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.

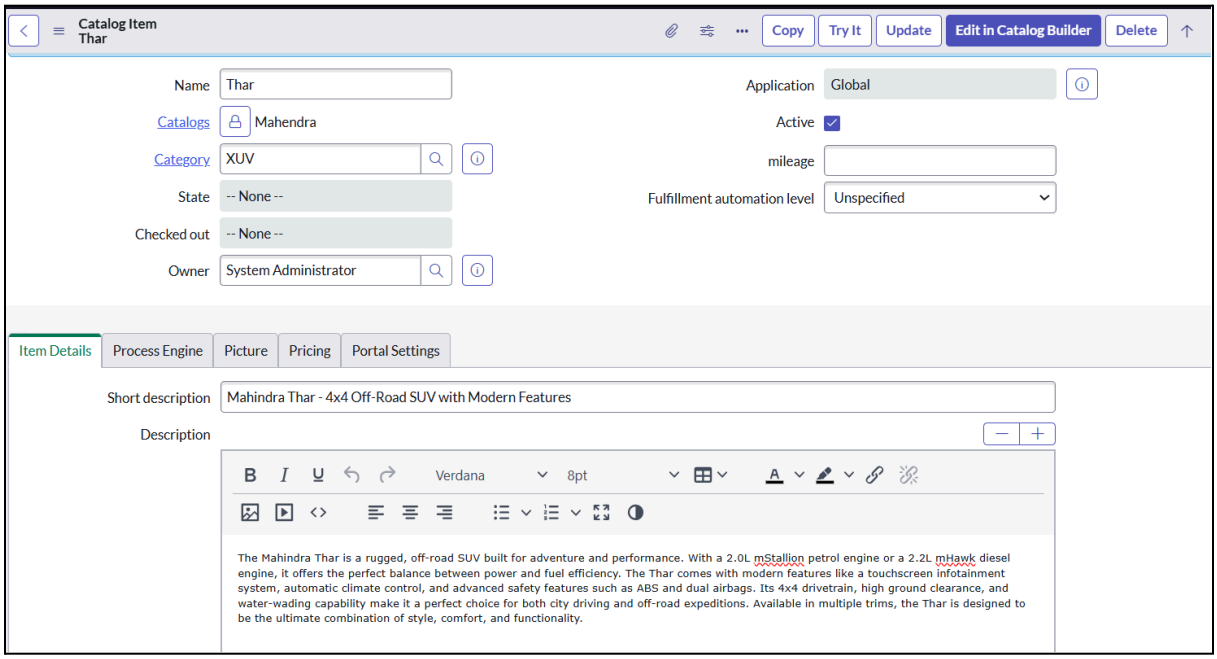
Create Categories

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

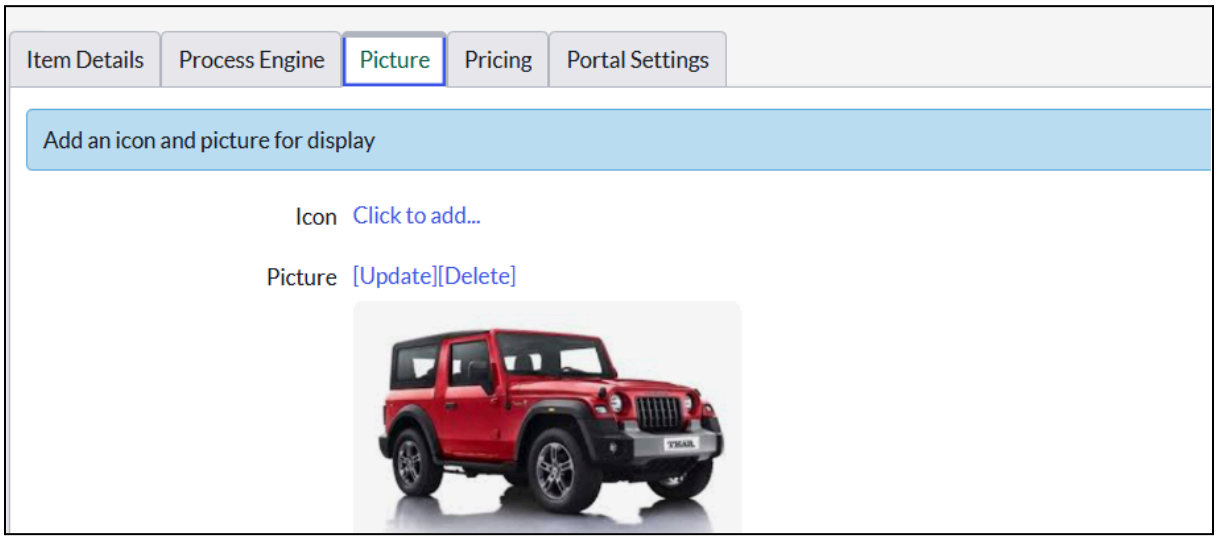
engine, the Polo offers an impressive balance of power and fuel efficiency, making it an ideal choice for urban driving and longer journeys alike. This model includes advanced safety features, a touchscreen infotainment system, and spacious seating, ensuring comfort and convenience for all passengers. 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.



32.Click on Picture and add image.



33. Click on Pricing and give prices.

34.price 150 to recurring price 170.

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

36.Give it a name as XUV700.

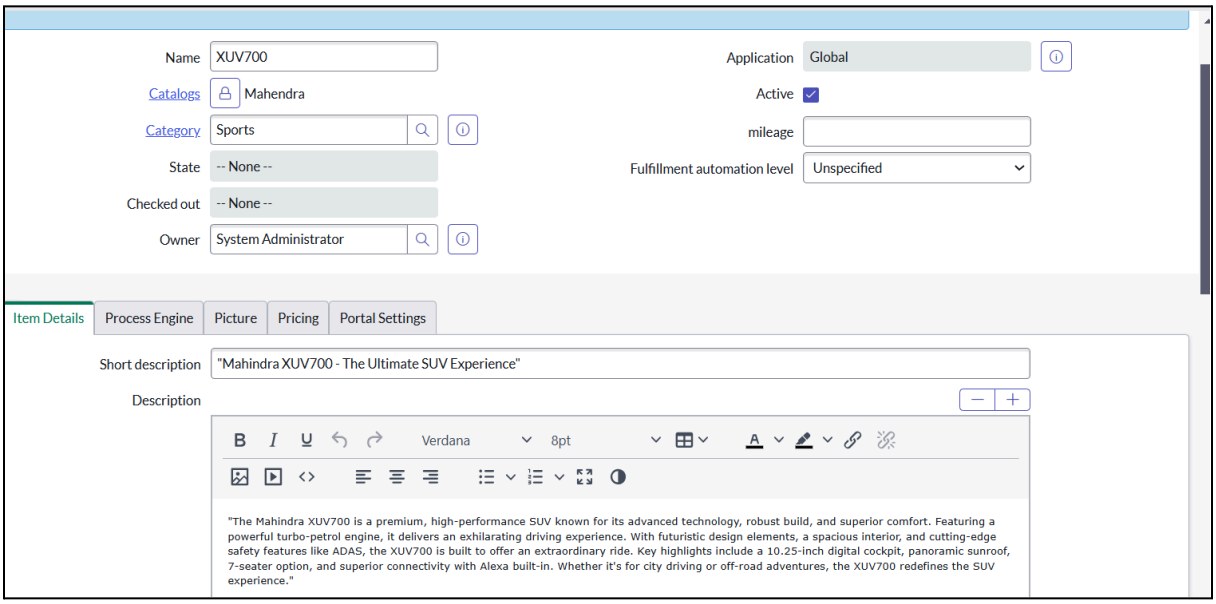
37. Select catalog as Mahendra.

38. Select category as Sports.

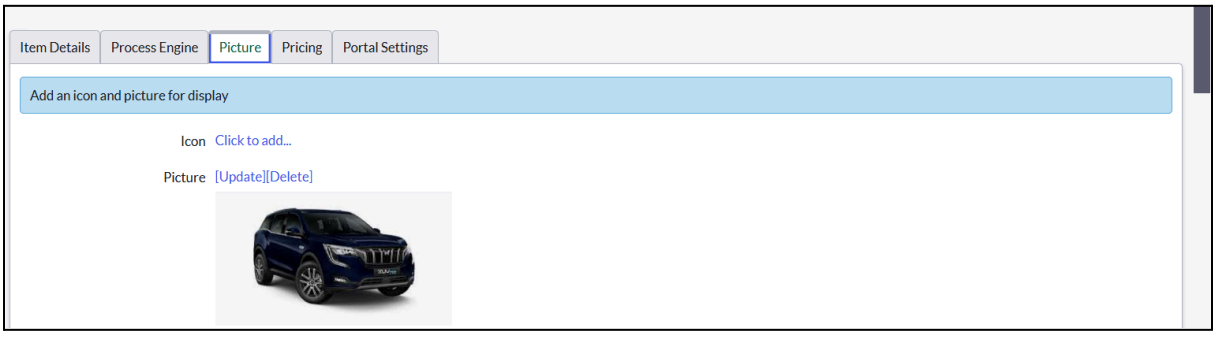
39. Short description Mahindra XUV700 - The Ultimate SUV Experience.

