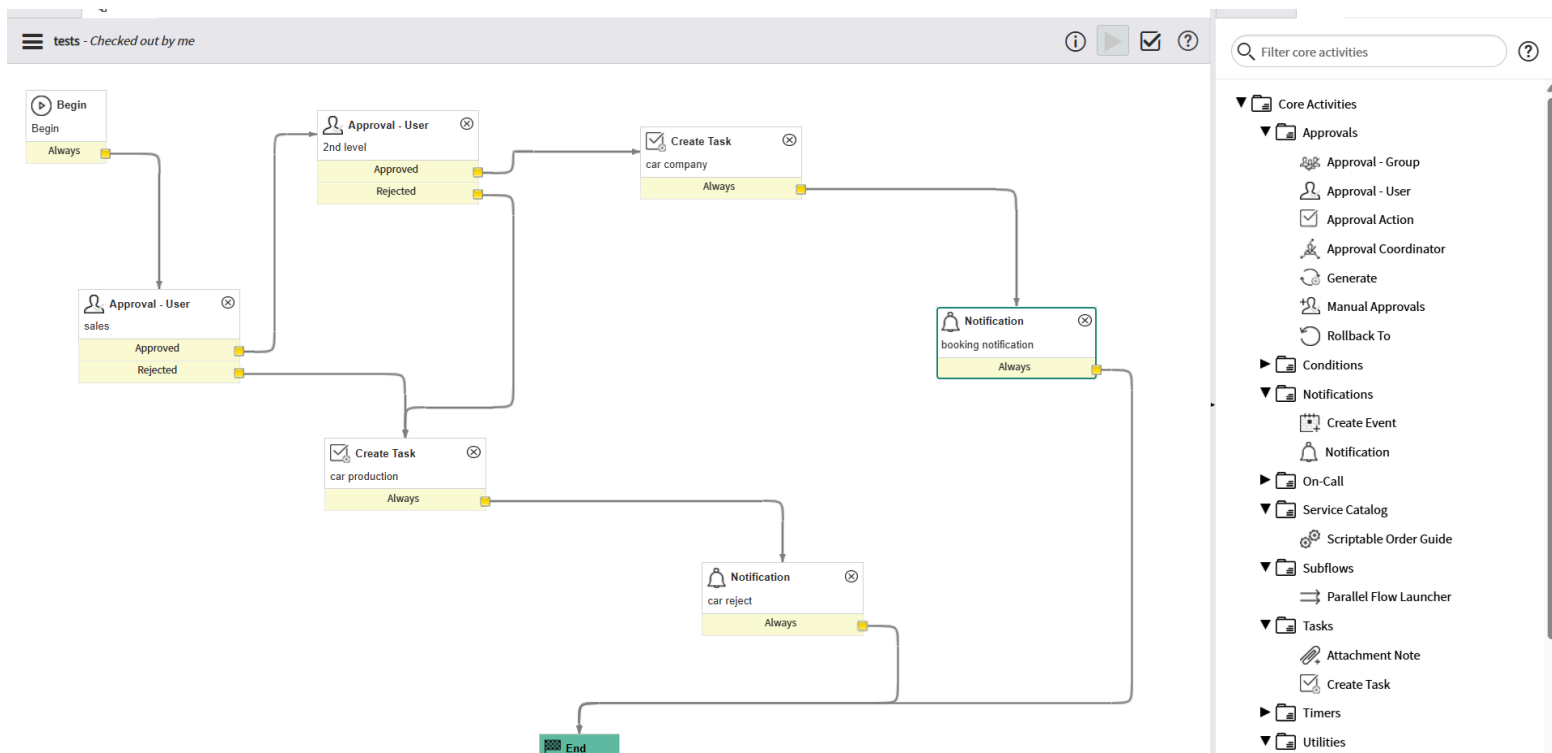# Workflow

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.

Workflow Activity
2nd level [Diagrammer view*]   🔗 ≡ ∘∘∘ Update

Name   `2nd level`

Stage   [   ] 🔍

When to run   ⌄

Specify the conditions that, when met, cause a user approval to be generated. More Info

Condition   [Add Filter Condition] [Add "OR" Clause]

             [-- choose field -- ▼] [-- oper --] [-- value --]

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   [🔒]

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

Activity Properties: Create Task   ⑦   ✕

Workflow Activity
car company [Diagrammer view*]   🔗 ≡ ∘∘∘ Update

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 fullfillment [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   ⌄]

11.Drag the create task from core and give it name as car production.

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

13.Give task values from values

14.Set values as car status Ready to Pickup.

15.State Closed Complete and submit.

16.Drag the create task from core and give it name as car production.

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

18. Set values as car status deployment failed.

19. State closed Incomplete.And Submit.

20.Drag Notification from core and give name as Booking Notification.

Activity Properties: Create Task (?)

