

Automated Car Catalog System for Enhanced Showroom Management - ServiceNow Project

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2. **Team Size** : 4
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Note : This project is independently done by team member 4 Sattarbeebe Shaik

INTRODUCTION

6.1 Project Overview

The Automated Car Catalog System is a ServiceNow-based application developed to streamline showroom operations by digitizing and automating car catalog management. It facilitates efficient handling of inventory, automates customer inquiry processes, manages car model data, and tracks customer interest with real-time dashboards and alerts.

6.2 Purpose

The system aims to reduce manual errors, speed up customer service, and enhance operational clarity by offering real-time insights into available models, test-drive bookings, and stock levels through a centralized and automated solution.

7. IDEATION PHASE

7.1 Problem Statement

Car dealerships often manage large inventories with multiple models and customer interactions. Traditional systems are manual and prone to errors, leading to inefficient operations, delayed responses, and customer dissatisfaction. This project addresses these challenges by creating a

streamlined digital car catalog with automation for booking, inventory updates, and customer communication.

7.2 Empathy Map Canvas

User: Salesperson / Admin

Says: "I'm not sure if this model is in stock."

Thinks: "Managing requests manually is exhausting."

Does: Uses Excel and phone calls

Feels: Frustrated, Overloaded

7.3 Brainstorming Highlights

- Real-time availability of car models
- Automated notifications for low stock
- Test drive booking management
- Approval workflows for car assignments
- Inventory-level dashboards

3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map

1. Inquiry: Customer requests a car model via portal
2. Approval: Admin confirms model availability and schedules viewing/test drive
3. Engagement: Customer visits showroom/test drives
4. Sale/Reserve: Vehicle is marked as reserved or sold
5. Stock Update: Inventory automatically updates

3.2 Solution Requirements

Functional:

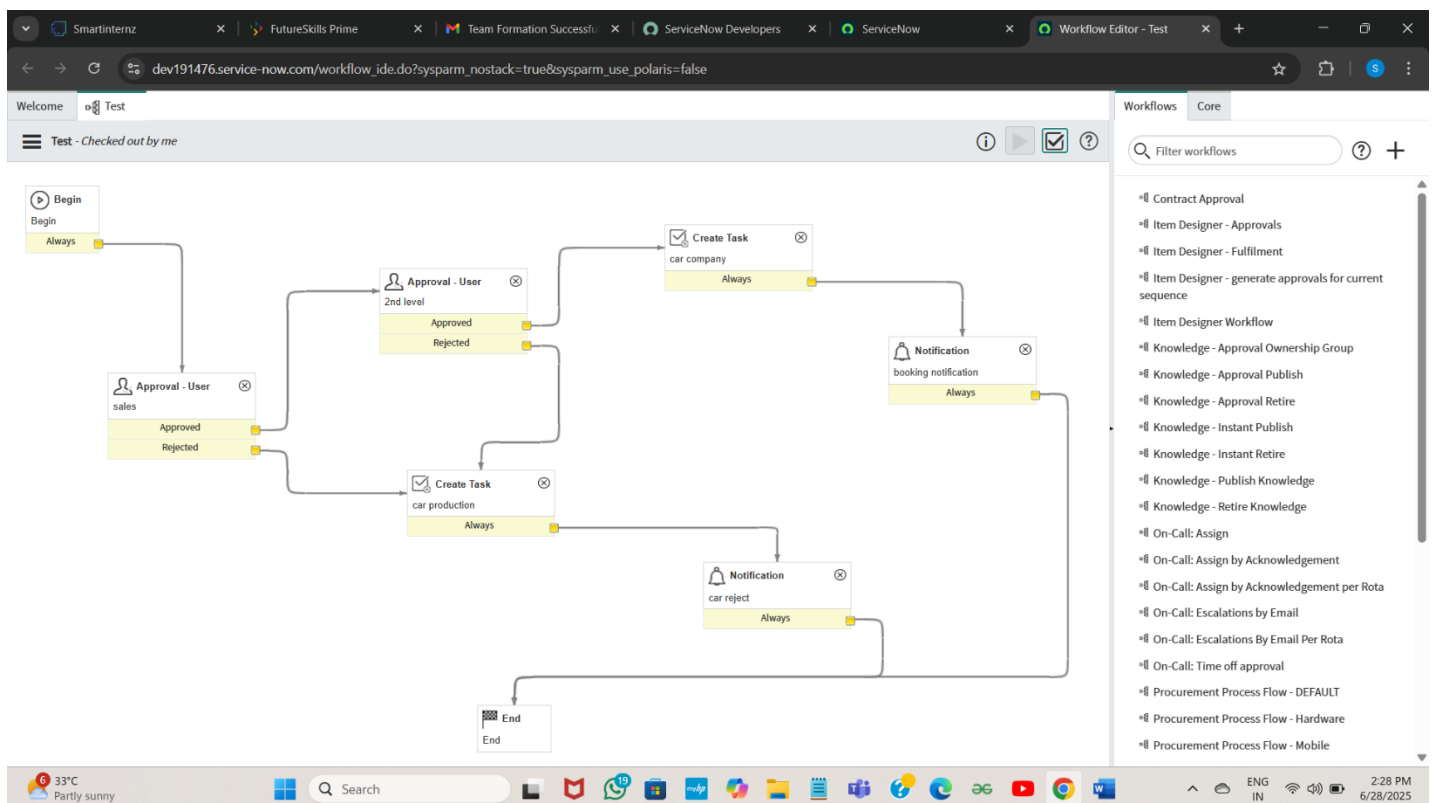
- Model search and filter
- Request/test drive workflows
- Real-time stock dashboard
- Email alerts for low availability

Non-Functional:

- Mobile-friendly UI
- Role-based access for Admin/Sales/Customer
- Minimal training required

3.3 Technology Stack

Work Flow:



- Platform: ServiceNow

- Scripting: JavaScript using GlideRecord & GlideDateTime
- Database: Custom tables for cars, customers, requests
- Reports: Real-time dashboards, pie/bar charts

4. PROJECT DESIGN

4.1 Problem-Solution Fit

Manual tracking of car inventory is slow, prone to human error, and lacks visibility. By leveraging ServiceNow's automation and scripting, this system digitizes car catalog management and enhances customer service delivery.