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

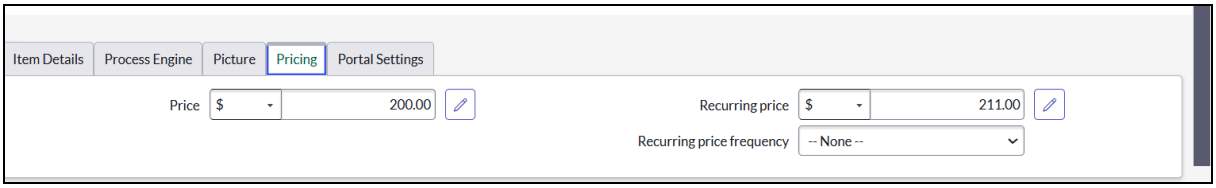
extraordinary ride. Key highlights include a 10.25-inch digital cockpit, panoramic sunroof, 7-seater option, and superior connectivity with Alexa built-in. Whether it's for city driving or off-road adventures, the XUV700 redefines the SUV experience.



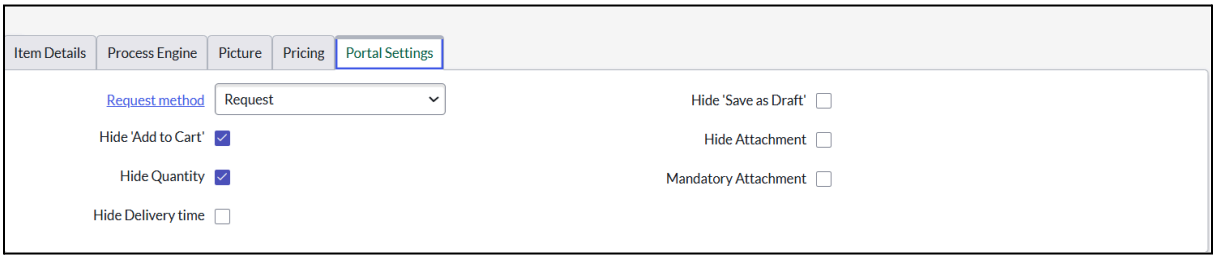
41. Click on Picture and add image of car.



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



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



Activity - 2:

Create a user

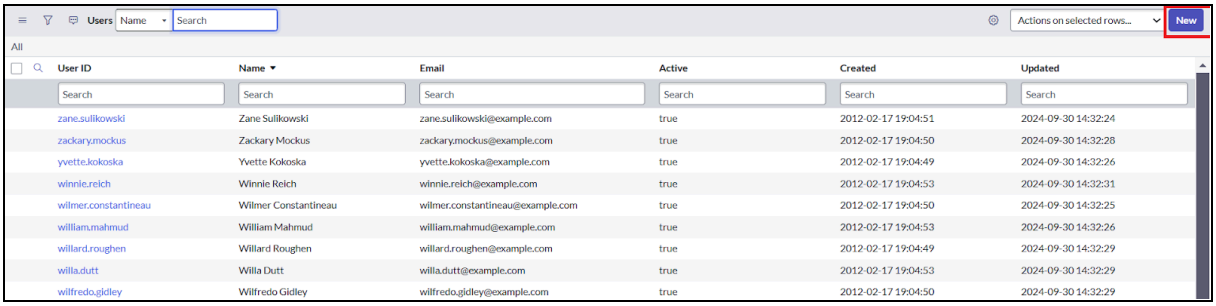
44. Open service now.

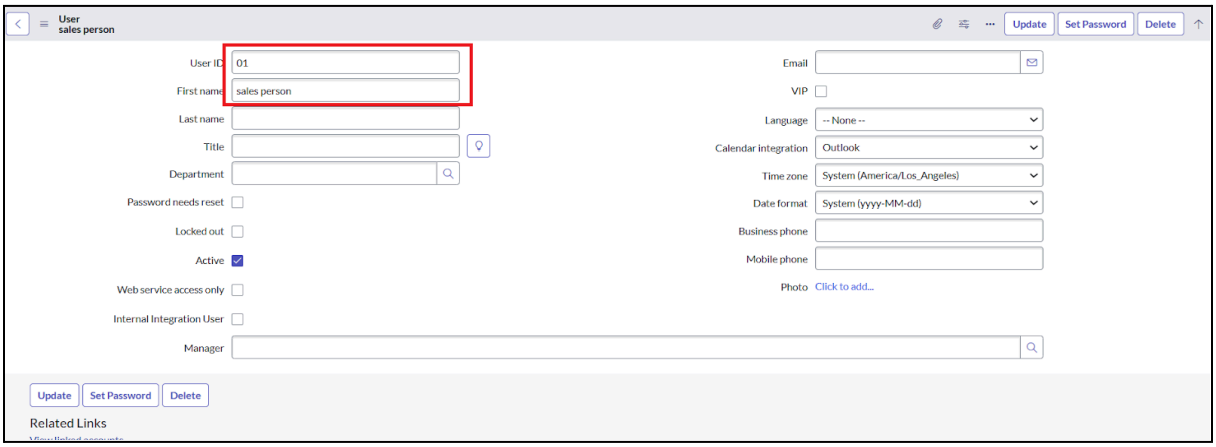
45. Click on All >> search for Users.

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.





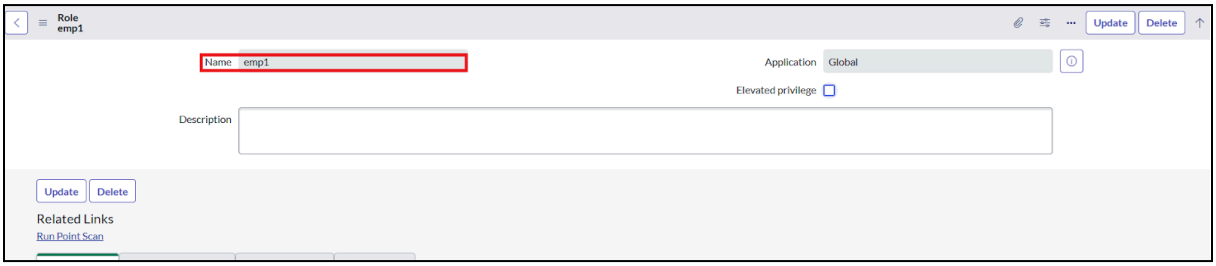
Activity - 3:

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.



Activity - 4:

Create group

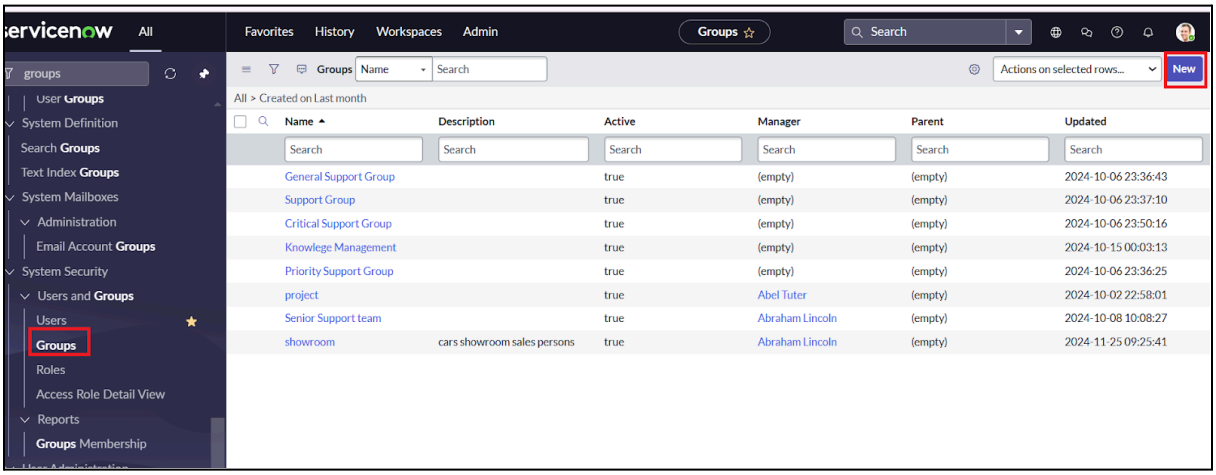
1. Click on All>>Search for groups.

