

# **SERVICE NOW PROJECT DOCUMENTATION**

## **Mahendra Car Showroom Automation System**

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### **Project Documentation**

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#### **Submitted By**

**Team ID:** LTVIP2026TMIDS85044

**Team Size:** 3

#### **Team Leader:**

Tummalapalli Iswarya

#### **Team Members:**

Seepani Veena Sree

Sravani Neruturi

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#### **Mentors**

##### **Industry Mentor:**

No Mentor Assigned

##### **Faculty Mentor:**

M Ganesh

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#### **Internship / Organization**

SmartInternz – Project Phase

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#### **Platform Used**

ServiceNow Platform

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#### **Academic Year**

2025 – 2026

## **1. Introduction**

Digital transformation has become a core requirement for modern business operations. Organizations that continue to rely on manual, paper-based processes face operational inefficiencies, delays in decision-making, communication gaps, and data inconsistencies. Traditional approval systems involving physical forms, phone calls, and email follow-ups lack transparency, scalability, and real-time tracking capabilities.

To address these operational challenges, this project implements a structured and automated booking system using the ServiceNow platform. The Mahendra Car Showroom Automation System is designed to digitize and streamline the vehicle booking lifecycle — from customer request submission to multi-level approval and final fulfillment tracking.

This solution replaces the traditional showroom-based booking model with a centralized, workflow-driven automation framework. Customers can submit booking requests digitally through the Service Catalog, while internal stakeholders manage approvals and task execution through automated routing and notifications.

The system introduces standardization, governance, and accountability into the booking process by leveraging ServiceNow's Service Catalog and Flow Designer capabilities.

### **Project Objectives**

The Mahendra Car Showroom Automation System focuses on:

- Process automation to eliminate manual routing and paperwork
- Workflow standardization to ensure consistent booking handling
- Role-based approval management for structured governance
- Secure data handling with controlled access and audit logs
- Automated notifications to improve communication transparency
- Centralized tracking of booking records and status updates
- Reduced processing time and improved operational efficiency
- Enhanced customer experience through digital self-service

## 2. Project Overview

The Mahendra Car Showroom Automation System is a Service Catalog-based application developed within ServiceNow. The solution allows customers to browse available car models and submit booking requests through the Service Portal. Once submitted, the request automatically enters a structured workflow for internal review and approval.

Previously, the showroom handled bookings manually:

- Customers filled paper forms
- Sales team verified details
- Supervisor approval was taken physically
- Emails were sent manually
- Records were stored separately

This approach resulted in:

- Delayed approvals
- Human errors
- No centralized tracking
- No transparency
- Lack of audit history

The implemented system resolves these issues by introducing automation through Flow Designer. Every booking request is now traceable from submission to completion.

### Key Functional Capabilities

- Online car catalog browsing
- Booking request submission
- Automated catalog task creation
- Two-level approval workflow
- Conditional rejection handling
- Automated email notifications
- Complete audit trail maintenance
- Role-based secure access

### **3. System Architecture**

The architecture follows a layered model within the ServiceNow platform to ensure scalability, maintainability, and security.

#### **3.1 Presentation Layer**

The Presentation Layer is implemented using the Service Portal.

Customers interact with:

- Car catalog
- Car item detail pages
- Booking form
- Confirmation page
- My Requests section

The interface is responsive and accessible from both desktop and mobile devices. It ensures a simple user journey:

1. User logs into the portal
2. Selects Mahendra catalog
3. Chooses a car model
4. Submits booking details
5. Receives confirmation with request number

The user interface hides backend complexity and ensures seamless interaction.

#### **3.2 Business Logic Layer**

The core automation is implemented using Flow Designer.

The flow is triggered automatically when a Requested Item record is created in the system.

