor communication – Customers are not updated on request status.**

**3. Objectives**

**The project aims to:**

* **Develop a digital catalog system for cars.**
* **Categorize cars for easy access.**
* **Automate multi-level approval workflows.**
* **Generate fulfillment tasks automatically.**
* **Send email notifications for approvals/rejections.**
* **Provide an easy-to-use Service Portal for customers.**

**4. System Design**

**4.1 Catalog and Categories**

* **Catalog Name: Mahendra**
* **Categories:**
  + **Sudden**
  + **XUV**
  + **Sports**

**4.2 Catalog Items**

1. **Volkswagen Polo (Sudden Category)**
   * **Price: 70 | Recurring Price: 90**
   * **Compact hatchback with superior comfort and efficiency.**
2. **Mahindra Thar (XUV Category)**
   * **Price: 150 | Recurring Price: 170**
   * **Rugged off-road SUV with modern infotainment and safety.**
3. **Mahindra XUV700 (Sports Category)**
   * **Price: 200 | Recurring Price: 211**
   * **Premium SUV with advanced ADAS, sunroof, and Alexa integration.**

**5. Security Configuration**

**5.1 Users**

* **User ID: 01**
* **Name: Salesperson**
* **Role: emp1**

**5.2 Roles**

* **Role: emp1 (for showroom sales team)**

**5.3 Groups**

* **Group Name: Showroom**
* **Manager: Abraham Lincoln**
* **Members: Salesperson1, Salesperson2, Salesperson3**

**6. Custom Data Table**

* **Table Name: Cars Fulfillment**
* **Extended From: Task Table**
* **Purpose: Store car order fulfillment tasks and statuses.**

**7. Workflow Design**

**Workflow Name: Mahendra Car Catalog Workflow**

**Components:**

* **Approvals:**
  + **Level 1 – Salesperson**
  + **Level 2 – Supervisor**
* **Tasks:**
  + **Car Company Task → Status: Ready to Pickup → State: Closed Complete**
  + **Car Production Task → Status: Deployment Failed → State: Closed Incomplete**
* **Notifications:**
  + **Booking Notification (Approved) – Sent to Abraham Lincoln & Showroom group**
    - **Includes car details, approval status, and thank-you note in HTML template.**
  + **Car Reject Notification – Sent to same recipients with rejection message.**

**8. Service Portal Integration**

* **Portal URL: https://<instance>.service-now.com/sp**
* **Customers can:**
  + **Search for cars (e.g., “Thar”)**
  + **Place orders online**
  + **View request numbers & delivery dates**
* **Behind the scenes:**
  + **Workflow approvals trigger automatically**
  + **Fulfillment tasks are logged in Cars Fulfillment**
  + **Notification emails sent for approval/rejection**

**9. Results**

* **Car models are visible and requestable in Service Portal.**
* **Requests generate unique numbers and delivery dates.**
* **Multi-level approval works seamlessly.**
* **Fulfillment tasks are automatically created.**
* **Notifications are dynamically sent to users and managers.**

**10. Conclusion**

**The Automated Car Catalog System in ServiceNow effectively solves showroom challenges by:**

* **Structuring cars into a digital catalog**
* **Automating workflows for approval and fulfillment**
* **Enhancing operational efficiency and reducing manual effort**
* **Improving customer experience with real-time updates**

**This solution can be extended to integrate inventory, CRM, and finance modules for complete dealership management.**

**11. Future Enhancements**

* **Integration with Inventory Systems to auto-update stock.**
* **Finance approvals for EMI or loan processing.**
* **CRM Integration for customer history and follow-ups.**
* **Analytical Dashboard for sales insights and forecasting.**

**12. Project Deliverables**

* **ServiceNow Catalog, Categories & Items**
* **Cars Fulfillment Table**
* **Users, Roles & Groups setup**
* **Workflow with Approvals, Tasks & Notifications**
* **Service Portal ordering system**
* **Email templates for notifications**

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