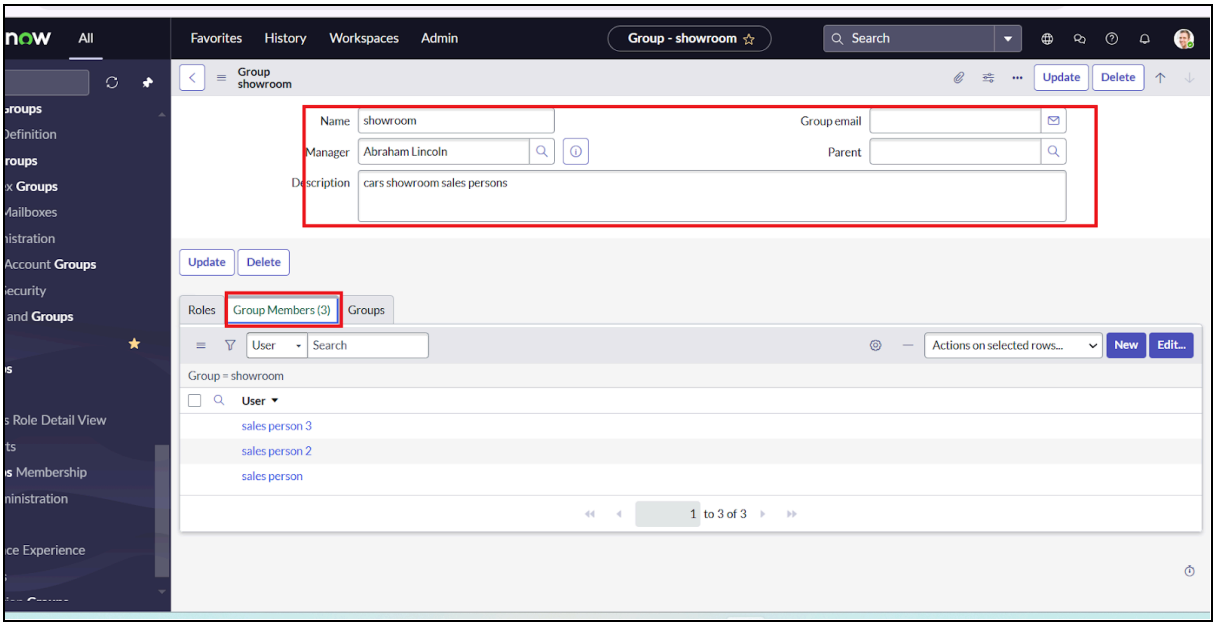
2.Click on groups>>under Security System.

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.





Activity - 5:

Create a table

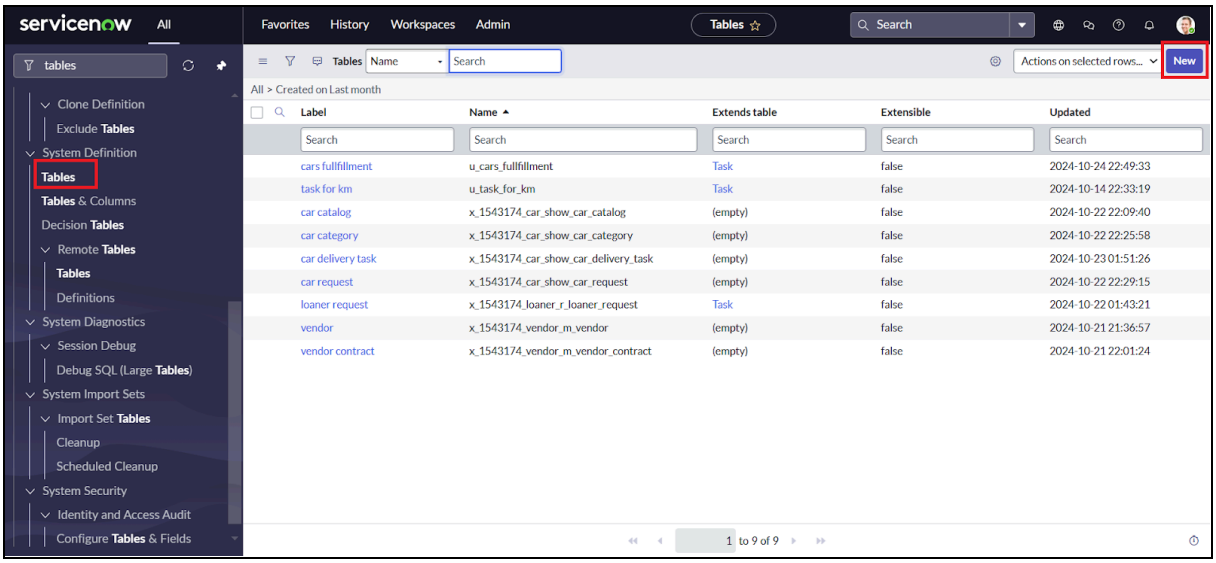
1. Click on All>>Search for Tables.

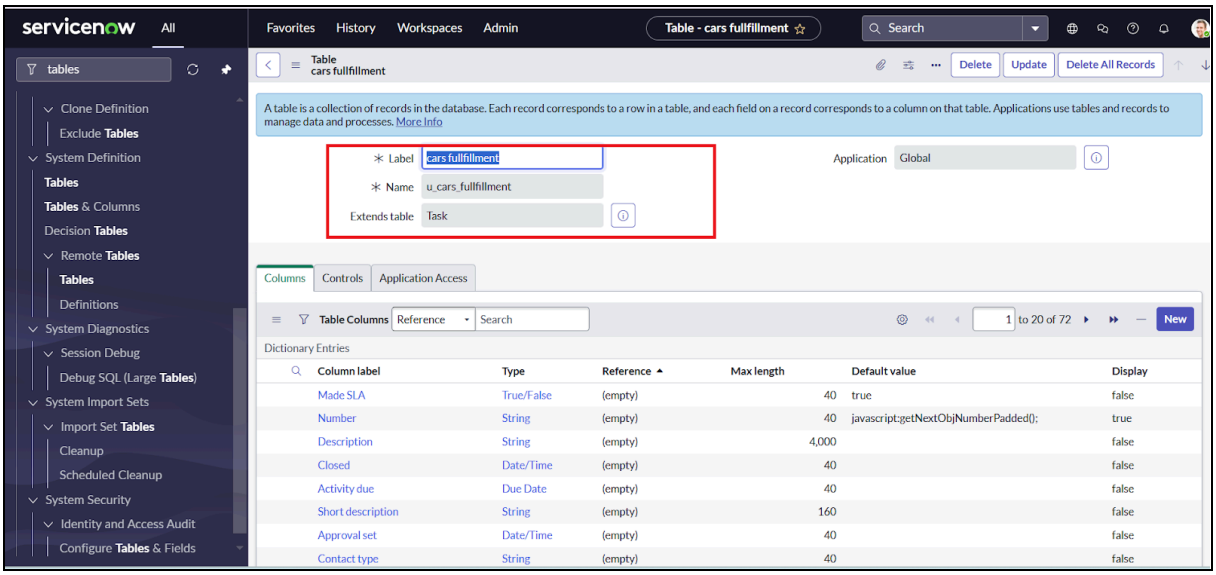
2.Click on Tables>>under System definition.

3. Click on the new give name as cars fulfillment.

4.Give extended table as Task table.

5. Save and Submit.



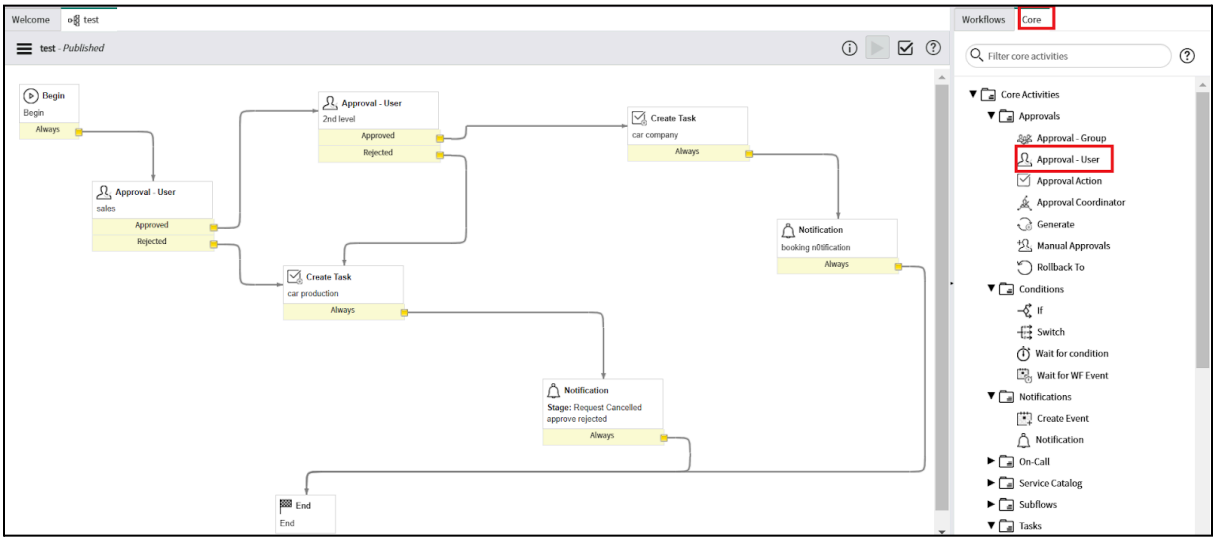


Activity - 6:

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.

