

# Project Report

<b>Project Title:</b>	<b>Automated Vehicle Catalog System for Improved Showroom Administration</b>
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## Abstract:

The Automated Vehicle Catalog System is developed to digitize and simplify the management of car inventories in automobile showrooms. It enables efficient handling of details such as car models, variants, prices, and stock availability. By introducing automation, the platform enhances operational productivity, minimizes manual work, and improves customer experience through fast and precise catalog access.

## Problem Statement:

Traditional car showroom catalog management is often done manually, leading to delays, errors, and miscommunication. Manual processes for handling requests, approvals, and assignments make it difficult to track customer preferences and service inquiries. These inefficiencies negatively impact productivity and customer satisfaction. Therefore, an automated and centralized catalog management system is necessary to optimize daily showroom operations.

## Introduction:

In the automobile sector, efficient catalog and inventory management is crucial for seamless operations and quality customer service. Manual catalog systems often fail to deliver real-time

updates, resulting in inconsistencies and mismanagement of data. The Automated Vehicle Catalog System addresses these issues by providing a unified digital platform to manage car models, configurations, pricing, and availability. The system incorporates workflow automation, role-based access, and an intuitive service portal that ensures transparency and reduces administrative tasks. It follows a structured approach involving requirement analysis, design, automation, and portal integration.

### **Objectives:**

- To automate the car catalog management system in showrooms.
- To centralize details related to car models, pricing, and specifications.
- To minimize human errors and enhance catalog management efficiency.
- To enable quick data access for customers and staff.
- To implement automated workflows and approval mechanisms for better coordination.

### **Methodology:**

The development of the Automated Vehicle Catalog System follows a systematic process starting from requirement analysis to final deployment. Each step ensures that catalog data is accurately stored, accessed, and managed through automated workflows and a unified service portal.

### **Step-by-Step Workflow:**

- Requirement Analysis – Identify showroom needs and user responsibilities.
- System Design – Build service catalog structure, user groups, and access roles.
- Table Creation – Develop structured storage for catalog and service request data.
- Workflow Configuration – Automate approvals and task assignments.
- Portal Integration – Provide user access for viewing and requesting catalog information.
- Testing and Validation – Verify the system's accuracy and performance.
- Deployment – Release the system for end-user access.

### **Modules Involved:**

Service Catalog – Handles all services related to car catalog and customer requests.

User Creation – Facilitates creation of user accounts based on designated roles.

Role Creation – Defines user permissions such as admin, manager, and sales representative.

Group Creation – Organizes users into functional groups for streamlined operations.

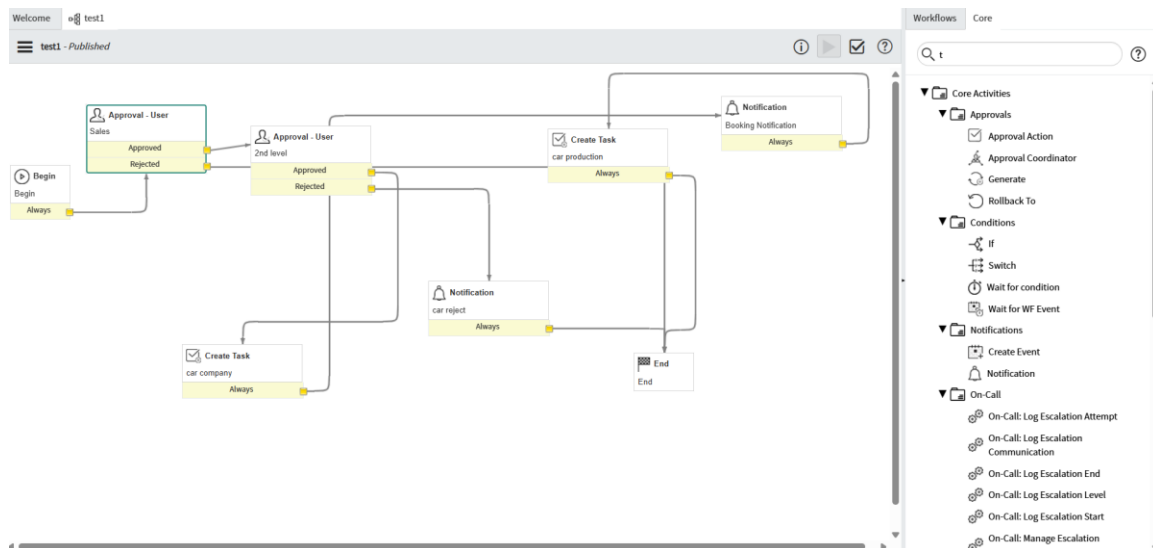
Table Creation – Maintains structured catalog and service data.

Workflow – Automates request and approval handling for efficiency.

Service Portal – Offers a user-friendly interface for staff and customers to interact with the system.

## Result:

The implemented system effectively automates catalog management and streamlines workflows in the showroom. Automation reduces manual errors, simplifies user management, and accelerates data retrieval, leading to improved productivity and enhanced customer satisfaction.



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KnowledgeCatalogRequestsSystem StatusCartToursSystem Administrator

Home > Request Summary

Search Catalog

Submitted : 2025-10-19 05:56:10  
Request Number : REQ0010002  
Estimated Delivery : 2025-10-21

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Thar	2025-10-21	Assess or Scope Task	\$150.00	--	\$150.00
					Total: \$150.00

dev291921.service-now.com/now/nav/ui/classic/params/target/sc\_request.do%3Fsys\_id%3Dd8ca217f8364b210213a9370ceaad389%26sysparm\_record\_target%3Dtask%26sysparm\_record\_row...

School

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AllFavoritesHistoryWorkspacesAdmin

Request - REQ0010002

Search

Request REQ0010002

DiscussFollowUpdateCancel RequestCopyDelete

NumberREQ0010002

Requested forSystem Administrator

Location

Due date2025-10-21 05:56:09

Price\$150.00

Description

Short description

Special instructions

Opened2025-10-19 05:56:10

Opened bySystem Administrator

ApprovalApproved

Request stateApproved

UpdateCancel RequestCopyDelete

Related Links  
Show Workflow  
Workflow Context

## Conclusion:

The Automated Vehicle Catalog System serves as an efficient tool for optimizing showroom catalog operations. By consolidating data and automating workflows, the system reduces manual intervention and increases overall performance. It fosters a more transparent and responsive working environment for both employees and customers.

## Future Enhancements:

- Integration with real-time inventory and supplier databases.
- Addition of analytical dashboards for performance insights.

- AI-driven customer recommendation features.
- Mobile application for remote catalog access.
- Chatbot integration for faster customer engagement.

**References:**

- ServiceNow Product Documentation — <https://docs.servicenow.com>
- ServiceNow Developer Portal — <https://developer.servicenow.com>
- IT Service Management Fundamentals — <https://www.servicenow.com/itsm.html>
- Workflow Automation Concepts — <https://www.servicenow.com/platform/workflow.html>