

# **FUNCTIONAL AND PERFORMANCE TESTING**

**Project Name :** Automated Car Catalog System for Enhanced Showroom Management

## **Workflow Purpose in Project**

In ServiceNow, workflows/Flow Designer are the backbone of automation. Their purpose in this project is:

- Automating Catalog Updates: When a car is sold or booked, the inventory automatically updates.
- Approval Processes: If a new car model is added, it passes through manager approval before going live.
- Notification System: Trigger alerts when stock is low, or when new arrivals are added.
- Customer Requests Handling: Workflow routes customer inquiries or booking requests to the right sales representative.
- Error Reduction: Removes the need for manual updates, minimizing mistakes.

## **Purpose of the Project**

- To digitize and automate showroom catalog management using ServiceNow.

- To give real-time visibility of cars (availability, features, and pricing).
- To empower sales teams with faster search and presentation tools.
- To enhance customer experience by providing accurate and updated car information.
- To enable better decision-making with data analytics on inventory and sales trends.

## **Uses**

### **1. Centralized Car Information**

- All car details (model, features, price, stock status) are stored in one place.
- Easy for sales teams and managers to access without flipping through manual records.

### **2. Faster Sales Support**

- Sales executives can quickly search and filter cars for customers.
- Saves time during customer interactions and improves chances of conversion.

### **3. Real-Time Inventory Tracking**

- The system automatically updates when a car is sold or booked.
- Managers always know which cars are available and which need reordering.

### **4. Customer Browsing & Decision Making**

- Customers can explore cars through a ServiceNow portal or kiosk before visiting the showroom.
- Helps them make informed decisions faster.

### **5. Reduced Manual Work**

- Automated workflows eliminate repeated manual data entry.
- Minimizes errors in pricing, stock, and car specifications.

### **6. Notifications & Alerts**

- Showroom staff get alerts for low stock, new arrivals, or price changes.
- Ensures timely action and smooth operations.

## **7. Data Insights for Management**

- Managers can generate reports on sales trends, popular models, and customer demand.
- Useful for planning inventory, promotions, and future purchases.

## **8. Scalability**

- The same system can be extended across multiple showrooms or branches.
- Easy to integrate with CRM, finance, or customer service systems.

## **9. Enhanced Customer Experience**

- Customers get accurate, up-to-date details of cars without delays.
- Improves trust in the showroom and brand image.

## **10. Competitive Advantage**

- A modern automated system makes the showroom stand out compared to traditional dealers.
- Attracts more tech-savvy customers.

## **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.

### **Create Categories**

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. 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.
15. Click on Pricing and give the price as 70 and recurring price 90.
16. Click on Portal setting and Select request method as Request.
17. Click on Submit.
18. Click on new and create one more catalog.
19. Give it a name as Thar.
20. Select catalog as Mahendra.
21. Select category as XUV.
22. Short description Mahindra Thar - 4x4 Off-Road SUV with Modern Features
23. 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.

<

≡

Catalog Item

Thar

Copy

Try It

Update

Edit in Catalog Builder

Delete

↑

Name

Thar

Application

Global

ⓘ

Catalogs

ⓘ

Mahendra

Category

XUV

Q

ⓘ

State

-- None --

Checked out

-- None --

Owner

System Administrator

Q

ⓘ

Active

☒

mileage

Fulfillment automation level

Unspecified

▼

Item Details

Process Engine

Picture

Pricing

Portal Settings

Short description

Mahindra Thar - 4x4 Off-Road SUV with Modern Features

Description

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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.

32. Click on Picture and add image.

Item Details

Process Engine

Picture

Pricing

Portal Settings


Add an icon and picture for display

Icon

[Click to add...](#)

Picture

[\[Update\]](#)[\[Delete\]](#)



33. Click on Pricing and give prices.

34. price 150 to recurring price 170.

The screenshot shows the 'Pricing' tab selected in a navigation bar. Below the tabs, there are two main sections for price management. The first section, labeled 'Price', includes a currency dropdown set to '\$', a text input field containing '150.00', and an edit icon. The second section, labeled 'Recurring price', includes a currency dropdown set to '\$', a text input field containing '170.00', and an edit icon. Below these, there is a 'Recurring price frequency' dropdown menu currently set to '-- None --'.

