

Automated Car Catalog System for Enhanced Showroom Management

Project Documentation Format

1. Introduction

- **Project Name :** Automated Car Catalog System for Enhanced Showroom Management
- **Team ID :** LTVIP2025TMD29927
- **Team Leader :** L Ganesh
- **Team Members :** Shaik Mohammad Irfan, Chennakeshava M, Chandra deepthi, Sujala

2. Project Overview

- **Objective:**
To automate the car booking process through ServiceNow's Service Catalog, enabling users to request a vehicle (e.g., Thar), track approval, and manage fulfillment via tasks, with notification alerts and status updates..
- **Description:**
This project demonstrates how users can request a rental car via the Service Portal. A custom workflow manages multi-level approvals, task creation (car production, delivery, rejection), and status updates using the cars fulfillment table. Notifications are sent to users and showroom managers. The process enforces proper task flow, role-based actions, and final delivery tracking.
- **Key features:**

Features	Description
Service Catalog Integration	Users can request vehicles via the portal
Workflow Automation	Multi-step workflow handles approval, task creation, and notifications
Custom Tables	Uses a custom table (cars fulfillment) for managing tasks
Notifications	HTML emails sent for booking and rejection events

Role-Based Task Handling	Sales and Supervisors handle approvals
Portal Visibility	Catalog visible in Service Portal under “Mahendra” catalog.

3. Project Ideation Phase

- **Project Title:** Car Rental Management in ServiceNow
- **Problem Statement:** Automating car rental workflows including approvals, fulfillment tasks, and communication in a structured and trackable manner.

4. Requirement Analysis Phase

- **Catalog:** Create custom catalog Mahendra
- **Category:** Add Thar under Mahendra
- **Catalog Item:** “Thar Rental” → Assigned to Mahendra Catalog and Thar category
- **Workflow:** Create workflow with:
 - Approval - User (Sales, Supervisor)
 - Create Task: Car Production, Car Delivery
 - Notification: Booking and Rejection
- **Table:** Custom table cars fulfillment
- **Roles:** Sales Person, Supervisor
- **Outcome:** Car status managed with task updates (e.g., Ready to Pickup, Deployment Failed)

5. Project Planning Phase

1. Project Timeline:

- Ideation
- Catalog & Table Setup
- Workflow Design
- Portal Integration
- Task & Notification Setup
- Testing
- Final Demo

2.Risk Management:

Risk	Probability	Impact	Mitigation Strategy
Item not visible in portal	Medium	High	Check category, hide flag, and permissions
Notification not sent	Low	Medium	Test with debug logs
Task not created in fulfillment	Medium	High	Verify workflow task tables

1. Task Allocation:

Task	Assigned To	Time Estimate	Tools Required
Catalog Setup	Developer	1 Days	Service Catalog
Workflow \$ Approvals	Workflow designer	2 Days	Workafrole Editor
Task Table Design	Developer	1 Days	Table Builder
Notification Email Setup	Admin	1 Days	Notification UI
Portal Testing	Analyst	1 Days	Service portal