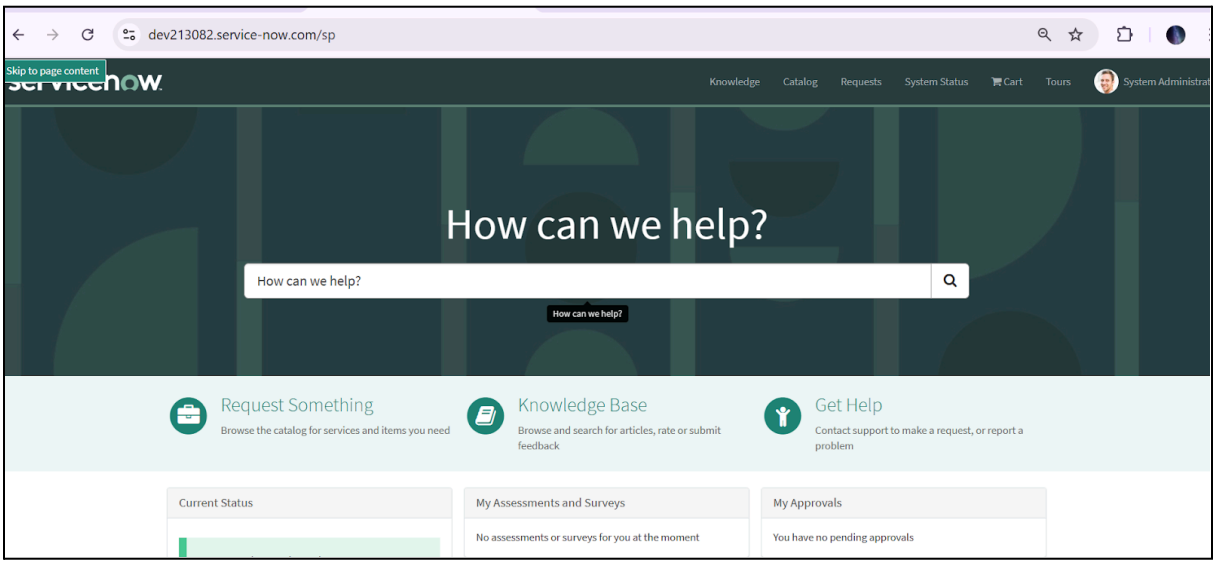
Activity - 7:

available in service portal

1. Check the cars are available in the service portal.And order it.

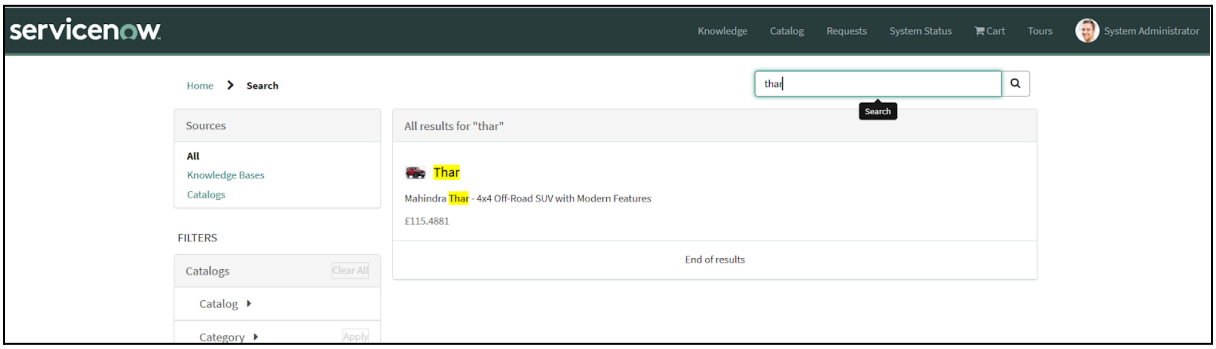
2. To open a service portal copy the url of your instance up to com/ and give sp press enter for example(https://dev266346.service-now.com/sp).

3.Search the catalog item which you are created.



5. Search for thar. And order it.

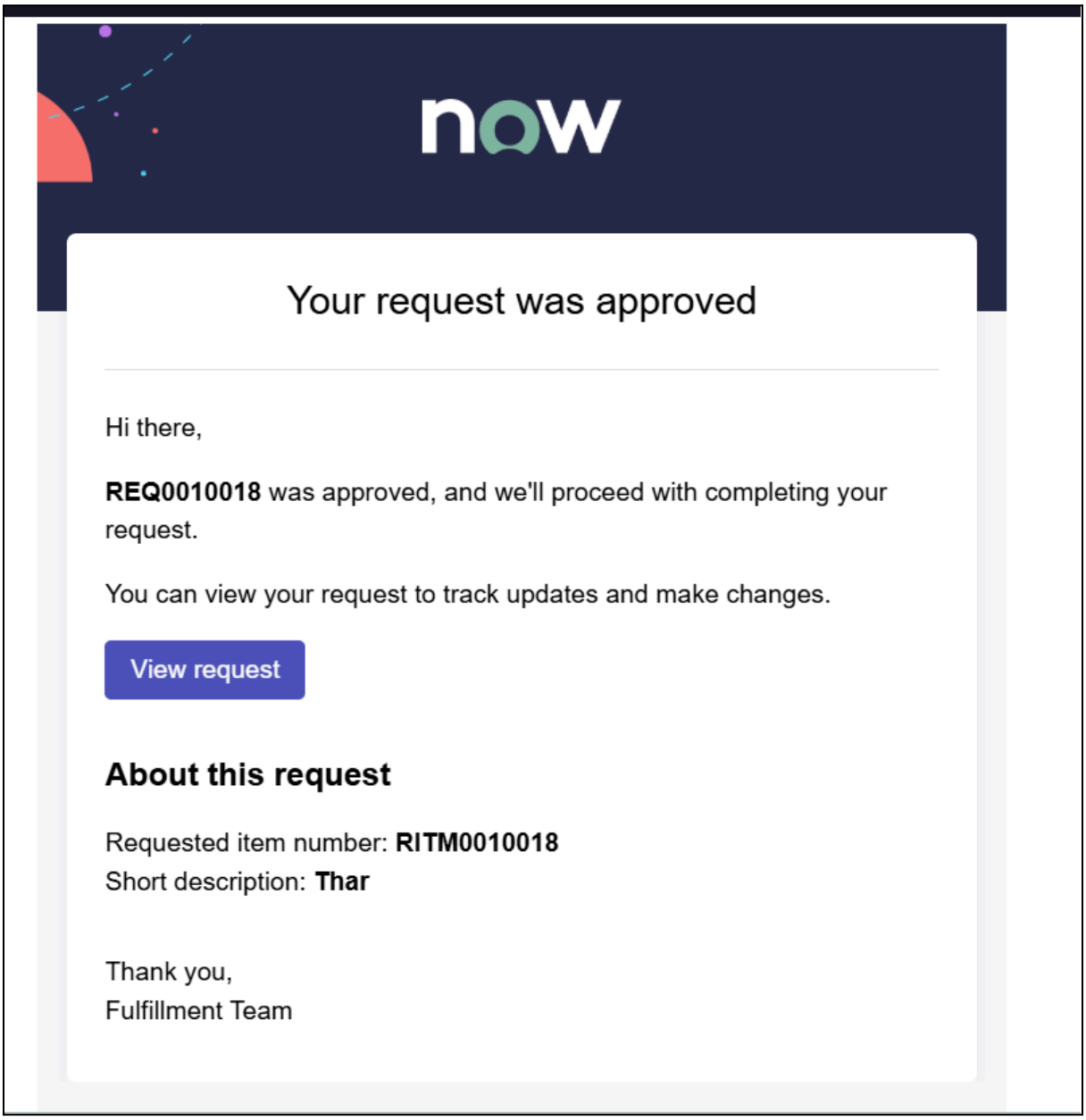
6. After ordering the car you get a request number and Delivery date.