35. Click on Portal settings and request method as Request.

The screenshot shows the 'Portal Settings' tab selected in a navigation bar. The main content area contains several settings. On the left, there is a 'Request method' dropdown menu set to 'Request'. Below it are three checkboxes: 'Hide 'Add to Cart'' (checked), 'Hide Quantity' (checked), and 'Hide Delivery time' (unchecked). On the right side, there are three more checkboxes: 'Hide 'Save as Draft'' (unchecked), 'Hide Attachment' (unchecked), and 'Mandatory Attachment' (unchecked).

36. Give it a name as XUV700.

37. Select catalog as Mahendra.

38. Select category as Sports.

39. Short description Mahindra XUV700 - The Ultimate SUV Experience.

40. 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.

Name: XUV700

Application: Global

Catalogs: Mahendra

Category: Sports

State: -- None --

Checked out: -- None --

Owner: System Administrator

Active: ☒

mileage:

Fulfillment automation level: Unspecified

Item Details | Process Engine | Picture | Pricing | Portal Settings

Short description: "Mahindra XUV700 - The Ultimate SUV Experience"

Description:   
B I U ↶ ↷ Verdana 8pt   
 "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."

41. Click on Picture and add image of car.

Item Details | Process Engine | Picture | Pricing | Portal Settings

Add an icon and picture for display

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

Picture: [Update](#) [Delete](#)

42. Click on Pricing give price 200 to recurring price 211

The screenshot shows a tabbed interface with 'Pricing' selected. It contains two input fields: 'Price' with a dropdown set to '\$' and a value of '200.00', and 'Recurring price' with a dropdown set to '\$' and a value of '211.00'. Below the recurring price is a dropdown for 'Recurring price frequency' set to '-- None --'. Each input field has an edit icon to its right.

43. Click on Portal Setting and give the Request method as Request.

The screenshot shows the 'Portal Settings' tab. It features a 'Request method' dropdown menu set to 'Request'. Below this are several checkboxes: 'Hide 'Add to Cart'' (checked), 'Hide Quantity' (checked), 'Hide Delivery time' (unchecked), 'Hide 'Save as Draft'' (unchecked), 'Hide Attachment' (unchecked), and 'Mandatory Attachment' (unchecked).

## Activity - 2:

### Create a user

44. Open service now.

45. Click on All >> search for Users.

46. Click on Users>> under System Security.

47. Click on new, give userId as 01 and name as sales person and add the role emp1.

48. Save and Submit.

Users

Name

Search

Actions on selected rows...

New

All

Q

User ID

Name

Email

Active

Created

Updated

Search

Search

Search

Search

Search

Search

zane.sulkowski

Zane Sulkowski

zane.sulkowski@example.com

true

2012-02-17 19:04:51

2024-09-30 14:32:24

zackary.mokus

Zackary Mokus

zackary.mokus@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

Willi Dutt

willa.dutt@example.com

true

2012-02-17 19:04:53

2024-09-30 14:32:29

wilfredo.gidley

Wilfredo Gidley

wilfredo.gidley@example.com

true

2012-02-17 19:04:50

2024-09-30 14:32:29

User sales person

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

Run Point Scan

## Activity - 3:

### Create roles

49. Click on the Servicenow logo and click on all and search for roles.

50. Click on Roles >>Under system security.

51. Click on new and give the name as emp1.

Role emp1

Name: emp1

Application: Global

Elevated privilege: ☐

Description:

Update

Delete

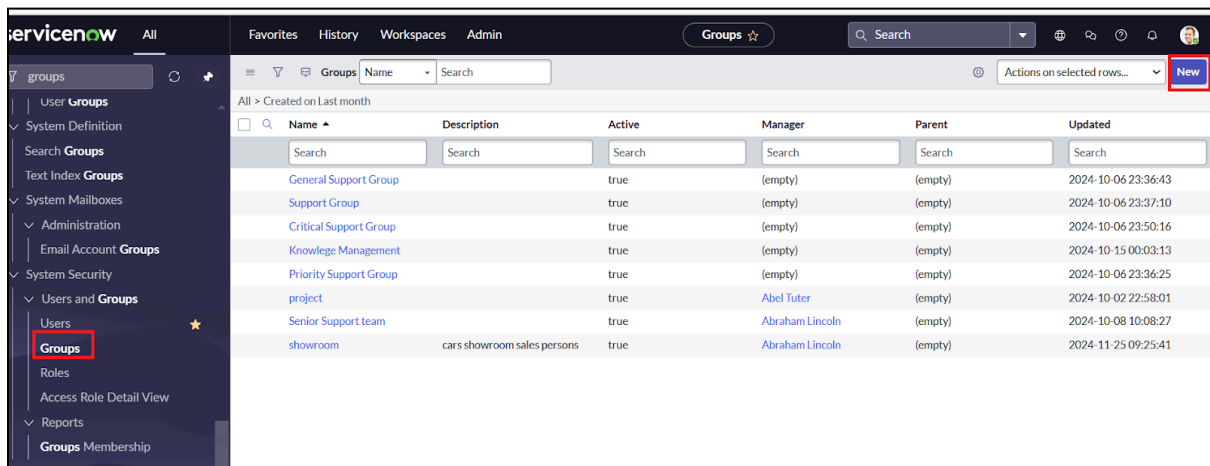
Related Links

Run Point Scan

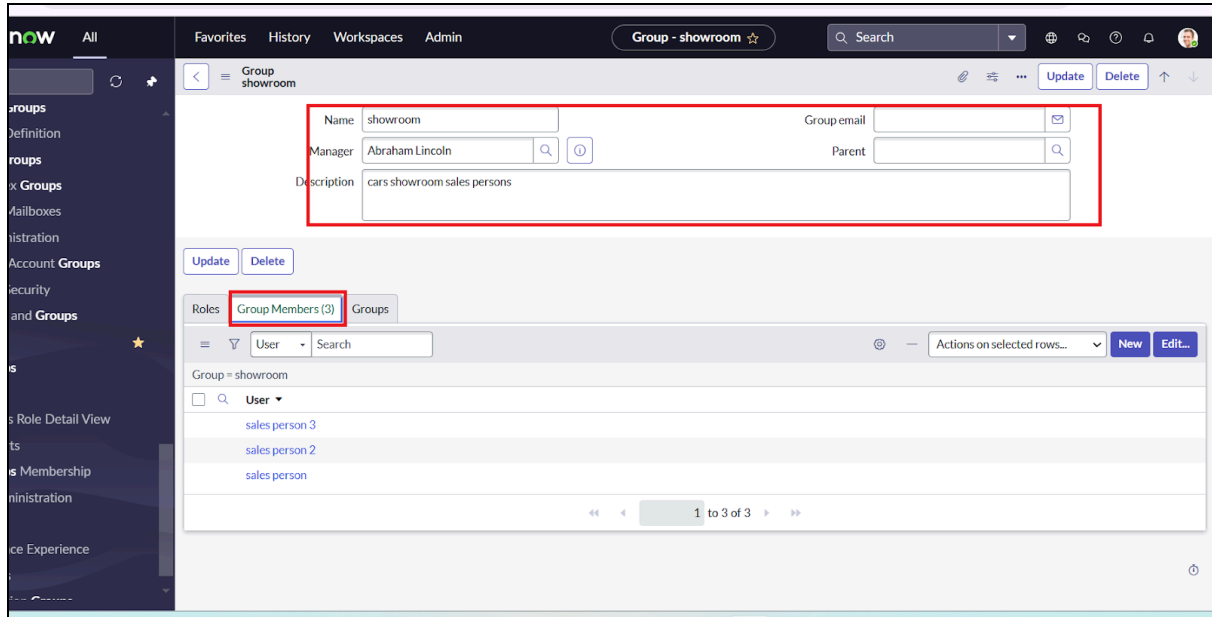
## Activity - 4:

# Create group

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.