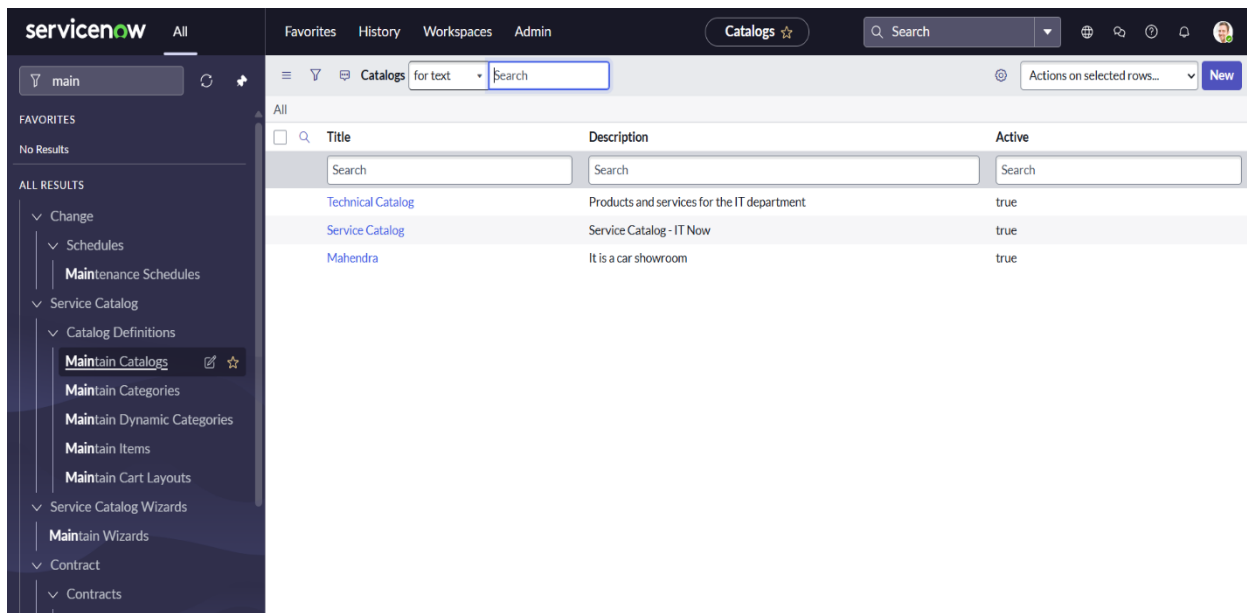
6. Project Design Phase

1. Service Catalog

➤ Create Catalog

- Open service now.
- Click on All >> search for Maintain Catalog.

- Click on Maintain Catalog under Catalog Definition.
- After opening Maintain Catalog Click on new.
- Give Catalog Name as “Mahendra ”.
- Application should be Global.
- Give description as it is a car showroom.
- Click on Submit.



- Fill the following details to create catalog

Additional actions

* Title:

Manager:

Editors:

Description:

Desktop image: [Click to add...](#)

'Catalog Home' Page:

'Continue Shopping' page:

Application:

Active: ☒

Enable Wish List: ☐

Catalog Items (2) **Categories (2)** **Catalog Portal Pages (1)** **Sites**

Name	Short description	Active	Category
...

➤ **Create Categories:**

- After submitting you can see the catalog mahendra in the list.
- Open Mahendra Catalog Scroll down.
- Click Categories And Click on New.

Update Delete

Catalog Items (2) Categories (3) Catalog Portal Pages (1) Sites

for text Search Actions on selected rows... New

Catalog = Mahendra

	Title	Description	Active	Parent
▶	XUV		true	(empty)
▶	Sports		true	(empty)
▶	Sudden		true	(empty)

Activate Deactivate 1 to 3 of 3

➤ Sudden Catalog Items

- Give Title as **Sudden**.
- Search and add catalog as Mahendra.
- Click on submit.
- Create two more categories as XUV and Sports.
- Click on Catalog Items and Click on new.
- Give it a name as polo.
- Select catalog as Mahendra.
- Select category as Sudden.
- Short description as Volkswagen Polo - Compact Hatchback with Superior Comfort and Efficiency.
- 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.
- Click on Picture and add image.

< Catalog Item Polo Copy Try It Update Edit in Catalog Builder Delete

Name Application Global

Catalogs Active ☒

Category Fulfillment automation level

State

Checked out

Owner

Item Details Process Engine Picture Pricing Portal Settings

Short description

Description

< ≡ Catalog Item Polo


Copy Try It Update Edit in Catalog Builder Delete

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

Add an icon and picture for display

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

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



Copy Try It Update Edit in Catalog Builder Delete

Related Links

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

Request method Request

Hide 'Add to Cart' ☒

Hide Quantity ☒

Hide Delivery time ☐

Hide 'Save as Draft' ☐

Hide Attachment ☐

Mandatory Attachment ☐

- Click on Pricing and give the price as 70 and recurring price 90.
- Click on Portal setting and Select request method as Request.
- Click on Submit.
- Click on new and create one more catalog.