Workflow execution includes:

- Trigger: Requested Item Created
- Condition: Verify selected catalog
- Create Catalog Task
- Ask for Approval (Sales Person)
- If Approved → Continue
- If Rejected → End flow + Send rejection notification

- Ask for Approval (Supervisor)
- If Approved → Mark request successful
- Send success email
- Close task

This structured automation ensures:

- No manual routing
- No dependency on email forwarding
- No missed approvals
- Clear approval state tracking

Each decision point in the workflow is controlled through IF conditions to ensure logical branching.

### **3.3 Data Layer**

The solution uses standard ServiceNow tables to maintain structured and relational data.

Primary tables used:

- sc\_request
- sc\_req\_item
- sc\_task
- sysapproval\_approver
- sys\_user
- sys\_user\_group
- sys\_audit

Each booking creates:

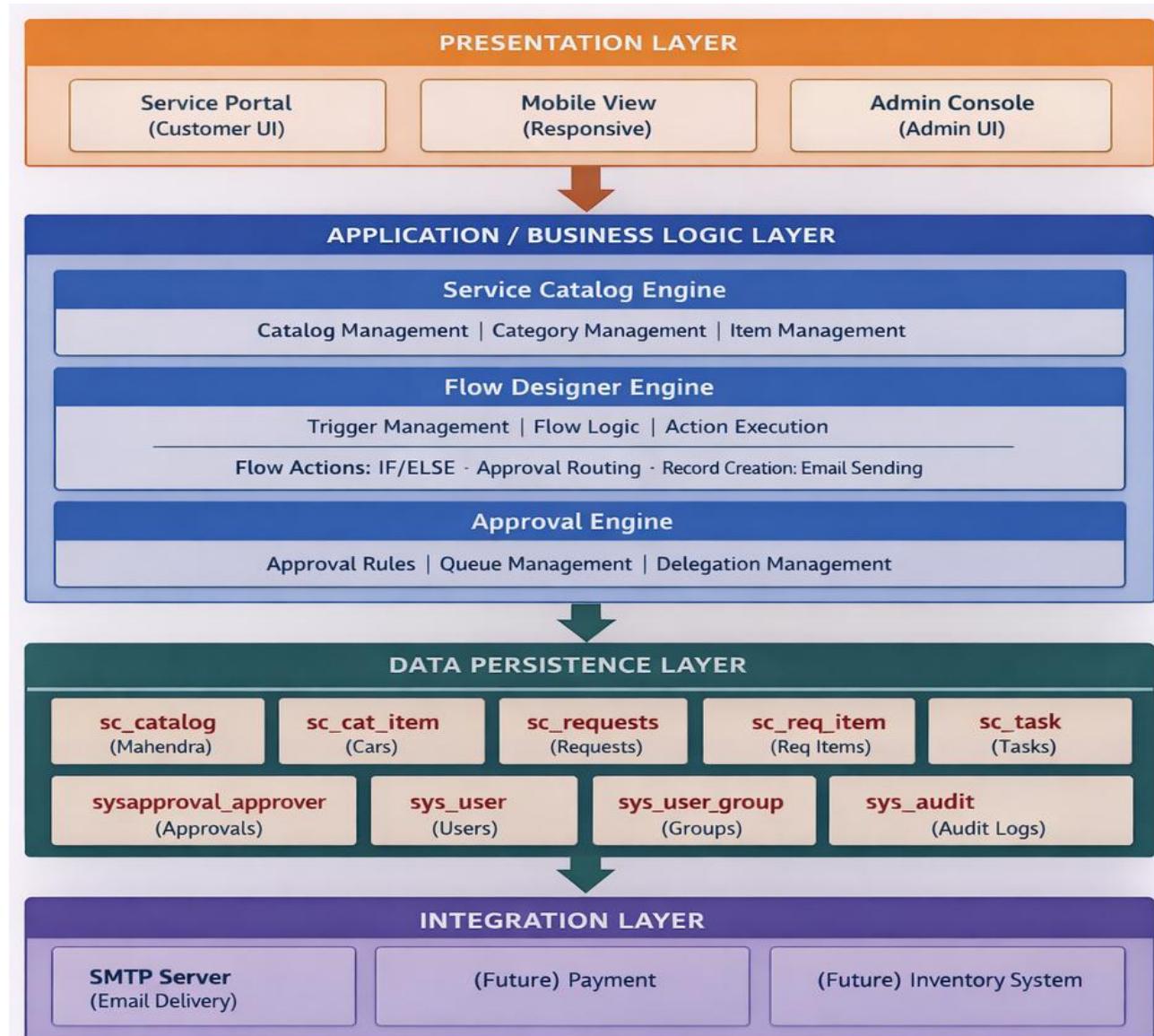
- One Request record
- One Requested Item record
- One or more Approval records
- One Catalog Task