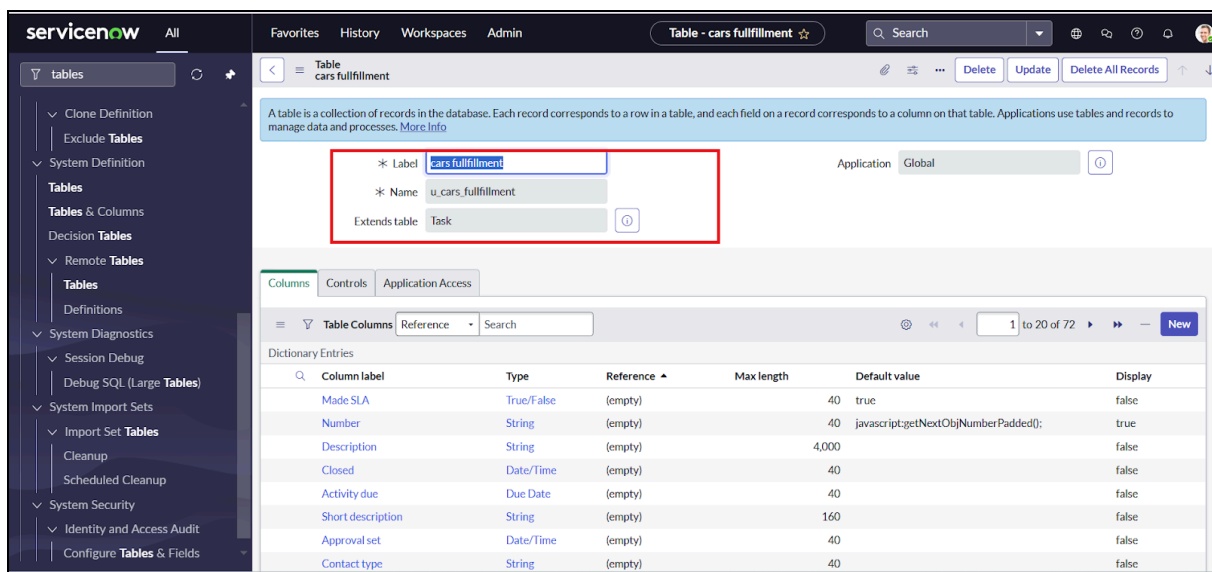
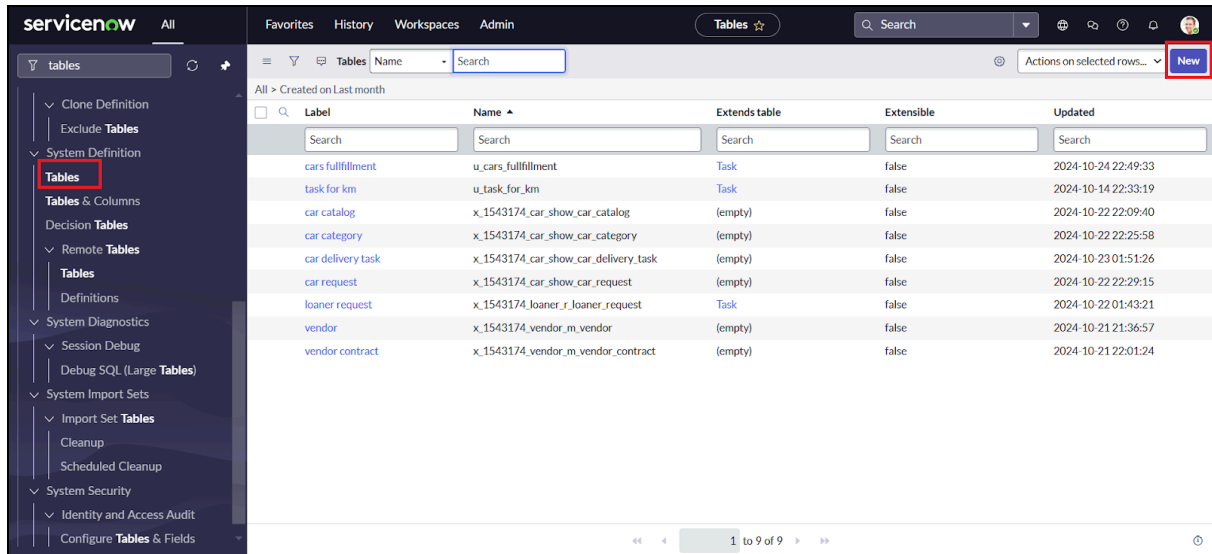
Name	Description	Active	Manager	Parent	Updated
General Support Group		true	(empty)	(empty)	2024-10-06 23:36:43
Support Group		true	(empty)	(empty)	2024-10-06 23:37:10
Critical Support Group		true	(empty)	(empty)	2024-10-06 23:50:16
Knowledge Management		true	(empty)	(empty)	2024-10-15 00:03:13
Priority Support Group		true	(empty)	(empty)	2024-10-06 23:36:25
project		true	Abel Tuter	(empty)	2024-10-02 22:58:01
Senior Support team		true	Abraham Lincoln	(empty)	2024-10-08 10:08:27
showroom	cars showroom sales persons	true	Abraham Lincoln	(empty)	2024-11-25 09:25:41



## Activity - 5:

### Create a table

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 Submit.