➤ Thar Catalog item:

- Give it a name as Thar.
- Select catalog as Mahendra.
- Select category as XUV.
- Short description Mahindra Thar - 4x4 Off-Road SUV with Modern Features
- 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.

- Click on Picture and add image
- 34.price 150 to recurring price 170.
- Click on Portal settings and request method as Request.

Catalog Item

Thar

<=>

Copy

Try it

Update

Edit in Catalog Builder

Delete

↑

Name

Thar

Application

Global

i

Catalogs

Mahendra

Active

☒

Category

XUV

Q

i

mileage

State

-- None --

Fulfillment automation level

Unspecified

v

Checked out

-- None --

Owner

System Administrator

Q

i

Item Details

Process Engine

Picture

Pricing

Portal Settings

Short description

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

Description

B I U ↶ ↷ Verdana 8pt [Table Icon] [Text Color Icon] [Background Color Icon] [Link Icon]

[Image Icon] [Video Icon] < > [List Icon] [List Icon] [List Icon] [List Icon] [List Icon] [List Icon] [List Icon]

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.

Item Details	Process Engine	Picture	Pricing	Portal Settings
<div> <div>Price</div> <div> <div>\$</div> <div>150.00</div> <div></div> </div> </div> <div> <div>Recurring price</div> <div> <div>\$</div> <div>170.00</div> <div></div> </div> </div> <div> <div>Recurring price frequency</div> <div>None</div> </div>				

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

Item Details

Process Engine

Picture

Pricing

Portal Settings

Request method

Request

Hide 'Save as Draft'

Hide 'Add to Cart'

Hide Quantity

Hide Delivery time

Hide Attachment

Mandatory Attachment

[Copy](#)
[Try It](#)
[Update](#)
[Edit in Catalog Builder](#)
[Delete](#)

➤ XUV700 Catalog Item:

- 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.
- Click on Picture and add image of car.
- Click on Pricing give price 200 to recurring price 211

Item Details

Process Engine

Picture


Pricing

Portal Settings

Add an icon and picture for display

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

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



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

<

≡

Catalog Item
XUV700

✎

⚙

⋮

Copy

Try It

Update

Edit in Catalog Builder

Delete

↑

Name

XUV700

Application

Global

ⓘ

Catalogs

🔒

Mahendra

Active

☒

Category

Sports

🔍

ⓘ

Fulfillment automation level

Unspecified

▼

State

-- None --

Checked out

-- None --

Owner

System Administrator

🔍

ⓘ

Item Details

Process Engine

Picture

Pricing

Portal Settings

Short description

Mahindra XUV700 - The Ultimate SUV Experience.

Description

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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.

➤ Create a User:

- 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

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 19:04:31

2024-09-30 14:32:24

zackary.mackus

Zackary Mackus

zackary.mackus@example.com

true

2012-02-17 19:04:50

2024-09-30 14:32:20

yvette.koleska

Yvette Koleska

yvette.koleska@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 19:04:30

2024-09-30 14:32:25

william.mehrad

William Mehrad

william.mehrad@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

willard.dutt

Willard Dutt

willard.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 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

• Create Roles:

- 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 privileges ☐

Description

Update

Delete

Related Links

[Run Point Scan](#)

➤ Create Group:

- Click on All>>Search for groups.
- Click on groups>>under Security System.
- Click on new and give the group's name as showroom.
- Give the group manager as Abraham lincoln. And Submit.
- Add group members as Salesperson, Salesperson2 and 3.And update.