4.2 Proposed Solution

Key features include:

- UI Actions: "Book Test Drive," "Mark as Sold," "Mark as Reserved"
- Alerts: Email notifications for low stock and scheduled bookings
- Charts: Pie chart of model status (Available, Booked, Sold)

4.3 Solution Architecture

- Frontend: Custom ServiceNow portal forms for model viewing, booking
- Backend: Workflows for test drive approvals and car status changes
- Database: car_inventory, customer_requests tables
- Automation: Background jobs for reminders and availability alerts

5. PROJECT PLANNING & SCHEDULING

Planning | Week 1 | Define data structure, workflow requirements

Development | Week 2 | UI implementation, form creation

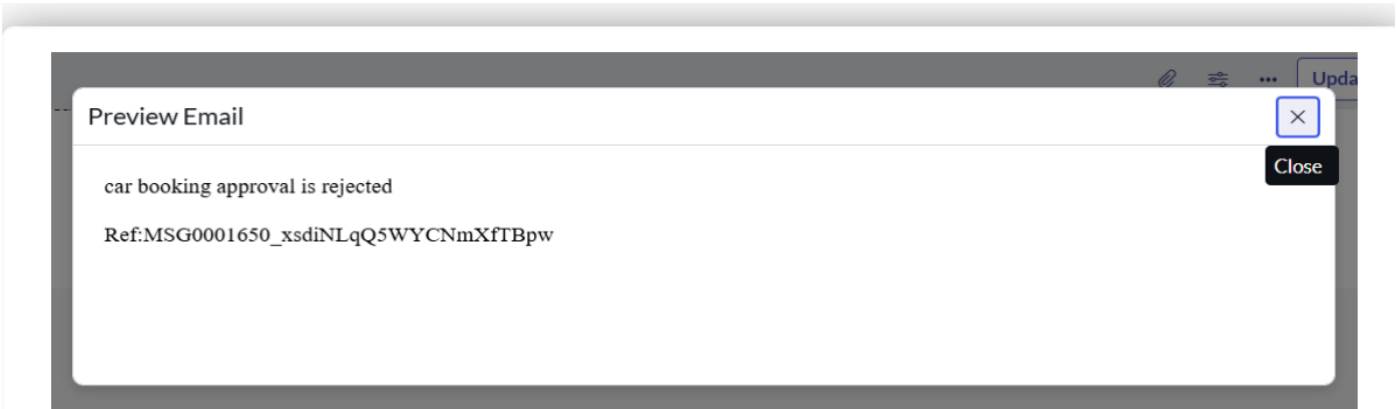
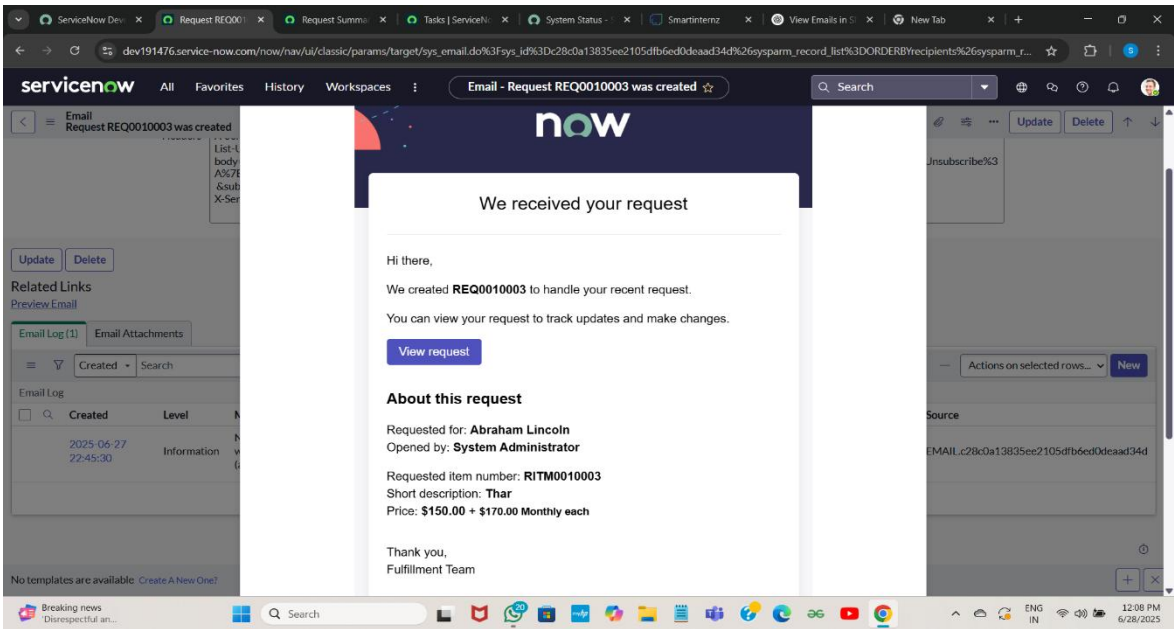
Testing | Week 3 | Automate workflows, email trigger setup