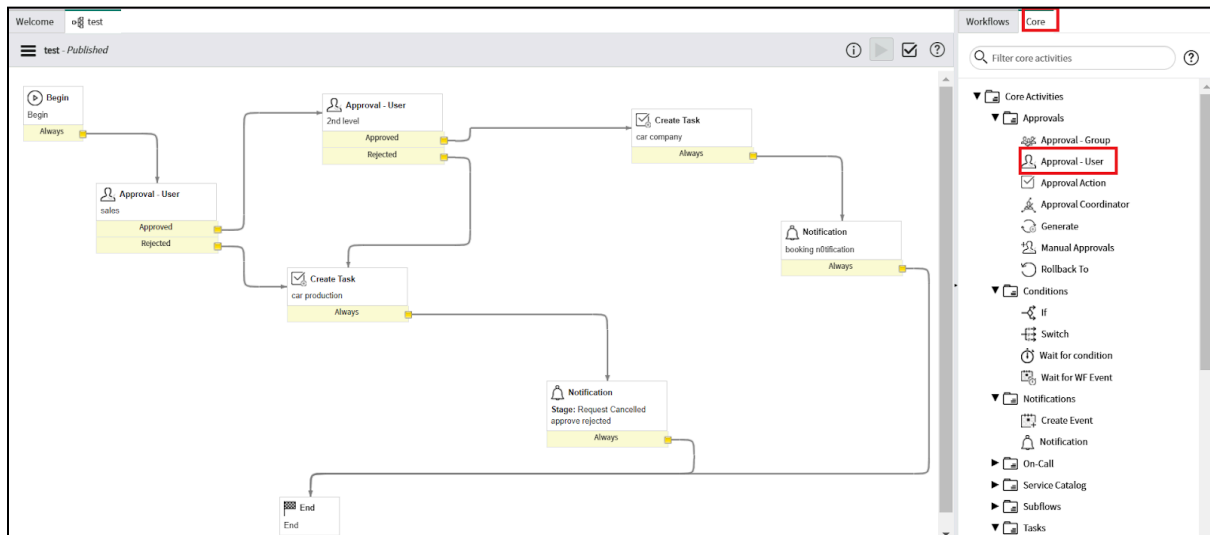


## Activity - 6:

### WorkFlow Assignment to Mahendra service Catalog.

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.



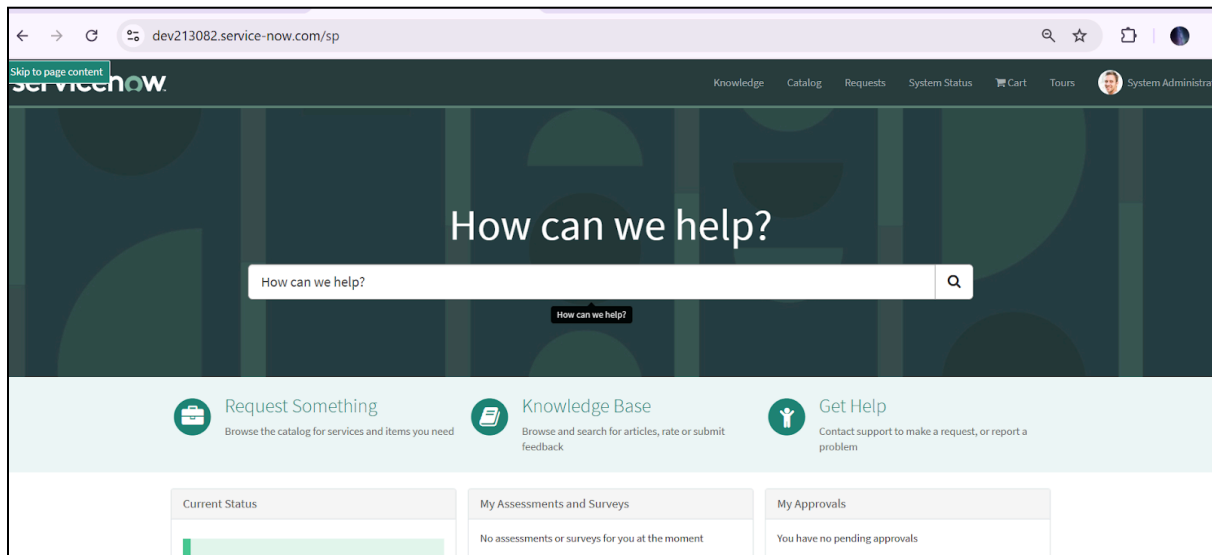
8. Drag the approval user from core and give name 2nd level.
9. Add a user as supervisor.