Favorites History Workspaces Admin Groups ☆						
Search						
Groups Name Search						
All						
<input type="checkbox"/>	Q	Name ▼	Description	Active	Manager	Parent
Search Search Search Search Search Search						
		US Presidents Group 2	Demo user group for Password Reset Appli...	true	(empty)	(empty)
<input type="checkbox"/>	①	US Presidents Group 1	Demo user group for Password Reset Appli...	true	(empty)	(empty)
		Team Development Code Reviewers	Review, approve and/or reject the code p...	true	(empty)	(empty)
		Survey Creators	This is a group of users who have survey...	true	(empty)	(empty)
		Software	IT department responsible for all softwa...	true	(empty)	(empty)
		Showroom		true	Abraham Lincoln	(empty)
		Service Desk		true	Beth Anglin	(empty)
		RMA Approvers	Responsible for Return Material Authoriz...	true	(empty)	(empty)
		Report Access Request Approvers	Default group for approvers of Report AC...	true	(empty)	(empty)
		Recommendation Admin	Group used for Agent Assist Recommendati...	true	(empty)	(empty)

< ≡ Group Showroom

⌘ ⚙ ⋮ Update Delete ↑ ↓

Additional actions

Name Showroom

Group email

Manager Abraham Lincoln

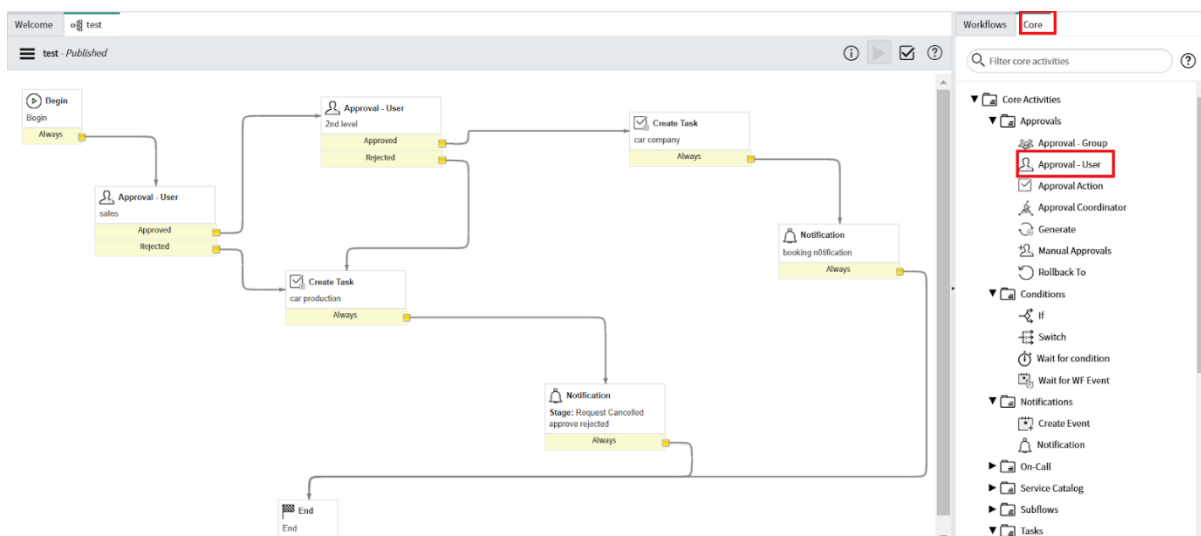
Parent

Description

Update Delete

➤ Create a Workflow:

- Navigate to Homepage.
- Click on all search Workflow Editor.
- Click on New Workflow.
- Under the name field search for Test Select that record.
- After creating workflow you can see begin and end.
- Drag the approval user from core and give name as **sales**.
- Give the user as a sales person.





Workflow Activity sales [Diagrammer view*]

Name sales

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 sales person Groups

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.

Advanced ☐

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



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.