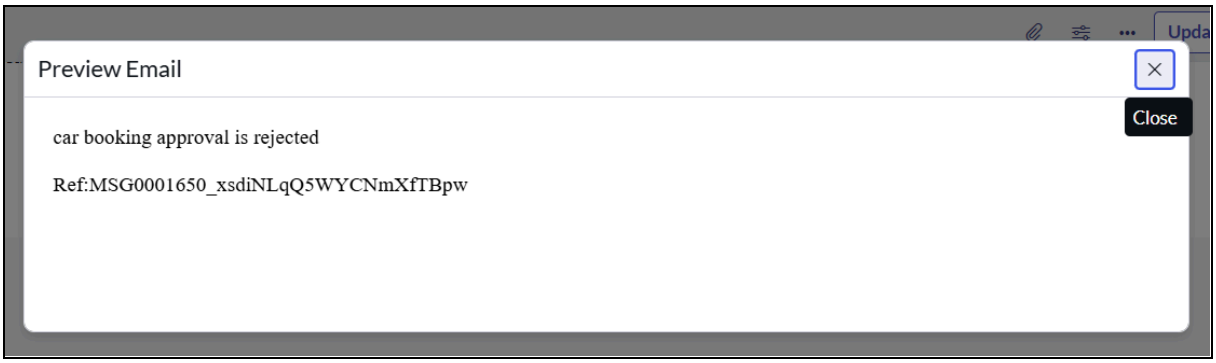


Activity - 8:

Check result

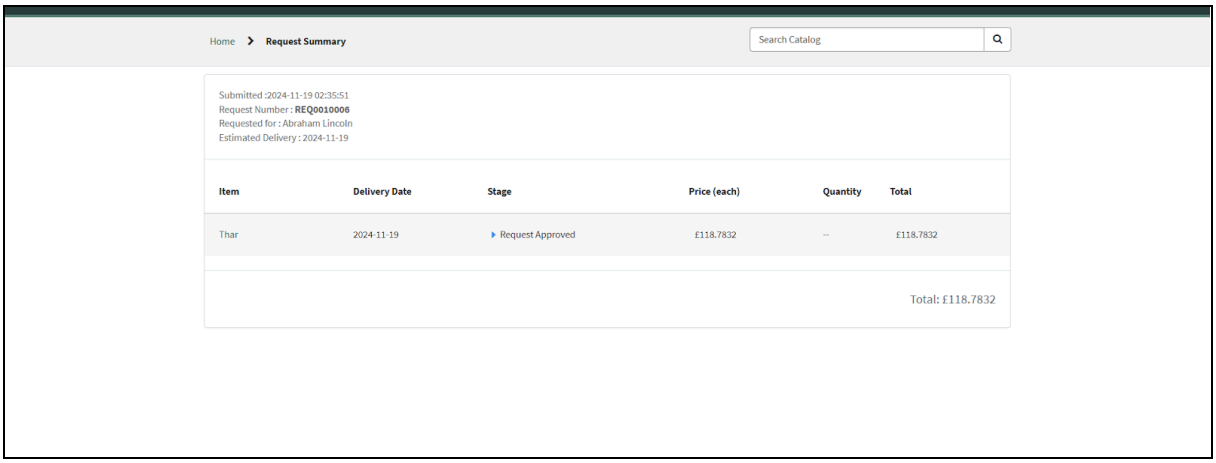
1. After ordering the car request is approved you get a mail the order will be delivered. And Based on your order being approved or rejected you will receive a rejected mail.





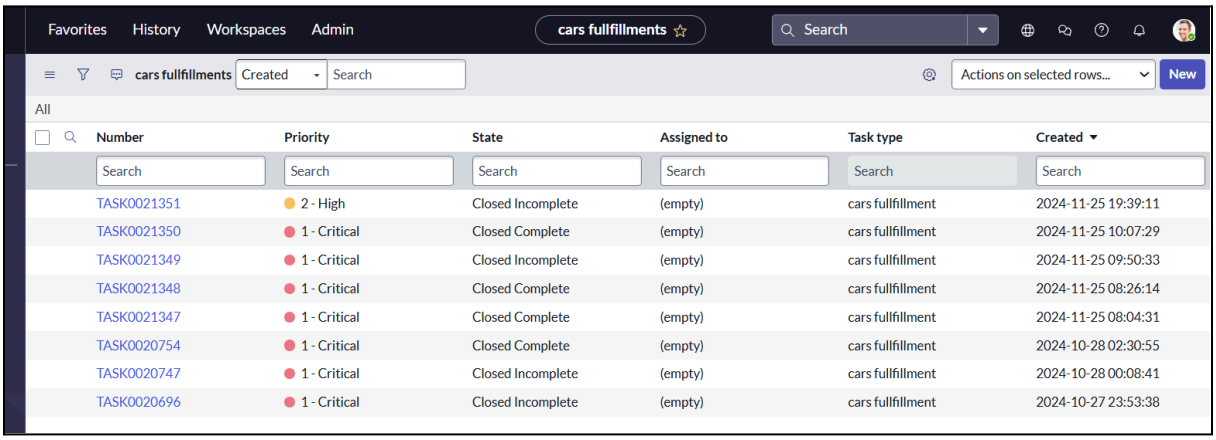
Conclusion

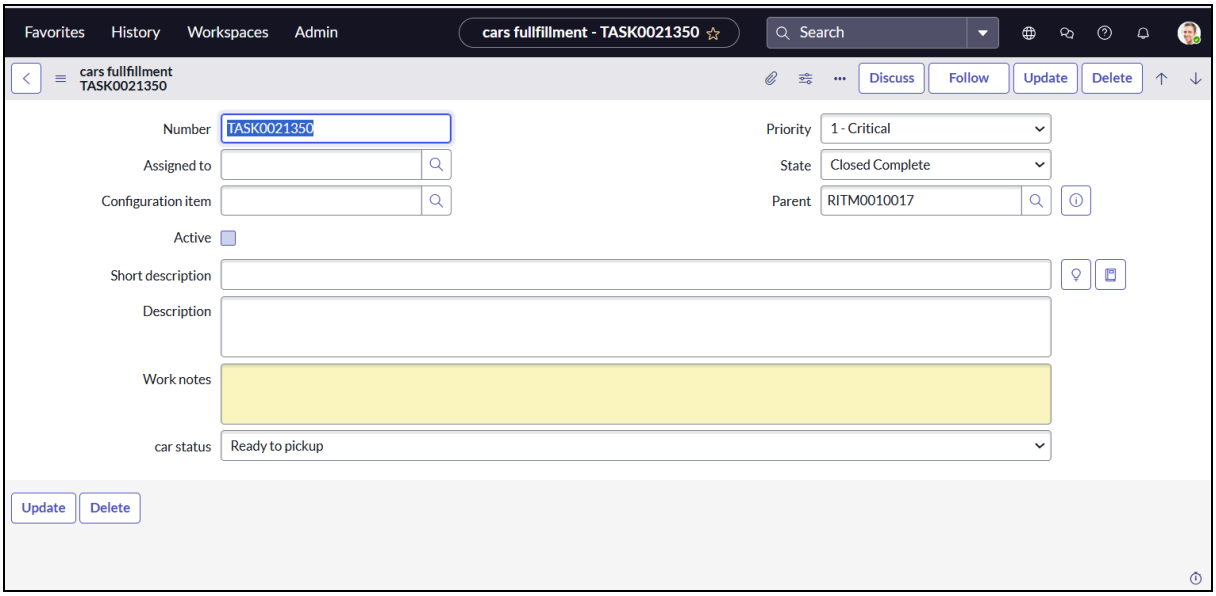
The Car Catalog System project for a car showroom in ServiceNow successfully addresses the need for a streamlined, automated approach to managing car catalog items, customer requests, and approval workflows. By organizing car models into easily navigable categories and leveraging ServiceNow's powerful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