### Activity - 7:

available in service portal

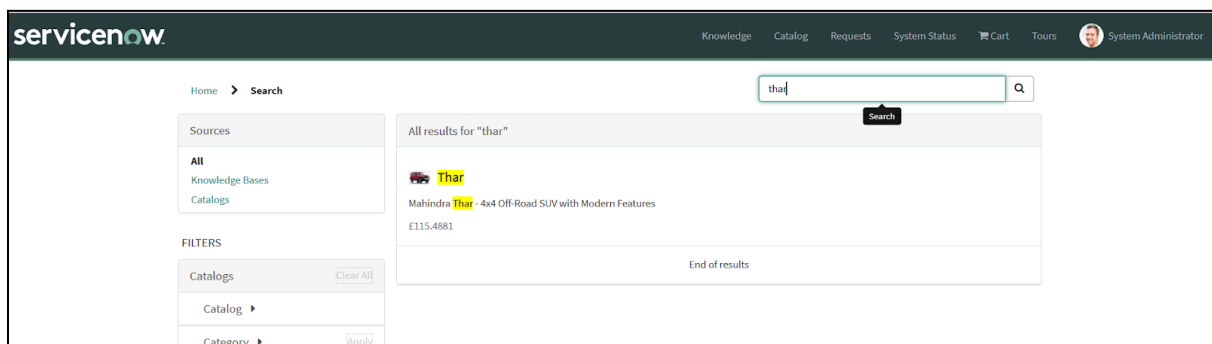
1. Check the cars are available in the service portal. And order it.
2. To open a service portal copy the url of your instance up to com/ and give sp press enter for example(<https://dev266346.service-now.com/sp>).