- Drag create task from core and give name as car company

Name

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

Priority

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

Set values

✕

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

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

Set values

-- 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

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

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

Set values

-- 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

- Drag the create task from core and give it name as car production.
- 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_fullfillment]

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

- 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 --

- Set values as car status deployment failed.
- State closed Incomplete.And Submit.
- Drag Notification from core and give name as Booking 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 ▼

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

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\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, 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>
```

- 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>
```

- Submit.
- 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:

- 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

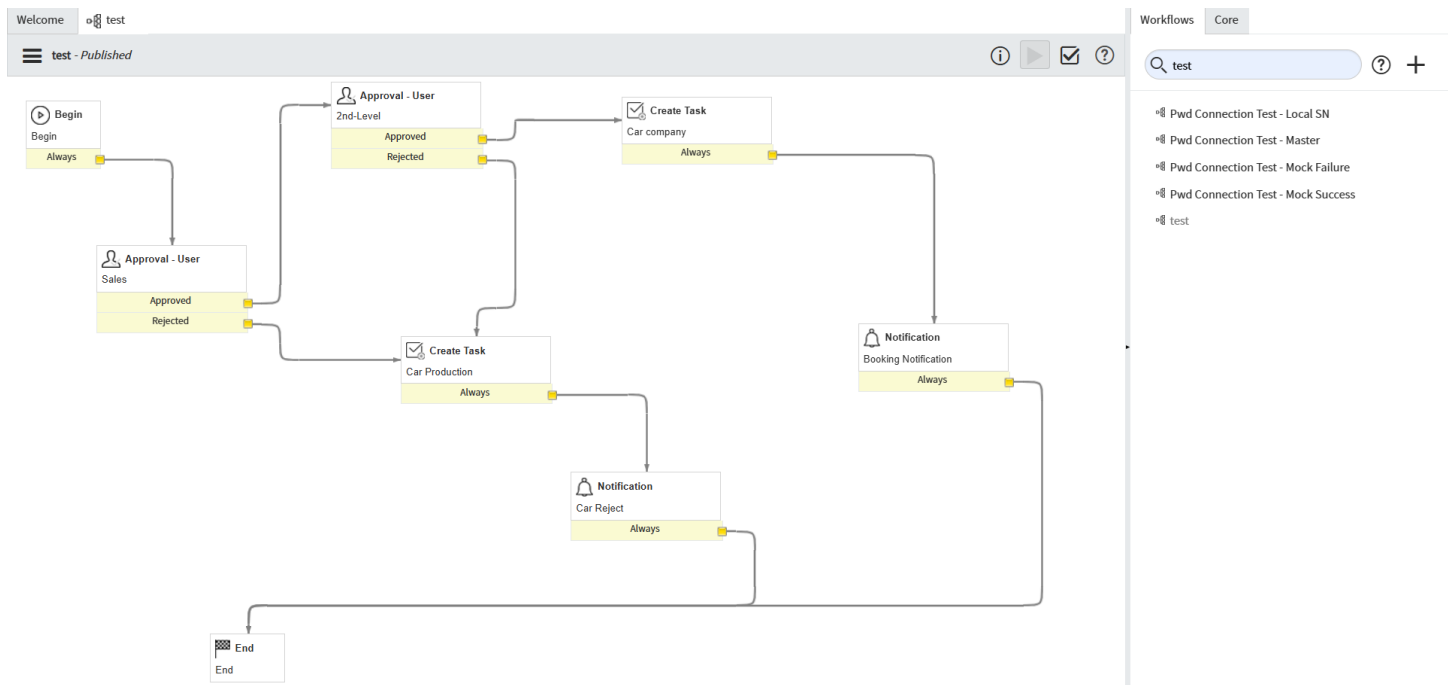
In 'Subject' specify the text to appear in the message's subject line. In 'Message' specify the text of the message itself. To include the value of a field in the message body, place the cursor at the point in the text where you want the field's value inserted. Then click the + icon next to Fields and select the field you want.