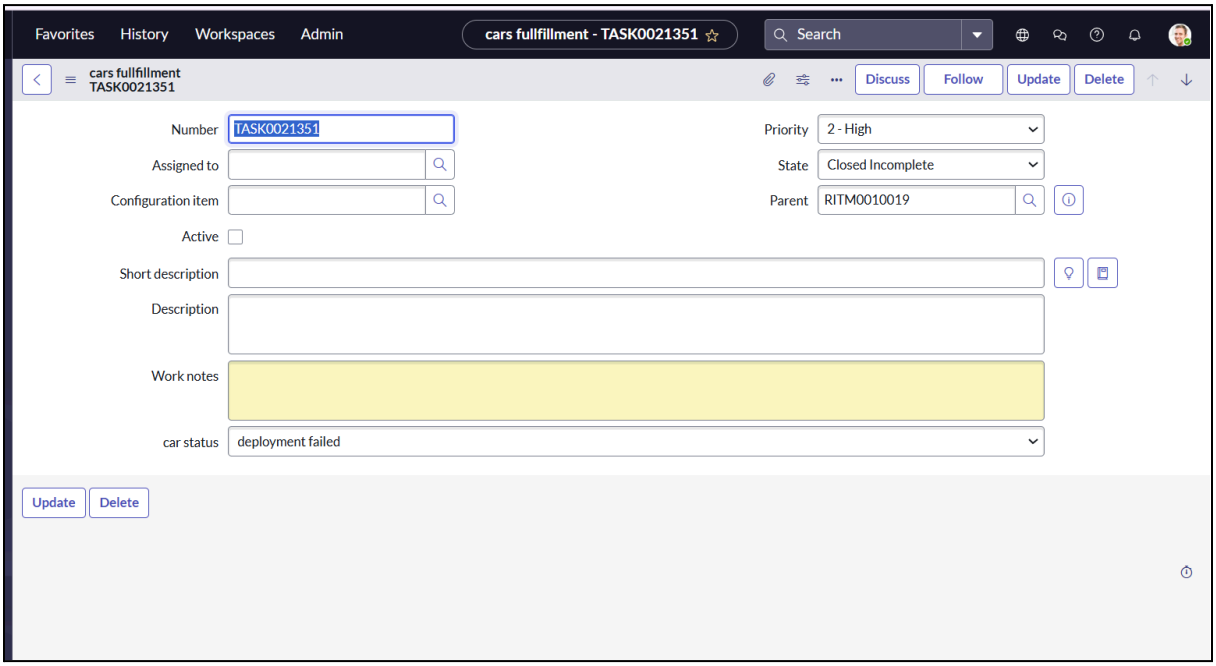


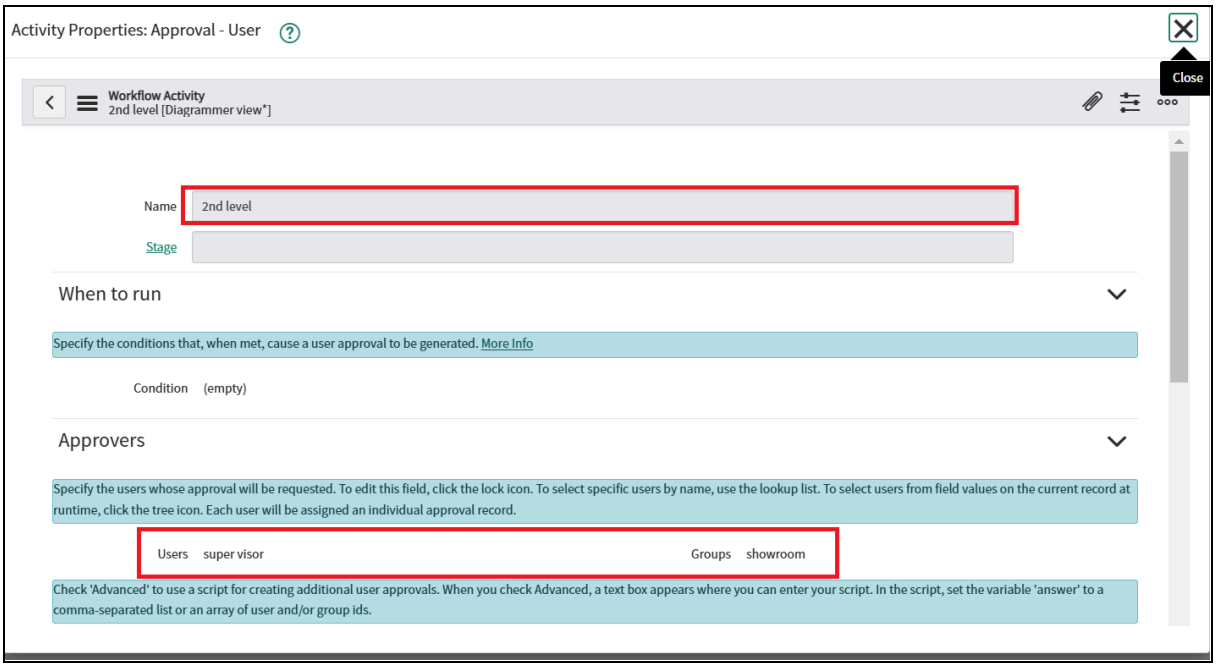
7.After requesting an item and the request shown in Task table.

8. In Task we Approve or reject the request.

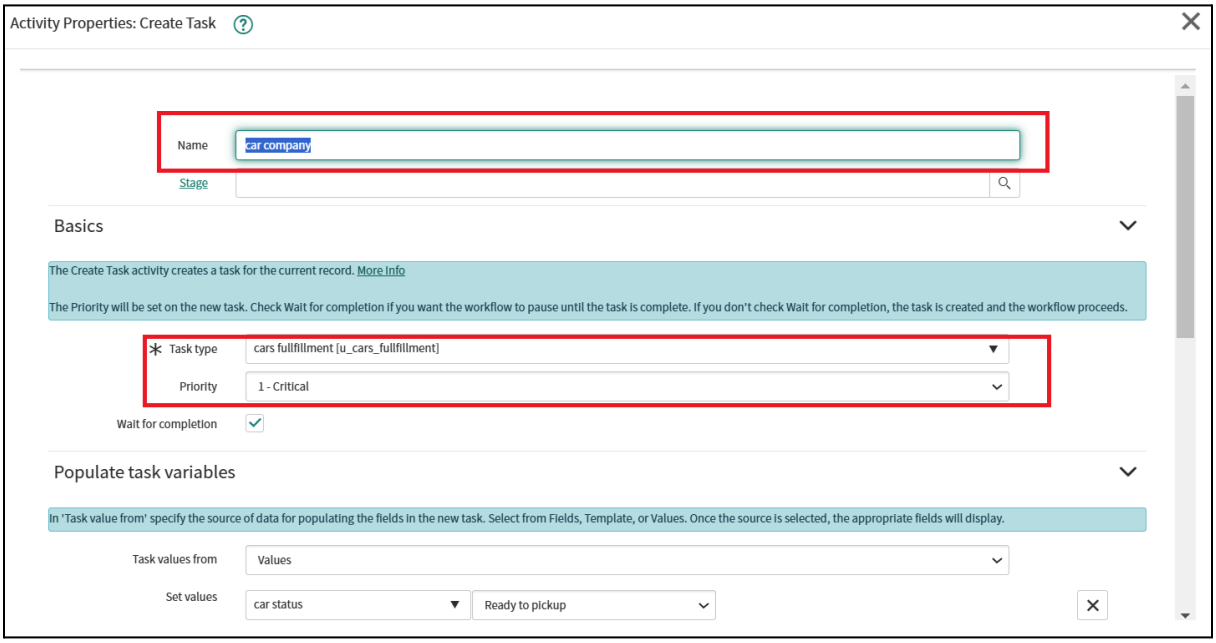



Favorites
History
Workspaces
Admin
cars fullfillment - TASK0021350
Search
cars fullfillment
TASK0021350
Discuss
Follow
Update
Delete
Number
TASK0021350
Priority
1 - Critical
Assigned to
State
Closed Complete
Configuration item
Parent
RITM0010017
Active
Short description
Description
Work notes
car status
Ready to pickup
Update
Delete

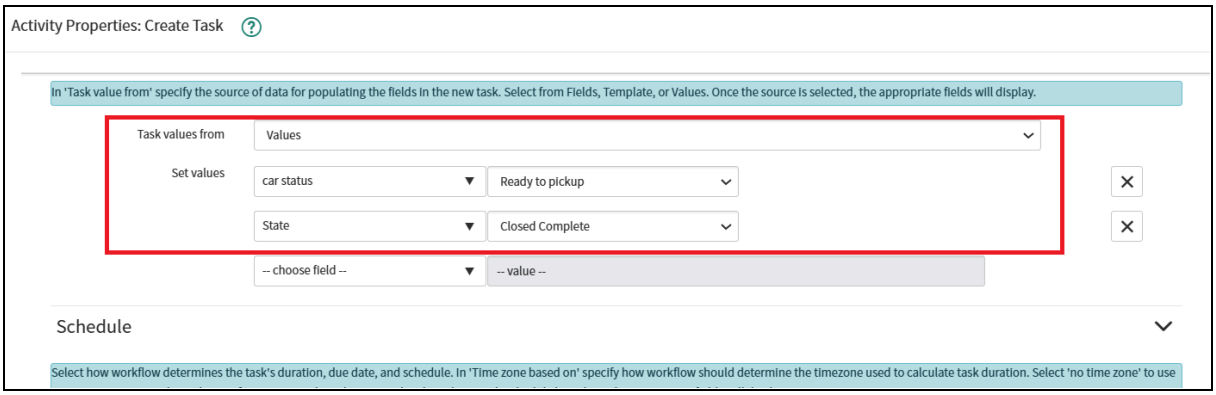

Favorites
History
Workspaces
Admin
cars fullfillment - TASK0021351
Search
cars fullfillment
TASK0021351
Discuss
Follow
Update
Delete
Number
TASK0021351
Priority
2 - High
Assigned to
State
Closed Incomplete
Configuration item
Parent
RITM0010019
Active
Short description
Description
Work notes
car status
deployment failed
Update
Delete