All data is stored securely within the ServiceNow database.

The system automatically maintains:

- Record history
- State changes

- Approval comments
- Time stamps
- User references



## 4. Implementation Details

The implementation was carried out in multiple structured phases.

### Phase 1: Catalog Configuration

- Created a new Service Catalog named "Mahendra"
- Added categories such as SUV, Sedan, and Sports
- Created catalog items including Thar, Polo, and XUV700
- Configured pricing and descriptions
- Added images and booking fields

The figure consists of three vertically stacked screenshots from the ServiceNow application interface, illustrating the configuration of a service catalog and its categories.

**Screenshot 1: Catalog Configuration - Mahendra**

This screenshot shows the configuration of a service catalog named "Mahendra". The main form includes fields for Title (Mahendra), Manager, Editors, Description, Desktop image, 'Catalog Home' Page, and 'Continue Shopping' page. The catalog is set to Application: Global and Active: true. The "Update" and "Delete" buttons are visible at the bottom.

**Screenshot 2: Catalog Categories - XUV**

This screenshot shows the configuration of a category named "XUV" under the "Mahendra" catalog. The main form includes fields for Title (XUV), Catalog (Mahendra), Location, and Description. The category is set to Active: true and Parent: (empty). The "Update" and "Delete" buttons are visible at the bottom. Below the form is a table listing catalog items, categories, portal pages, and sites. The table shows one item: "XUV" under "Catalog Items".

**Screenshot 3: Catalog Item - Thar**

This screenshot shows the configuration of a catalog item named "Thar" under the "XUV" category. The main form includes fields for Title (Thar), Catalog (XUV), Location, and Description. The item is set to Active: true and Parent: (empty). The "Update" and "Delete" buttons are visible at the bottom. Below the form is a table listing catalog items, categories, portal pages, and sites. The table shows one item: "Thar" under "Catalog Item".

Screenshot of the ServiceNow Item Designer interface for creating a new category named "Sudden".

**Category Sudden**

**Fields:**

- \* Title: Sudden
- Catalog: Mahendra
- Location:
- Description:

**Options:**

- Application: Global
- Active: checked
- Parent:

**Actions:**

- Update, Delete

**Related Links:**

- Make available for Item Designer
- Run Point Scan
- [SN Utils] Versions (1)

**Catalog Item (1) Categories**

Catalog item	Short description	Active	Roles	Price	Type
Polo	Volkswagen Polo - Compact Hatchback with...	true		\$70.00	Item

1 to 1 of 1

Screenshot of the ServiceNow Item Designer interface for creating a new category named "Sports".

**Category Sports**

**Fields:**

- \* Title: Sports
- Catalog: Mahendra
- Location:
- Description:

**Options:**

- Application: Global
- Active: checked
- Parent:

**Actions:**

- Update, Delete

**Related Links:**

- Make available for Item Designer
- Run Point Scan
- [SN Utils] Versions (1)

**Catalog Item (1) Categories**

Catalog item	Short description	Active	Roles	Price	Type
XUV700	The Ultimate SUV Experience.	true		\$200.00	Item

1 to 1 of 1

Catalog Item  
Polo

Build and modify items faster with the improved Catalog Builder.

Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name: Polo Application: Global Active:

Catalogs: Mahendra Category: Sudden Fulfillment automation level: Unspecified

State: -- None -- Checked out: -- None -- Owner: System Administrator

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

Short description: Volkswagen Polo - Compact Hatchback with Superior Comfort and Efficiency

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

Catalog Item  
XUV700

Build and modify items faster with the improved Catalog Builder.

Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name: XUV700 Application: Global Active:

Catalogs: Mahendra Category: Sports Fulfillment automation level: Unspecified

State: -- None -- Checked out: -- None -- Owner: System Administrator

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

Request method: Request Hide 'Save as Draft':

Hide 'Add to Cart':  Hide Attachment:

Hide Quantity:  Mandatory Attachment:

Hide Delivery time:

The screenshot shows a catalog item creation interface for a vehicle named 'Thar'. The item is categorized under 'XUV' and is currently active. The description panel includes a short description and a detailed description with rich text editing tools. The detailed description text is as follows:

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.

The screenshot displays a table of users. A specific row for 'Sales01' is highlighted with a green background. The table columns include User ID, Name, Email, Active status, Created date, and Updated date. The 'Sales01' row shows the following details:

User ID	Name	Email	Active	Created	Updated
supervisor01	Supervisor		true	2026-02-17 05:53:36	2026-02-17 05:53:36
Sales01	Sales Person		true	2026-02-17 05:48:54	2026-02-17 05:48:54
aes.creator	Creator User		true	2026-02-15 13:00:57	2026-02-17 02:32:33
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2026-02-17 02:32:33
jeri.farstvedt	Jeri Farstvedt	jeri.farstvedt@example.com	true	2012-02-17 19:04:53	2026-02-15 12:25:37
randal.gansen	Randal Gansen	randal.gansen@example.com	true	2012-02-17 19:04:53	2026-02-15 12:25:37
rosalind.krenzke	Rosalind Krenzke	rosalind.krenzke@example.com	true	2012-02-17 19:04:53	2026-02-15 12:25:37
savannah.loffler	Savannah Loffler	savannah.loffler@example.com	true	2012-02-17 19:04:53	2026-02-15 12:25:37
fabian.mcshaw	Fabian Mcshaw	fabian.mcshaw@example.com	true	2012-02-17 19:04:53	2026-02-15 12:25:37
eldon.sutch	Eldon Sutch	eldon.sutch@example.com	true	2012-02-17 19:04:53	2026-02-15 12:25:37
darrell.amrich	Darrell Amrich	darrell.amrich@example.com	true	2012-02-17 19:04:49	2026-02-15 12:25:37
quintin.isacson	Quintin Isacson	quintin.isacson@example.com	true	2012-02-17 19:04:49	2026-02-15 12:25:37
mac.marksberry	Mac Marksberry	mac.marksberry@example.com	true	2012-02-17 19:04:49	2026-02-15 12:25:37
janice.twiet	Janice Twiet	janice.twiet@example.com	true	2012-02-17 19:04:49	2026-02-15 12:25:37
hillary.holmes	Hillary Holmes	hillary.holmes@example.com	true	2012-02-17 19:04:52	2026-02-15 12:25:37
chase.furler	Chase Furler	chase.furler@example.com	true	2012-02-17 19:04:52	2026-02-15 12:25:37
carol.krisman	Carol Krisman	carol.krisman@example.com	true	2012-02-17 19:04:53	2026-02-15 12:25:37
morton.crummell	Morton Crummell	morton.crummell@example.com	true	2012-02-17 19:04:53	2026-02-15 12:25:37
heath.vanalphen	Heath Vanalphen	heath.vanalphen@example.com	true	2012-02-17 19:04:53	2026-02-15 12:25:37