Subject car showroom

Message car booking approval is rejected

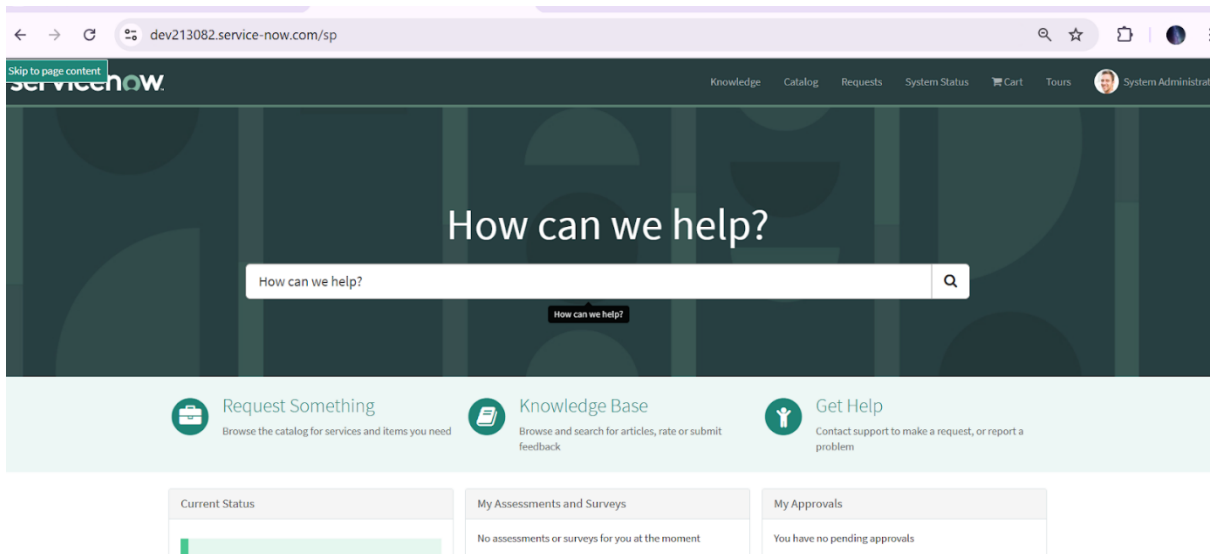
Select variables: Fields

- Give the subject as a car showroom.
- Give a message as car booking approval is rejected.
- Submit and end

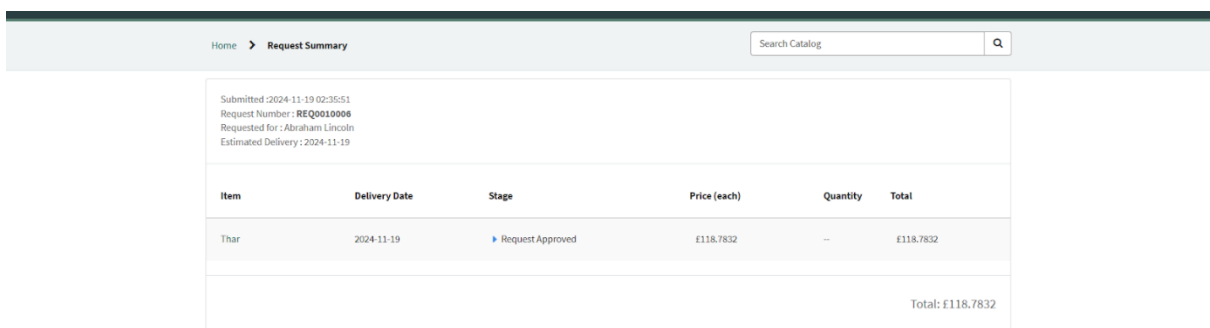
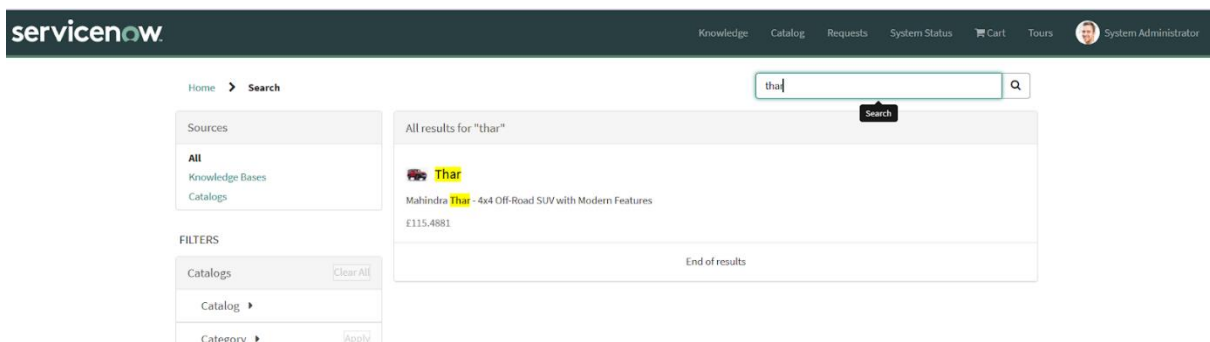