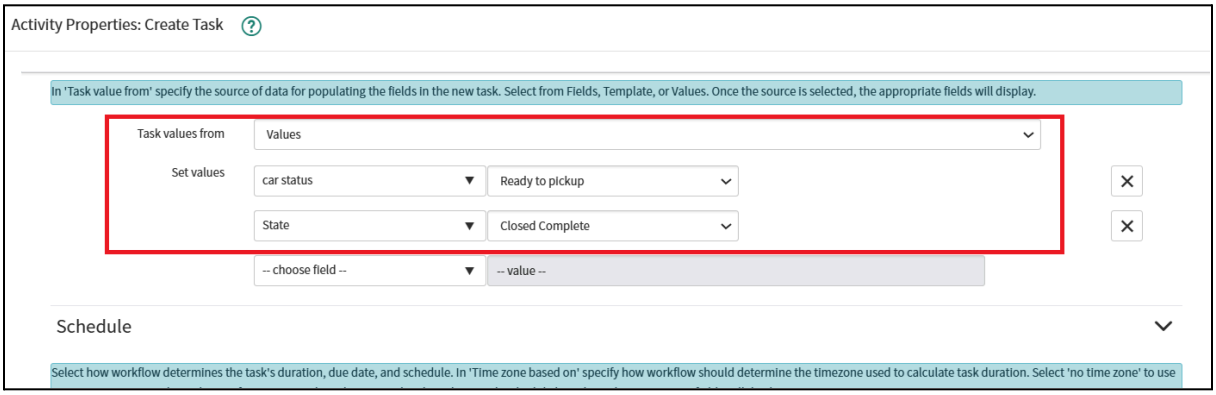
10. Drag create task from core and give name as car company



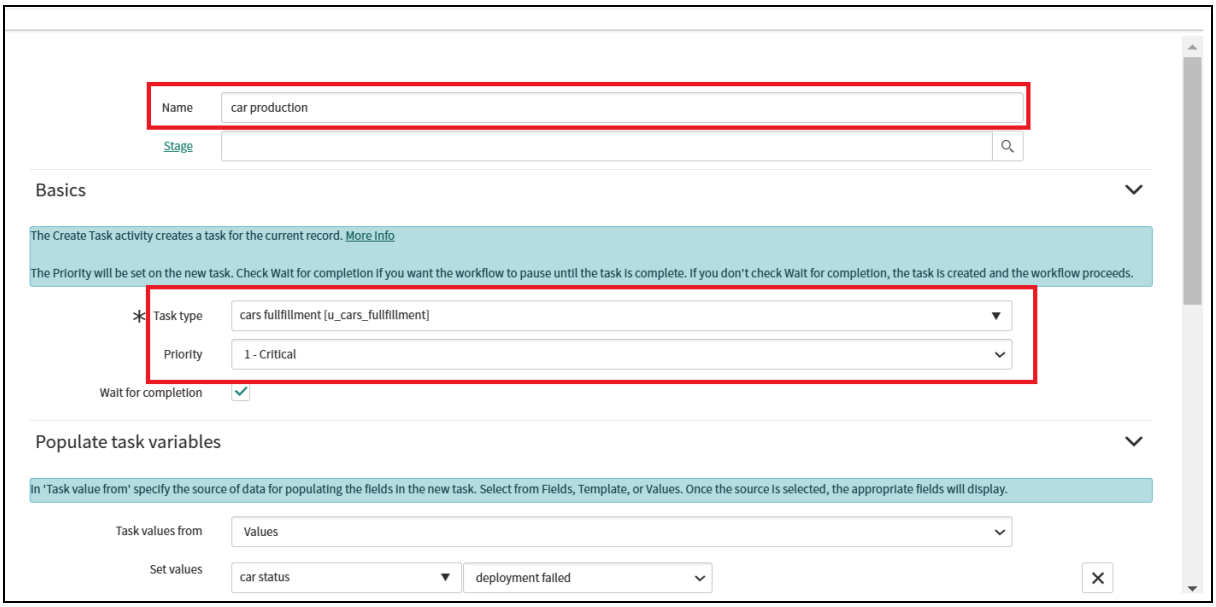
11. Give task type car fulfilment table and priority-1.



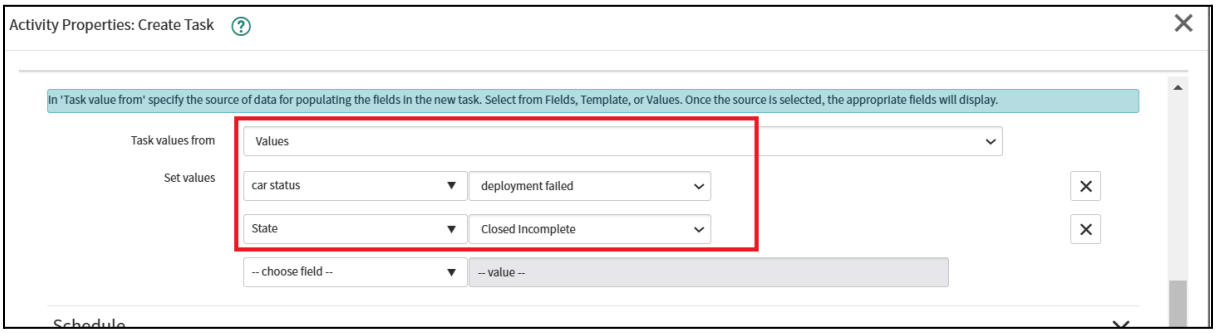
12. Give task values from values
13. Set values as car status Ready to Pickup.
14. State Closed Complete and submit.