6. TESTING

6.1 Functional & Performance Testing

- Booking forms tested across roles
- Simulated low-stock models to trigger alerts
- Real-time dashboard updates verified

7. OUTPUT SNAPSHOTS



8. ADVANTAGES & DISADVANTAGES

Advantages:

- Real-time catalog updates
- Easy customer handling via portal
- Automation reduces manual effort
- Scalable & customizable via ServiceNow

Disadvantages:

- Requires ServiceNow license
- Backend scripting knowledge needed
- UI performance depends on form complexity

9. CONCLUSION

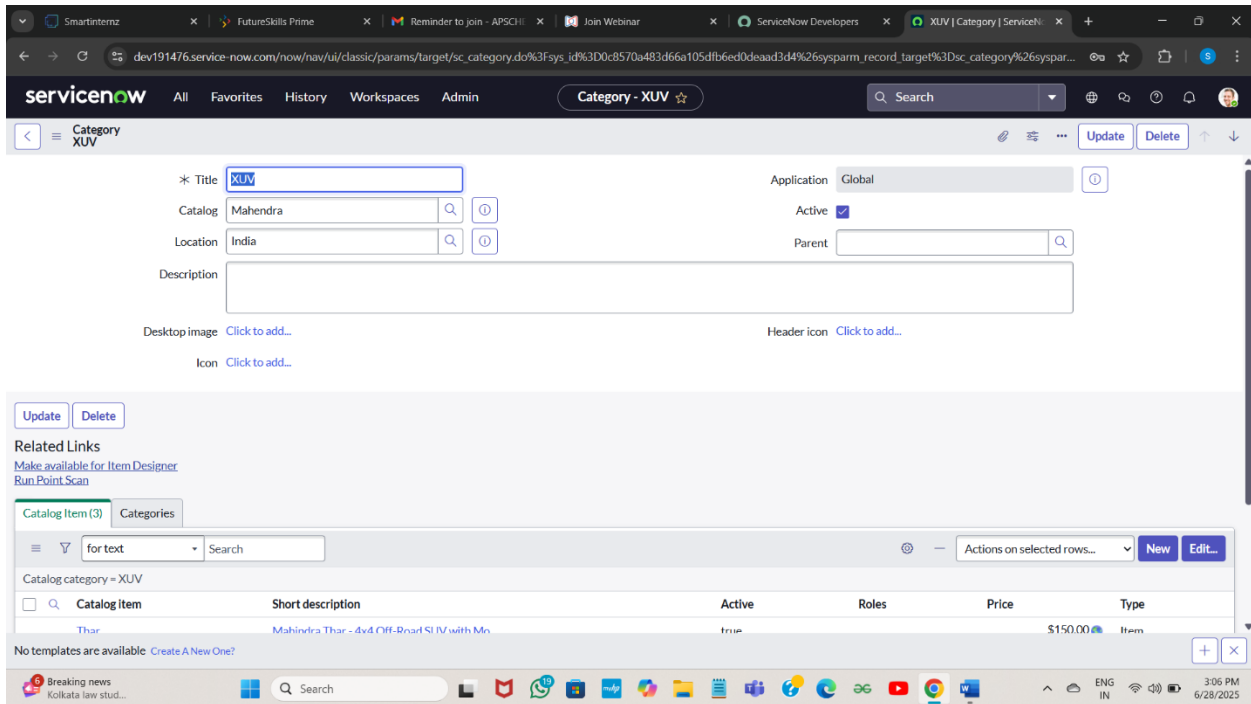
This ServiceNow-powered car catalog system offers a dynamic, automated, and customer-focused approach to showroom management. It streamlines inventory visibility, booking operations, and enhances user satisfaction through real-time data and smart workflows.

10. FUTURE SCOPE

- Barcode/QR integration for physical car IDs
- SMS/WhatsApp integration for booking confirmations
- AI-based model suggestions to customers
- Integration with payment systems for pre-bookings

Process

1. Creating catalog



The screenshot shows the ServiceNow 'Catalog Item' form for a category named 'XUV'. The form is titled 'Category - XUV' and includes fields for Title, Catalog, Location, Description, Application, Active, and Parent. The 'Title' field is filled with 'XUV'. The 'Catalog' field is filled with 'Mahendra'. The 'Location' field is filled with 'India'. The 'Application' field is set to 'Global'. The 'Active' checkbox is checked. The 'Parent' field is empty. Below the form, there are buttons for 'Update' and 'Delete'. A 'Related Links' section contains links for 'Make available for Item Designer' and 'Run Point Scan'. A table below shows the 'Catalog Item (3)' with columns for 'Catalog Item', 'Short description', 'Active', 'Roles', 'Price', and 'Type'. The table contains one row with the value 'Mahindra Thar - 4x4 Off-Road SI IV with Mn' and a price of '\$150.00'. The table also has buttons for 'New' and 'Edit...'. The bottom of the screen shows a Windows taskbar with various application icons and a system clock indicating 3:06 PM on 6/28/2025.

ServiceNow Catalog Item form for Category - XUV.