Name	car production
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 fullfillment [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	State ▼	Closed Incomplete	✕

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

22. 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>Requested Car: ${requested_for}</p>

<p>Status: ${approval}</p>

<p style="color: #333;">Thank you for choosing Mahendra!</p>

</div>

 </div>

</body>

</html>

23. Submit.

Activity Properties: Notification ⑦ ✕

Workflow Activity
booking notification [Diagrammer view*]   📎 ≛ ⋯ Update

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   ⌄

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   − +   Select variables:

24. Drag the Notification and give the name as car reject andGive the subject as a car showroom.

25. Give a message as car booking approval is rejected,Submit and end

Workflow Activity
car reject [Diagrammer view*]

Update

Current View: Diagrammer (click me for other views)

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 ⌄

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

The final workflow of automated car catalog system
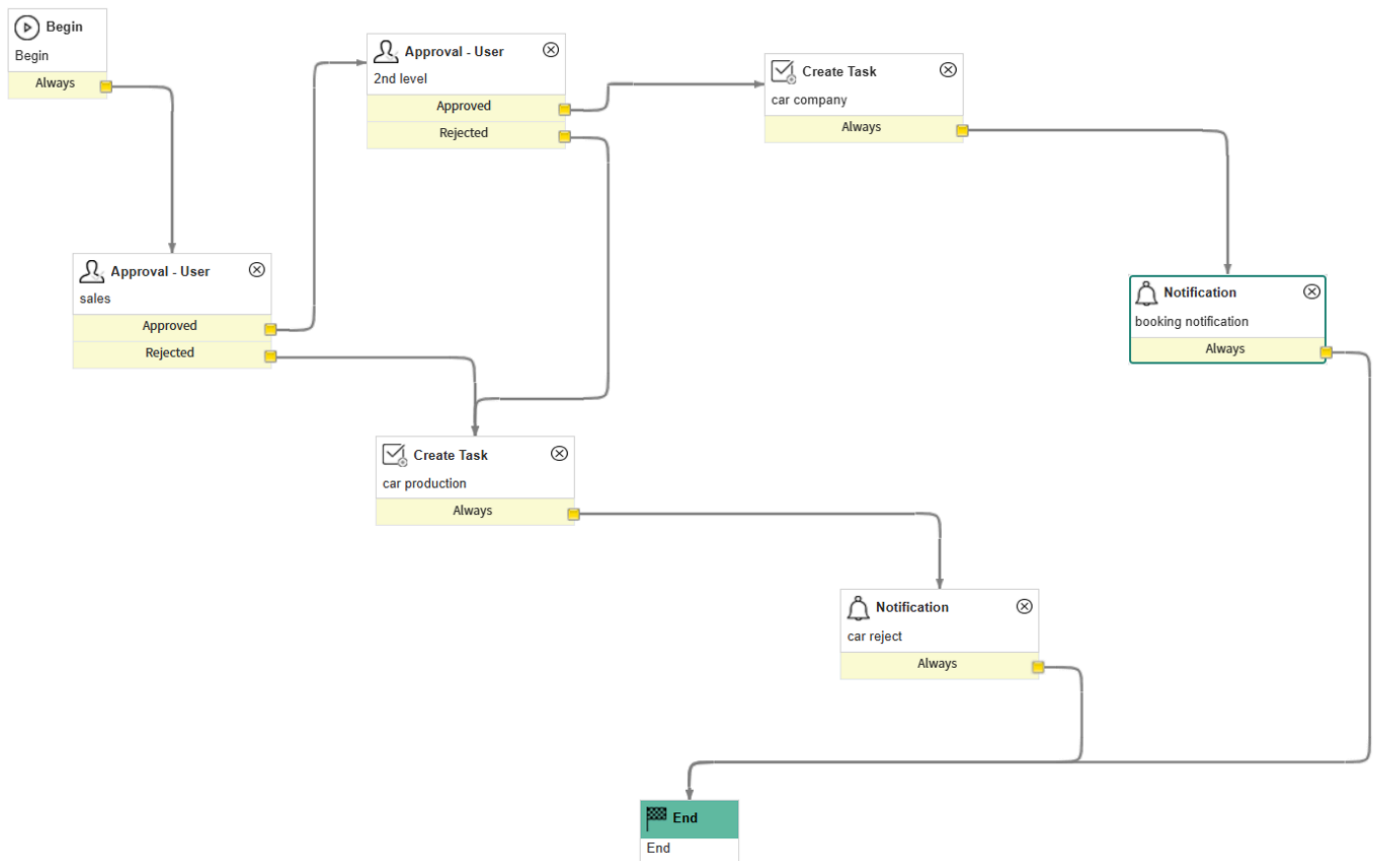
Searching created catalog are available in service portal

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.

Search Catalog

Submitted :2024-11-19 02:35:51
Request Number : **REQ0010006**
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 fullfillments ☆		Q Search			

cars fullfillments | Created ▾ | Search

All

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

	Favorites	History	Workspaces	Admin	cars fullfillment - TASK0021350 ☆		Q Search			

cars fullfillment
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

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**

⊙