➤ Service Portal:

- Check the cars are available in the service portal. And order it.
- 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.
- After ordering the car you get a request number and Delivery date.



- 7. After requesting an item and the request shown in Task table.
- In Task we Approve or reject the request.

Favorites

History

Workspaces

Admin

cars fulfillments

Search

cars fulfillments

Created

Search

Actions on selected rows...

New

All

Number	Priority	State	Assigned to	Task type	Created
<div>TASK0021351</div>	<div>2 - High</div>	<div>Closed Incomplete</div>	<div>(empty)</div>	<div>cars fulfillment</div>	<div>2024-11-25 19:39:11</div>
<div>TASK0021350</div>	<div>1 - Critical</div>	<div>Closed Complete</div>	<div>(empty)</div>	<div>cars fulfillment</div>	<div>2024-11-25 10:07:29</div>
<div>TASK0021349</div>	<div>1 - Critical</div>	<div>Closed Incomplete</div>	<div>(empty)</div>	<div>cars fulfillment</div>	<div>2024-11-25 09:50:33</div>
<div>TASK0021348</div>	<div>1 - Critical</div>	<div>Closed Complete</div>	<div>(empty)</div>	<div>cars fulfillment</div>	<div>2024-11-25 08:26:14</div>
<div>TASK0021347</div>	<div>1 - Critical</div>	<div>Closed Complete</div>	<div>(empty)</div>	<div>cars fulfillment</div>	<div>2024-11-25 08:04:31</div>
<div>TASK0020754</div>	<div>1 - Critical</div>	<div>Closed Complete</div>	<div>(empty)</div>	<div>cars fulfillment</div>	<div>2024-10-28 02:30:55</div>
<div>TASK0020747</div>	<div>1 - Critical</div>	<div>Closed Incomplete</div>	<div>(empty)</div>	<div>cars fulfillment</div>	<div>2024-10-28 00:08:41</div>
<div>TASK0020696</div>	<div>1 - Critical</div>	<div>Closed Incomplete</div>	<div>(empty)</div>	<div>cars fulfillment</div>	<div>2024-10-27 23:53:38</div>

Favorites

History

Workspaces

Admin

cars fulfillment - TASK0021350

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cars fulfillment TASK0021350

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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

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Search

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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

Final Conclusion

The Car Rental project in ServiceNow successfully automates the car booking lifecycle, from request to fulfillment. It uses Service Catalog, custom workflow logic, user approvals, and dynamic task tracking via the cars fulfillment table. Notifications improve user engagement, and the project structure is scalable and enterprise-ready.