Fields:

- Title: XUV
- Catalog: Mahendra
- Location: India
- Description:
- Application: Global
- Active: ☒
- Parent:

Buttons: Update, Delete

Related Links:

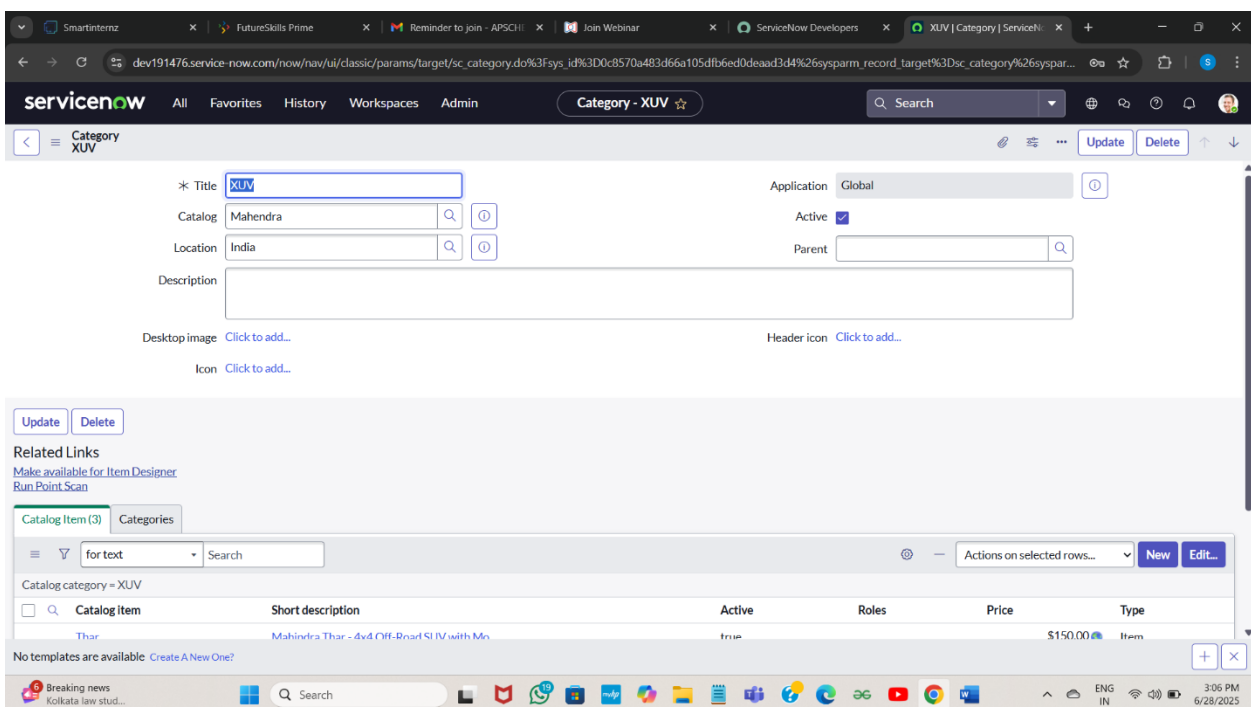
- [Make available for Item Designer](#)
- [Run Point Scan](#)

Table: Catalog Item (3)

Catalog Item	Short description	Active	Roles	Price	Type
Thar	Mahindra Thar - 4x4 Off-Road SI IV with Mn	true		\$150.00	Item

Buttons: +, x

2. Creating Categories



The screenshot shows the ServiceNow 'Catalog Item' form for a category named 'XUV'. The form is titled 'Category - XUV' and includes fields for Title, Catalog, Location, Description, Application, Active, and Parent. The 'Title' field is filled with 'XUV'. The 'Catalog' field is filled with 'Mahendra'. The 'Location' field is filled with 'India'. The 'Application' field is set to 'Global'. The 'Active' checkbox is checked. The 'Parent' field is empty. Below the form, there are buttons for 'Update' and 'Delete'. A 'Related Links' section contains links for 'Make available for Item Designer' and 'Run Point Scan'. A table below shows the 'Catalog Item (3)' with columns for 'Catalog Item', 'Short description', 'Active', 'Roles', 'Price', and 'Type'. The table contains one row with the value 'Mahindra Thar - 4x4 Off-Road SI IV with Mn' and a price of '\$150.00'. The table also has buttons for 'New' and 'Edit...'. The bottom of the screen shows a Windows taskbar with various application icons and a system clock indicating 3:06 PM on 6/28/2025.

ServiceNow Catalog Item form for Category - XUV.

Fields:

- Title: XUV
- Catalog: Mahendra
- Location: India
- Description:
- Application: Global
- Active: ☒
- Parent:

Buttons: Update, Delete

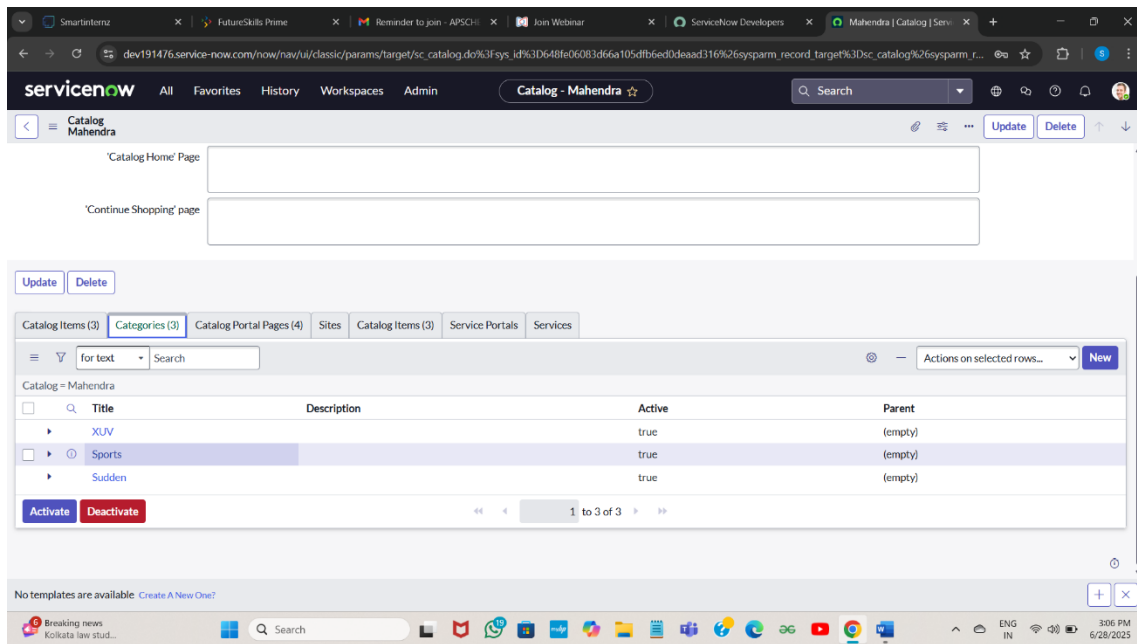
Related Links:

- [Make available for Item Designer](#)
- [Run Point Scan](#)

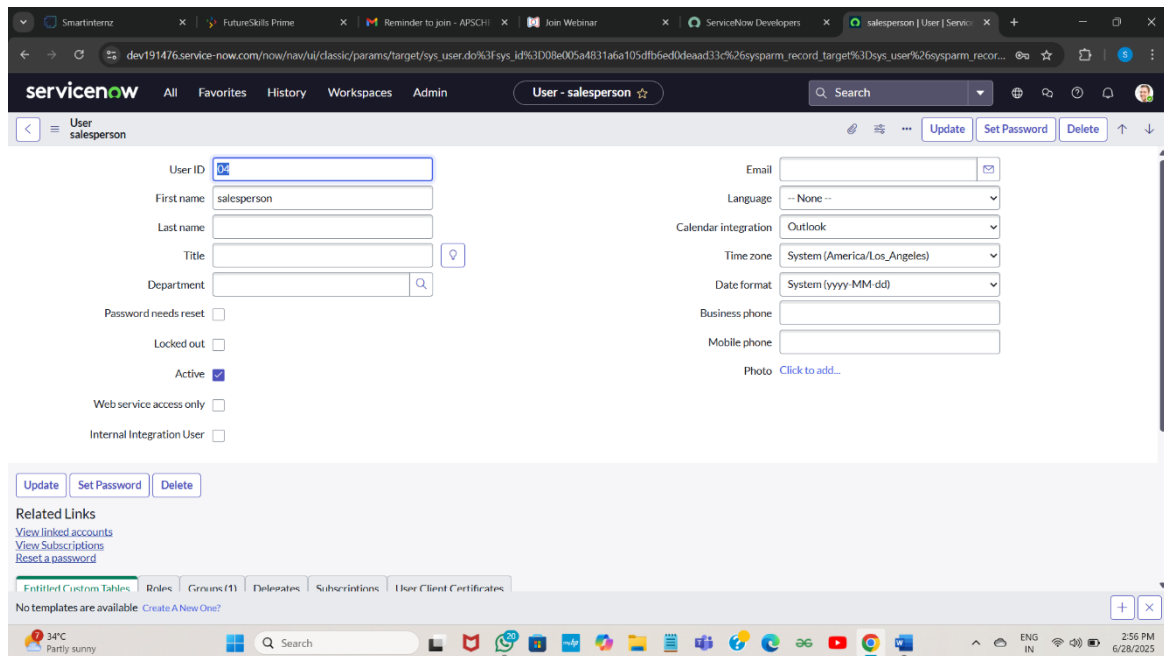
Table: Catalog Item (3)

Catalog Item	Short description	Active	Roles	Price	Type
Thar	Mahindra Thar - 4x4 Off-Road SI IV with Mn	true		\$150.00	Item

Buttons: +, x



3. User Creation



4.Role Creation

ServiceNow Role - emp1

Name: emp1 Application: Global

Elevated privilege: ☐

Description:

Update Delete

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search

Role = emp1

Contains

No records to display

No templates are available Create A New One?

5. Group Creation:

ServiceNow Group - showroom

Name: showroom Group email:

Manager: Abraham Lincoln Parent:

Description:

Update Delete

Roles Group Members (3) Groups

User Search

Group = showroom

User
salesperson
sales person2
salesperson3

1 to 3 of 3

No templates are available Create A New One?