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



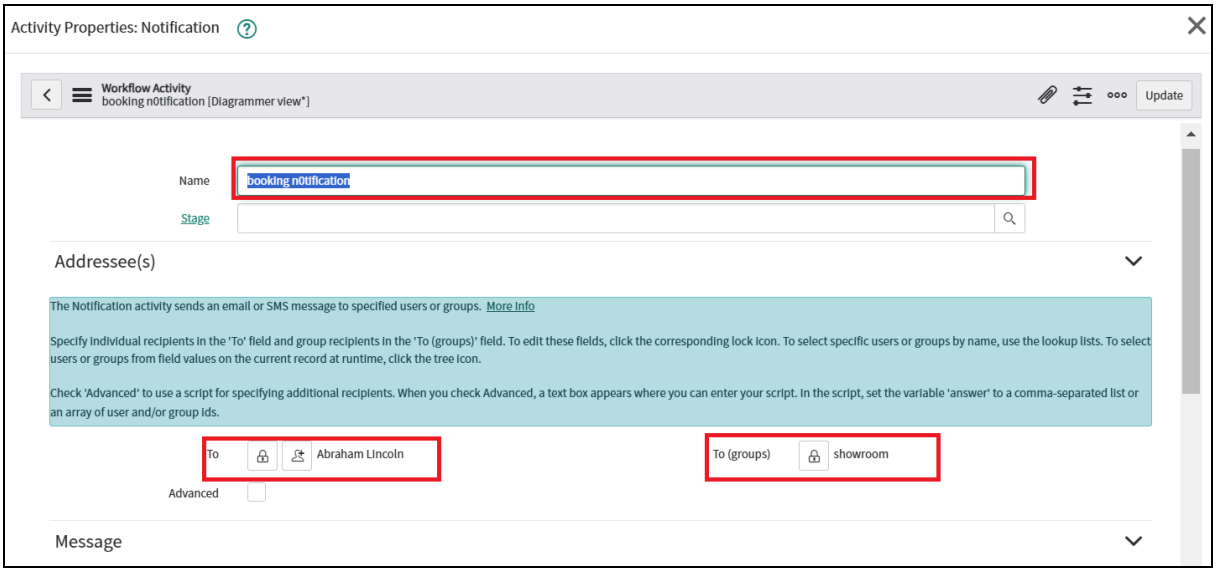
18.Give task values from values



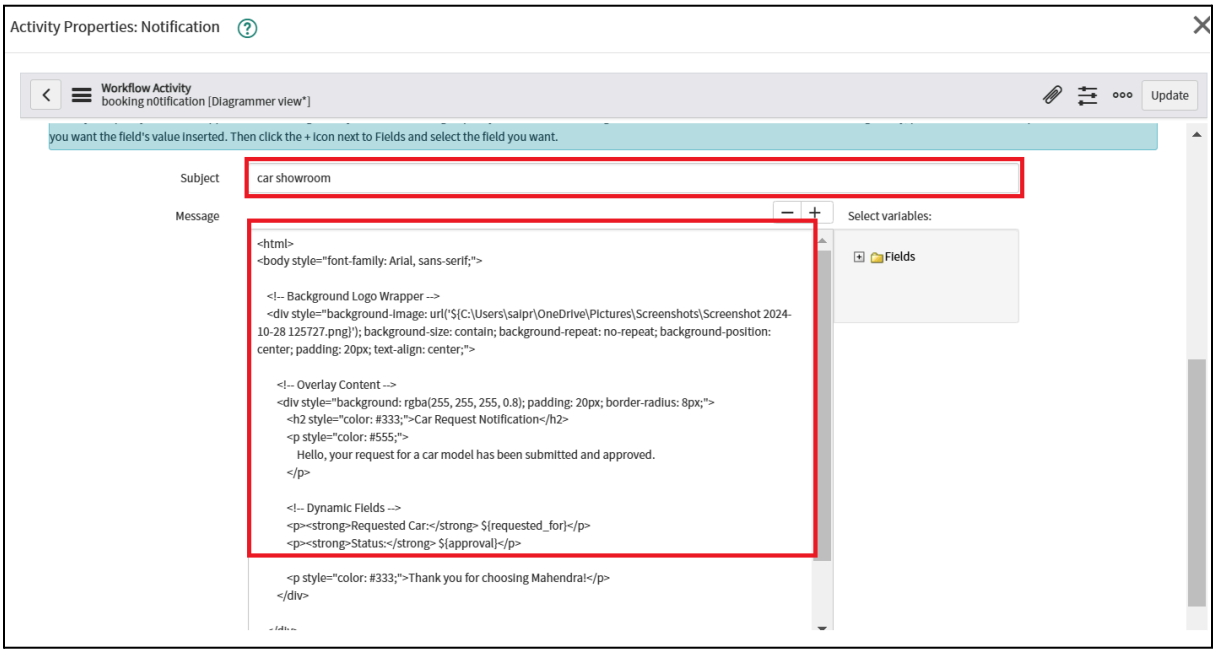
19. Set values as car status deployment failed.

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>

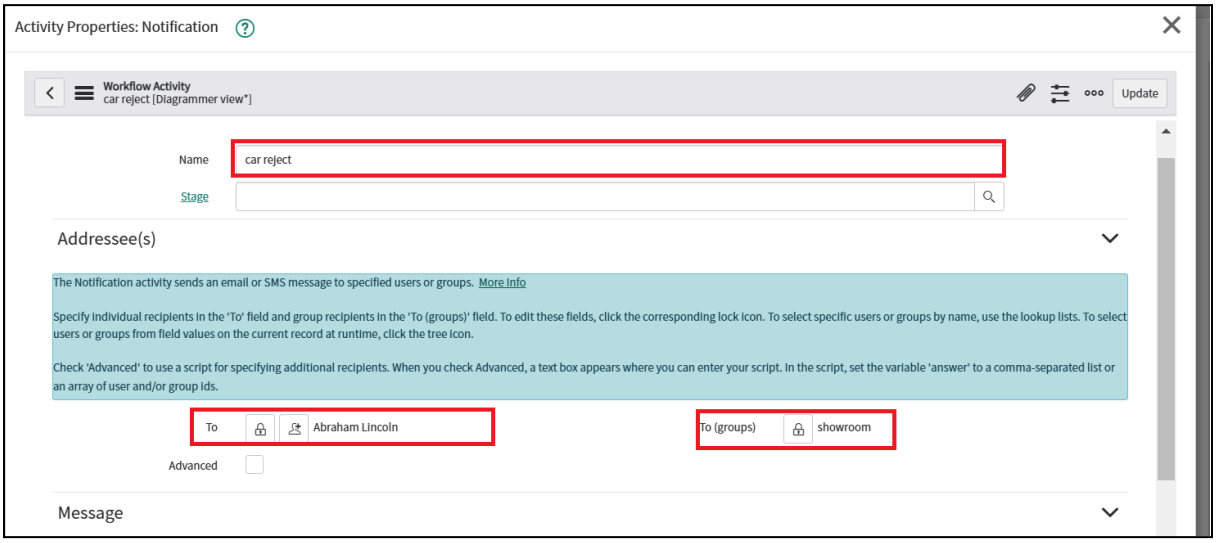
<body style="font-family: Arial, sans-serif;">

```
    <!-- 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 -->
        <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>
```

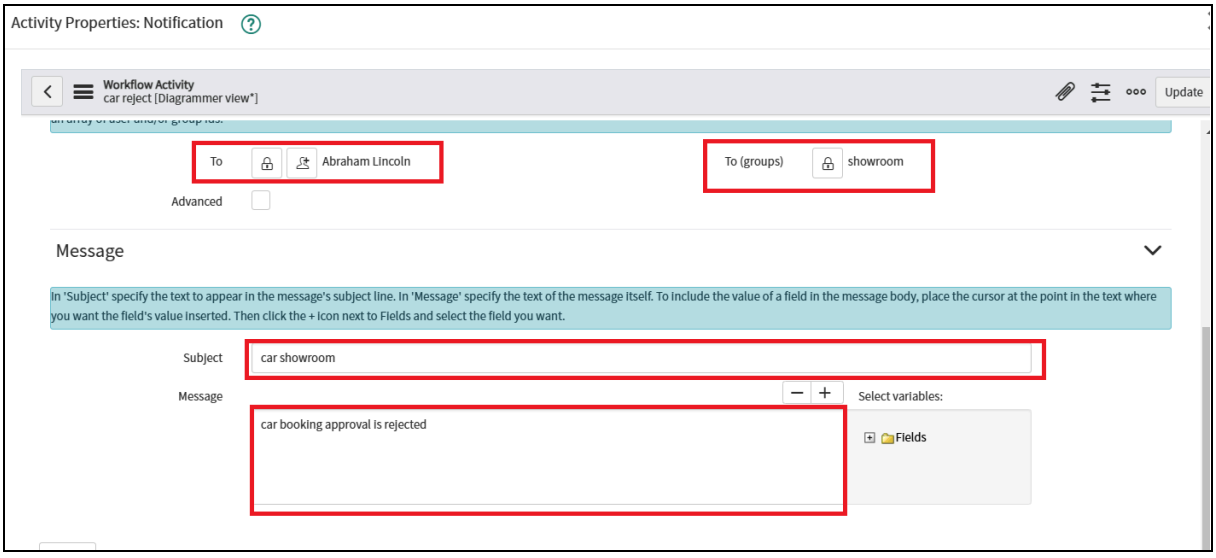
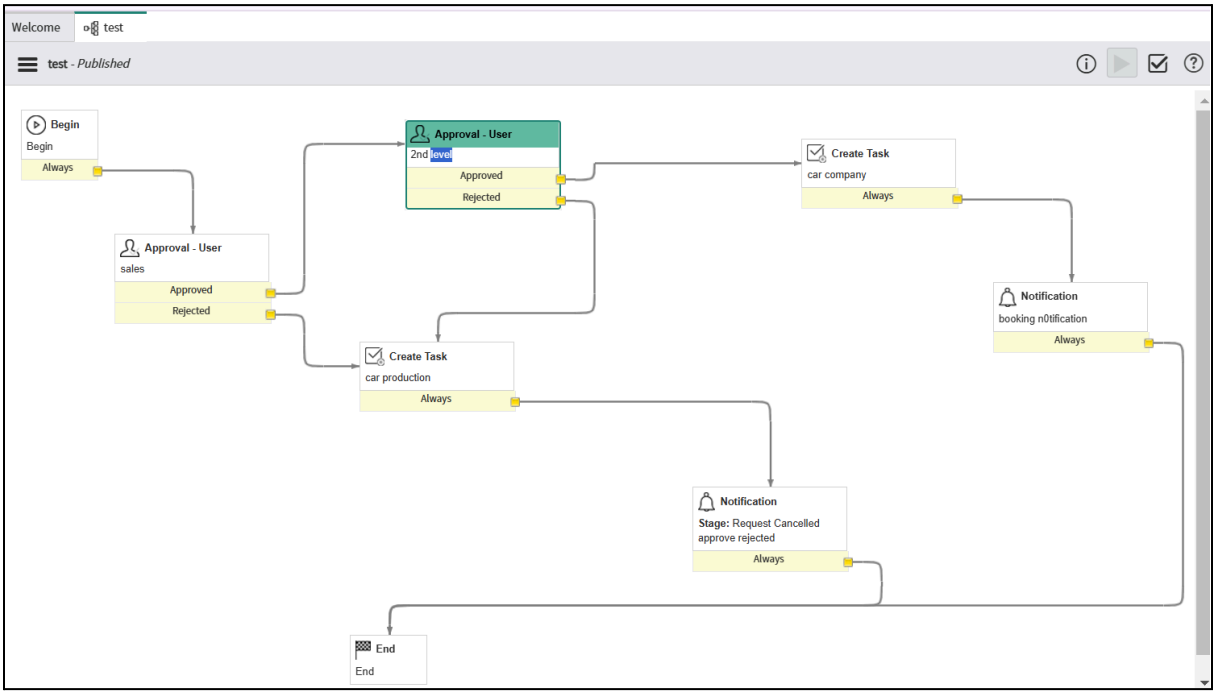
```
    </div>
.
</body>


</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