3. Search the catalog item which you are created.



5. Search for thar. And order it.

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

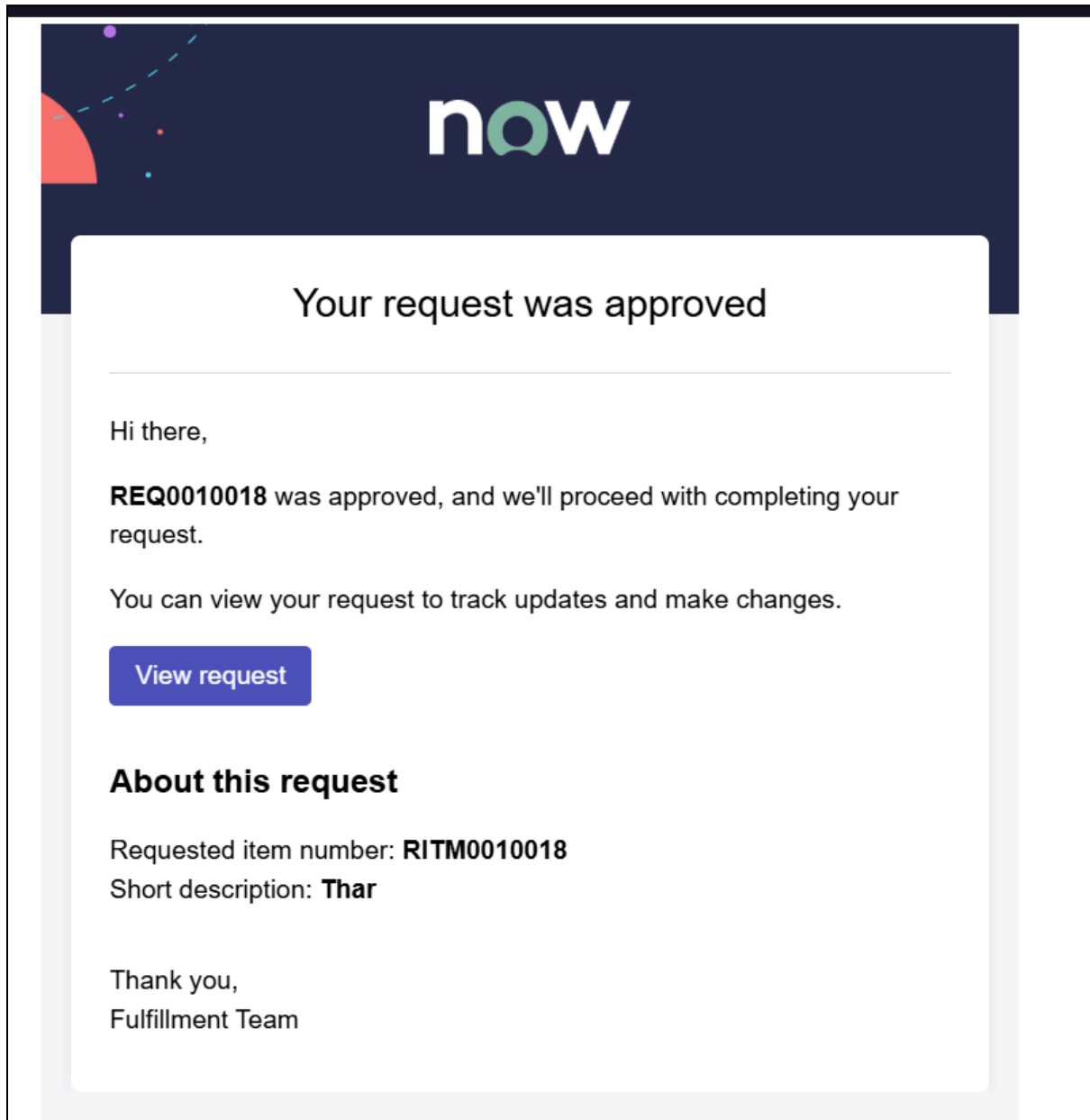


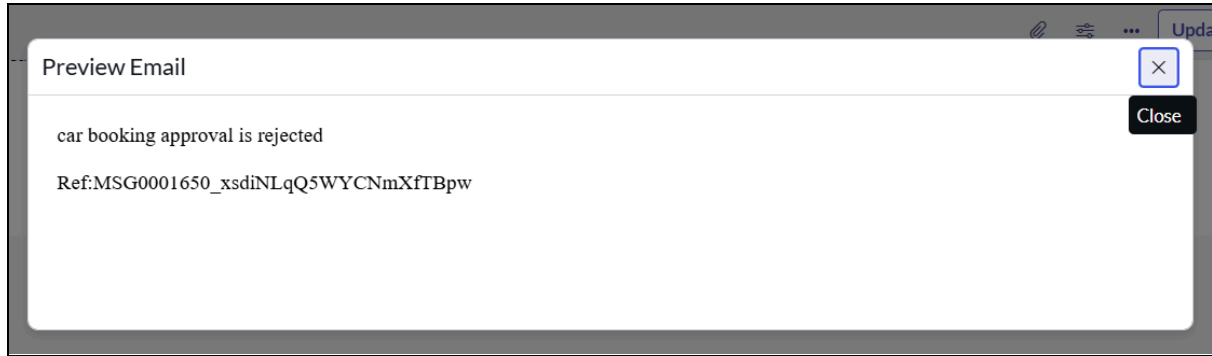
**Activity - 8:**

Check result



1. 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.

Home > Request Summary					
Submitted: 2024-11-19 02:35:51 Request Number: <b>REQ0010000</b> 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.

Favorites History Workspaces Admin						
cars fulfillments						
Search						
Created						
Search						
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	

Favorites

History

Workspaces

Admin

cars fulfillment - TASK0021350

Search

<

≡

cars fulfillment  
TASK0021350

Discuss

Follow

Update

Delete

↑

↓

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

Favorites

History

Workspaces

Admin

cars fulfillment - TASK0021351

Search

<

≡

cars fulfillment  
TASK0021351

Discuss

Follow

Update

Delete

↑

↓

Number

TASK0021351

Assigned to

Configuration item

Active

☐

Short description

Description

Work notes

car status

deployment failed

Priority

2 - High

State

Closed Incomplete

Parent

RITM0010019

Update

Delete

Activity Properties: Approval - User ?

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

Activity Properties: Create Task ?

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 ☒

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.

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	Ready to pickup	X
	State	Closed Complete	X
	-- 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 ?

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	X
	State	Closed Complete	X
	-- 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: [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\_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, 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 --

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.

Activity Properties: Notification ?

Workflow Activity  
booking notification [Diagrammer view]

Name booking notification

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

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

Activity Properties: Notification ?

Workflow Activity  
booking notification [Diagrammer view]

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

Subject car showroom

Message

Select variables:

Fields

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

<!-- Background Logo Wrapper -->
<div style="background-image: url('C:\Users\sai\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>
```

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\sai pr\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