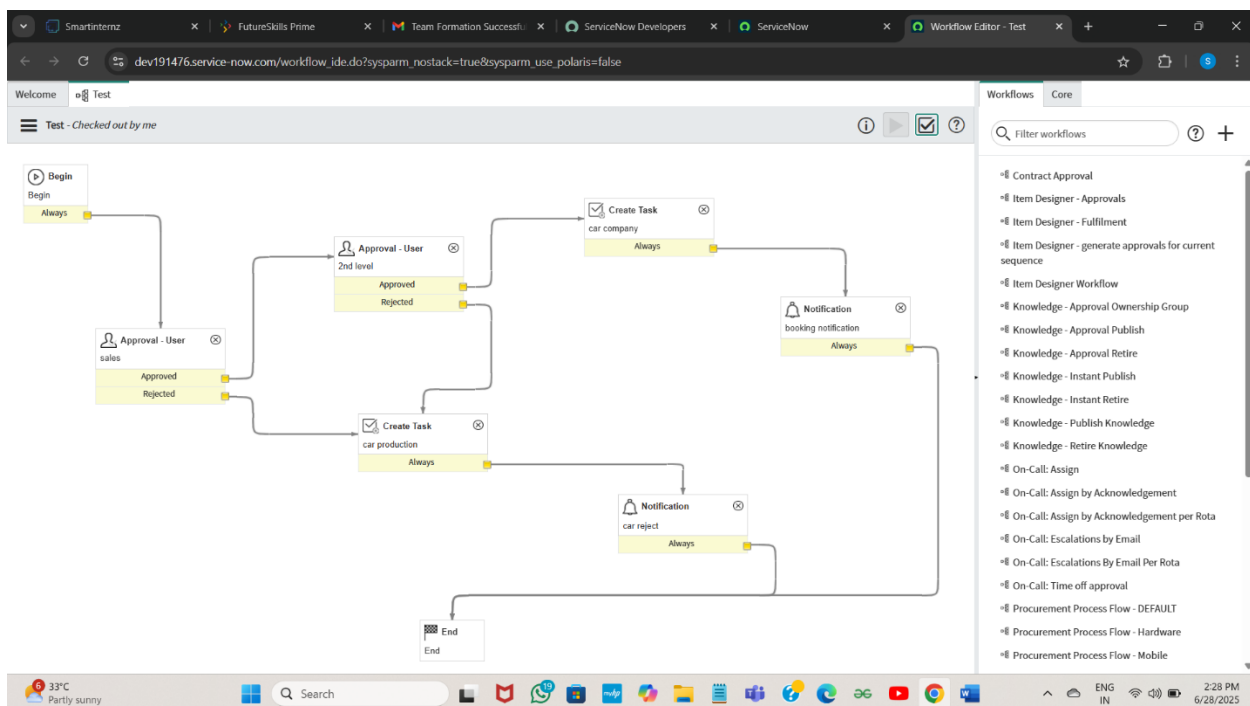
6. Table creation

The screenshot shows the ServiceNow 'Table - cars fulfillment' configuration page. The top section includes fields for Label ('cars fulfillment'), Name ('u_cars_fulfillment'), Application ('Global'), and Extends table ('Task'). Below this is a 'Columns' tab with a search bar and a table of dictionary entries.

Column label	Type	Reference	Max length	Default value	Display
Service	Reference	Service	32		false
Impact	Integer	(empty)	40	3	false
Group list	List	Group	4,000		false
Transfer reason	Integer	(empty)	40		false
Company	Reference	Company	32		false
Opened by	Reference	User	32	javascript:esetUserID()	false

At the bottom of the columns table, it states 'No templates are available. Create A New One?'. The bottom of the browser window shows a taskbar with various application icons and system information like '33°C Partly sunny' and '6/28/2025'.

7. Work Flow



8. Service portal

Home Page - Service Portal

dev191476.service-now.com/sp?sysparm_stack=no

Knowledge Catalog Requests System Status Wish List Cart Tours System Administrator

How can we help?

How can we help?

Request Something
Browse the catalog for services and items you need

Knowledge Base
Browse and search for articles, rate or submit feedback

Get Help
Contact support to make a request, or report a problem

Current Status
No system is reporting an issue
More information...

My Assessments and Surveys
No assessments or surveys for you at the moment

My Approvals
You have no pending approvals

Announcements
Employee Center is available to you

My Open Incidents
Employee payroll application server is down.

33°C Windy

Search

ENG IN 3:58 PM 6/28/2025

SmartInternaz FutureSkills Prime Reminder to join - AI Join Webinar Request Summary ServiceNow Develop cars fulfillment | Tab

dev191476.service-now.com/sp?id=order_status&table=sc_request&sys_id=298c4adf831ee2105dfb6ed0deadd33c

Knowledge Catalog Requests System Status Wish List Cart Tours System Administrator

Home > Request Summary

Search Catalog

Submitted :2025-06-27 22:45:29
Request Number : **REQ0010003**
Requested for : Abraham Lincoln
Estimated Delivery : 2025-06-29

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Thar	2025-06-29	Request Approval	₹12,861.3938 + ₹14,576.2463 Monthly	--	₹12,861.3938 + ₹14,576.2463 Monthly
					Total: ₹12,861.3938 + ₹14,576.2463 Monthly

33°C Windy

Search

ENG IN 4:01 PM 6/28/2025

ServiceNow Developers | ServiceNow | RITM0010001 | Requested | SmartInternz | Access Task Table SN | RITM0010001 | Requested |

dev191476.service-now.com/sc_req_item.do?sys_id=679545483d2a2105dfb6ed0deaad3cf&sysparm_record_target=task&sysparm_record_row=3&sysparm_record_rows=241&sysparm_record_...

Requested Item
RITM0010001

Number: RITM0010001
Item: Thar
Request: REQ0010001
Requested for: System Administrator
Due date: 2025-06-28 22:57:12
Configuration item:
Watch list:
Opened: 2025-06-26 22:57:12
Opened by: System Administrator
Stage: Assess or Scope Task
State: Closed Complete
Quantity: 1
Estimated delivery:
Backordered:
Order Guide:
Additional comments (Customer visible):
Activities: 2
System Administrator
State: Closed Complete was Open
Field changes: 2025-06-27 22:35:53
System Administrator
Impact: 3 - Low
Opened by: System Administrator
Field changes: 2025-06-26 22:57:12
No templates are available. Create A New One?

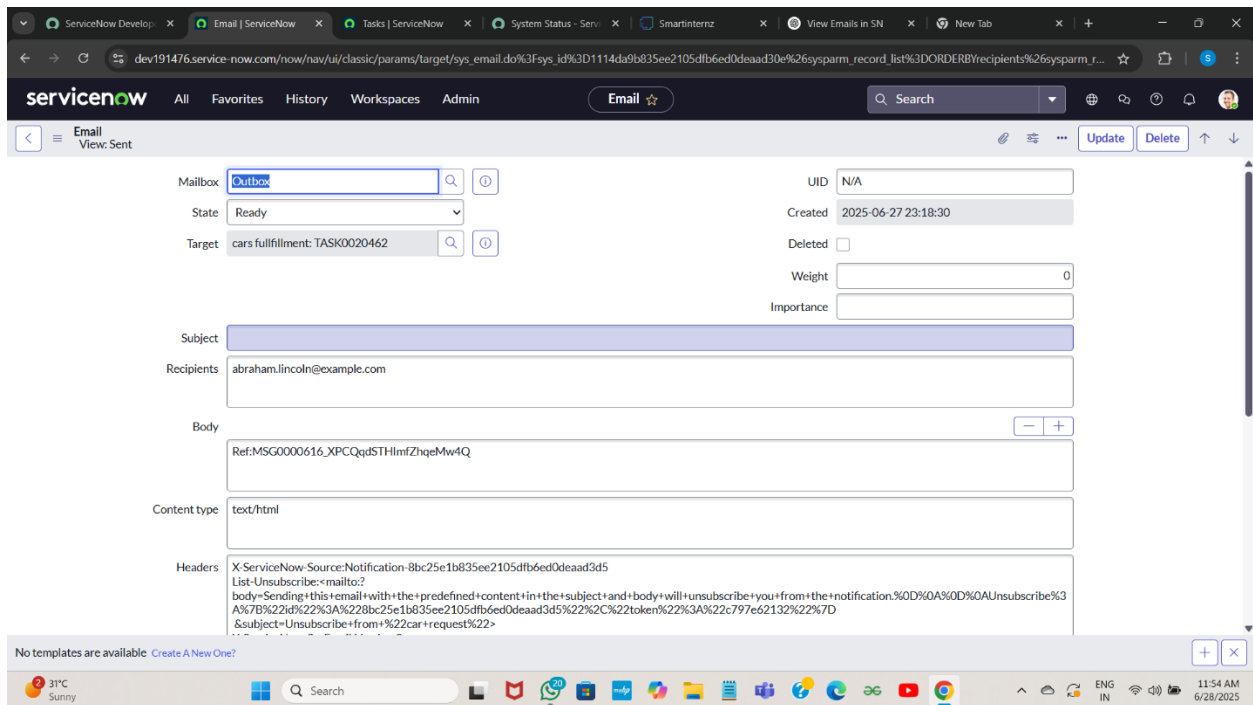
ServiceNow Developers | ServiceNow | Request Summary | RITM0010001 | Req | SmartInternz | Access Task Table SN | TASK0020462 | cars |

dev191476.service-now.com/u_cars_fullfillment.do?sys_id=7c098edb831ee2105dfb6ed0deaad357&sysparm_record_target=task&sysparm_record_row=1&sysparm_record_rows=1&sysparm_re...

cars fulfillment
TASK0020462

Number: TASK0020462
Assigned to:
Configuration item:
Active: ☒
Short description:
Description:
Work notes:
car status: ready to pick up
Priority: 1 - Critical
State: Open
Parent: RITM0010001
Update
Delete
No templates are available. Create A New One?

Checking mail:

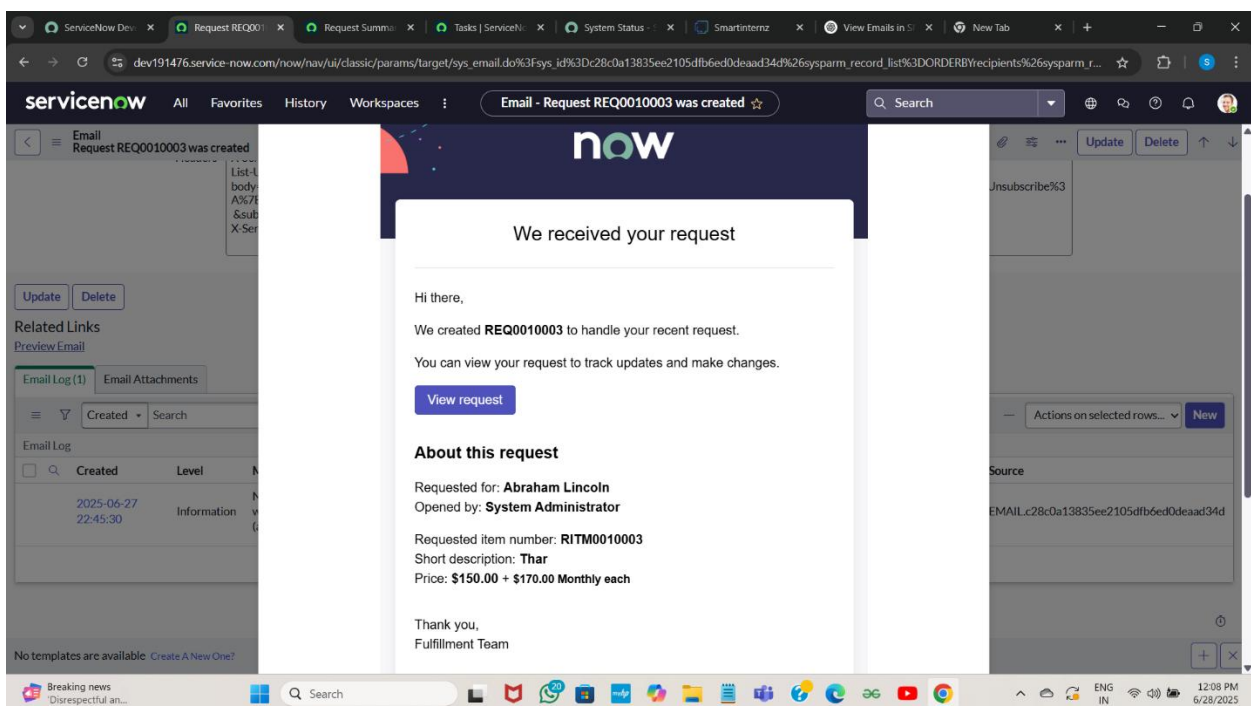


The screenshot shows the ServiceNow 'Email' form. The browser address bar displays a URL with a long alphanumeric string. The form includes fields for Mailbox (set to 'Outbox'), State (set to 'Ready'), Target (set to 'cars fulfillment: TASK0020462'), UID (set to 'N/A'), Created (set to '2025-06-27 23:18:30'), Deleted (checkbox), Weight (set to '0'), Importance, Subject, Recipients (set to 'abraham.lincoln@example.com'), Body (containing 'Ref:MSG0000616_XPCQqdSTHImfZhqeMw4Q'), Content type (set to 'text/html'), and Headers (containing a long string of metadata). At the bottom, a message states 'No templates are available' with a link to 'Create A New One?'. The Windows taskbar at the bottom shows the date as 6/28/2025 and time as 11:54 AM.

ServiceNow Email form fields:

- Mailbox: Outbox
- State: Ready
- Target: cars fulfillment: TASK0020462
- UID: N/A
- Created: 2025-06-27 23:18:30
- Deleted: ☐
- Weight: 0
- Importance:
- Subject:
- Recipients: abraham.lincoln@example.com
- Body: Ref:MSG0000616_XPCQqdSTHImfZhqeMw4Q
- Content type: text/html
- Headers: X-ServiceNow-Source: Notification-8bc25e1b835ee2105dfb6ed0deaad3d5
List-Unsubscribe: <mailto:?
body=Sending+this+email+with+the+predefined+content+in+the+subject+and+body+will+unsubscribe+you+from+the+notification.%0D%0A%0D%0AUnsubscribe%3A%7B%22id%22%3A%228bc25e1b835ee2105dfb6ed0deaad3d5%22%2C%22token%22%3A%22c797e62132%22%7D
&subject=Unsubscribe+from+%22car+request%22>

No templates are available [Create A New One?](#)



The screenshot shows the ServiceNow 'Request' form. The browser address bar displays a URL with a long alphanumeric string. The form includes fields for Request (set to 'REQ0010003'), Request Summary (set to 'Request REQ0010003 was created'), Requested for (set to 'Abraham Lincoln'), Opened by (set to 'System Administrator'), Requested item number (set to 'RITM0010003'), Short description (set to 'Thar'), and Price (set to '\$150.00 + \$170.00 Monthly each'). The form also includes a 'View request' button and a 'Thank you, Fulfillment Team' message. The Windows taskbar at the bottom shows the date as 6/28/2025 and time as 12:08 PM.

ServiceNow Request form fields:

- Request: REQ0010003
- Request Summary: Request REQ0010003 was created
- Requested for: Abraham Lincoln
- Opened by: System Administrator
- Requested item number: RITM0010003
- Short description: Thar
- Price: \$150.00 + \$170.00 Monthly each

We received your request

Hi there,

We created **REQ0010003** to handle your recent request.

You can view your request to track updates and make changes.

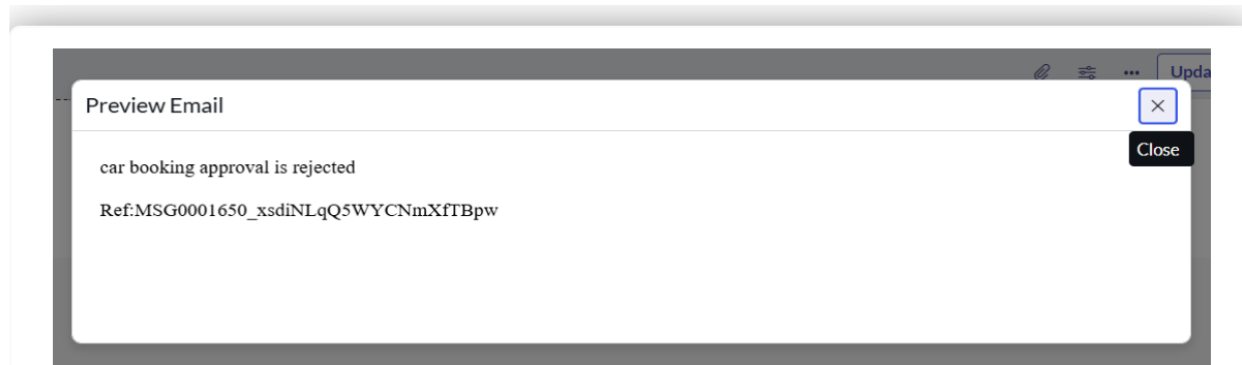
[View request](#)

About this request

Requested for: Abraham Lincoln
Opened by: System Administrator

Requested item number: RITM0010003
Short description: Thar
Price: \$150.00 + \$170.00 Monthly each

Thank you,
Fulfillment Team



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.