User Sales Person

User ID	<input type="text" value="sales01"/>	Email	<input type="text"/>
First name	<input type="text" value="Sales Person"/>	Language	<input type="text" value="System (English)"/>
Last name	<input type="text"/>	Calendar Integration	<input type="text" value="Outlook"/>
Title	<input type="text"/>	Time zone	<input type="text" value="System (America/Los_Angeles)"/>
Department	<input type="text"/>	Date format	<input type="text" value="System (yyyy-MM-dd)"/>
Password needs reset	<input type="checkbox"/>	Business phone	<input type="text"/>
Locked out	<input type="checkbox"/>	Mobile phone	<input type="text"/>
Active	<input checked="" type="checkbox"/>	Photo	<input type="button" value="Click to add..."/>
Identity type	<input type="text" value="Human"/>		
Internal Integration User	<input type="checkbox"/>		

Related Links

- [View linked accounts](#)
- [View Subscriptions](#)
- [Reset a password](#)

Entitled Custom Tables	Roles (2)	Groups (2)	Delegates	Subscriptions	User Client Certificates
<input type="button" value="Role"/> <input type="text"/> Search <input type="button" value="Actions on selected rows..."/> <input type="button" value="Edit..."/>					
User = Sales Person					

Update Set Password Delete

Group showroom

Name	<input type="text" value="showroom"/>	Group email	<input type="text"/>
Manager	<input type="text" value="Supervisor"/>	Parent	<input type="text"/>
Description	<input type="text"/>		

Update Delete

[SN Utils] Versions (0)

Roles	Group Members (2)	Groups
<input type="button" value="User"/> <input type="text"/> Search <input type="button" value="Actions on selected rows..."/> <input type="button" value="New"/> <input type="button" value="Edit..."/>		
Group = showroom		
<input type="checkbox"/> <input type="text" value="User"/> Supervisor Sales Person		
<< < > >> 1 to 2 of 2		

Screenshot of the ServiceNow web interface showing the creation of a new role.

The URL is `dev323385.service-now.com/sys_user_role.do?sys_id=8cbe30fa47c73210ff9413ff016d4308&sysparm_record_target=sys_user_role&sysparm_rec...`

**Role** emp1

Name: emp1

Application: Global

Elevated privilege:

Description: (empty)

Buttons: Update, Delete

**Contains Roles** Versions (1)

Contains Roles: Role = emp1

Contains: (empty)

No records to display

Screenshot of the ServiceNow web interface showing the creation of a new table.

The URL is `dev323385.service-now.com/sys_db_object.do?sys_id=c8010132470b3210ff9413ff016d439b&sysparm_record_target=sys_db_object&sysparm_re...`

**Table** Cars Fulfillment

\* Label: Cars Fulfillment

\* Name: u\_cars\_fulfillment

Extends table: Task

Application: Global

Create module:

Create mobile module:

Add module to menu: -- Create new --

New menu name: (empty)

Remote Table:

**Columns** Controls Application Access

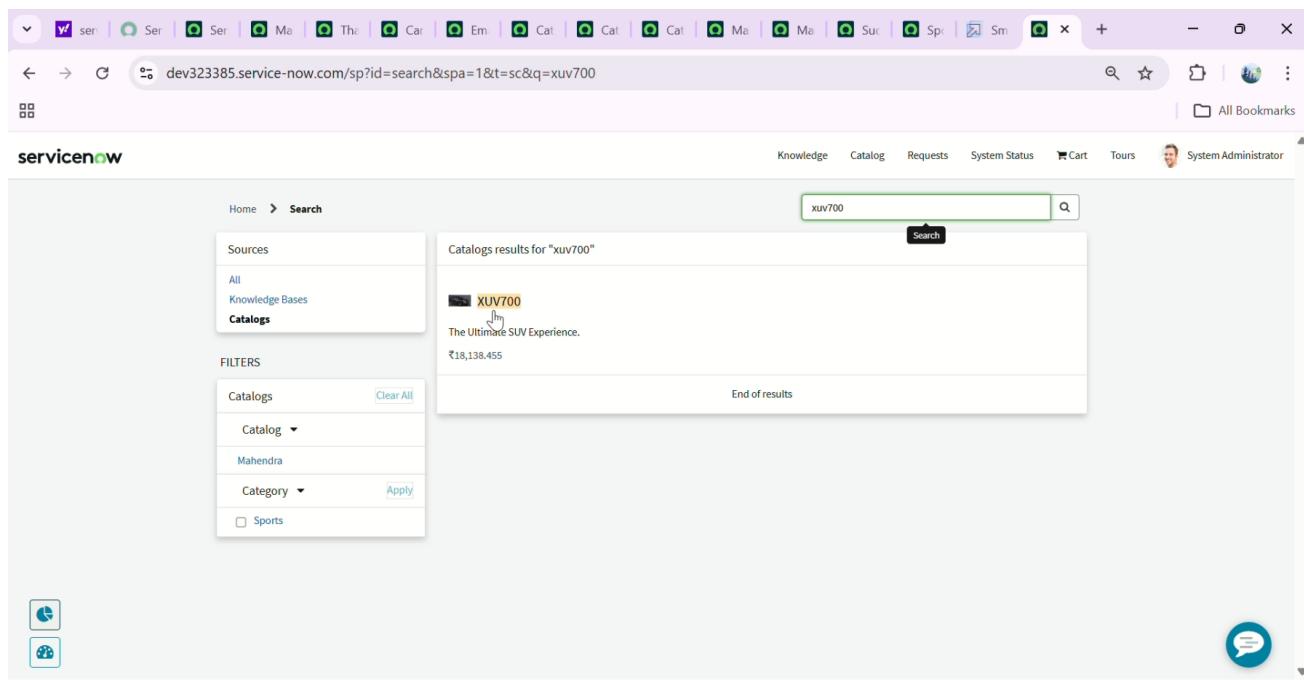
Table Columns: for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Parent	Reference	Task	32		false
Priority	Integer	(empty)	40	4	false
Close notes	String	(empty)	4,000		false
Reassignment count	Integer	(empty)	40	0	false
Due date	Date/Time	(empty)	40		false
Order	Integer	(empty)	40		false
Created	Date/Time	(empty)	40		false

The screenshot shows a ServiceNow search interface. The search bar at the top contains the query "Thar". The search results are titled "Catalogs results for 'Thar'" and show a single result: "Mahindra Thar - 4x4 Off-Road SUV with Modern Features" with a price of ₹13,603.8413. The left sidebar includes filters for Catalogs, Catalog, Category (with "Mahendra" selected), and Category (with "XUV" selected). The bottom status bar shows the URL "https://dev323385.service-now.com/cn?id=sc\_home".

The screenshot shows a ServiceNow search interface. The search bar at the top contains the query "polo". The search results are titled "Catalogs results for 'polo'" and show a single result: "Volkswagen Polo - Compact Hatchback with Superior Comfort and Efficiency" with a price of ₹6,348.4593. The left sidebar includes filters for Catalogs, Catalog, Category (with "Mahendra" selected), and Category (with "Sudden" selected). The bottom status bar shows the URL "https://dev323385.service-now.com/cn?id=sc\_home".



## Phase 2: Workflow Design

The Flow Designer was used to create the automation logic.

Flow Components:

- Trigger
- Condition blocks
- Approval actions
- Task creation
- Notification actions

Approval hierarchy:

Level1–SalesPerson

Level 2 – Supervisor

The flow ensures that if Level 1 rejects the request, it does not proceed to Level 2.

Servicenow Request Confirmation

**Request Confirmation**

Request for: Alejandra Prenatt

Special instructions (Optional)

Cancel Request

Price: ₹18,138.455  
Delivery Time: 0 Days

Save as Draft Request Submitting...

XUV700 - The Ultimate SUV Experience.

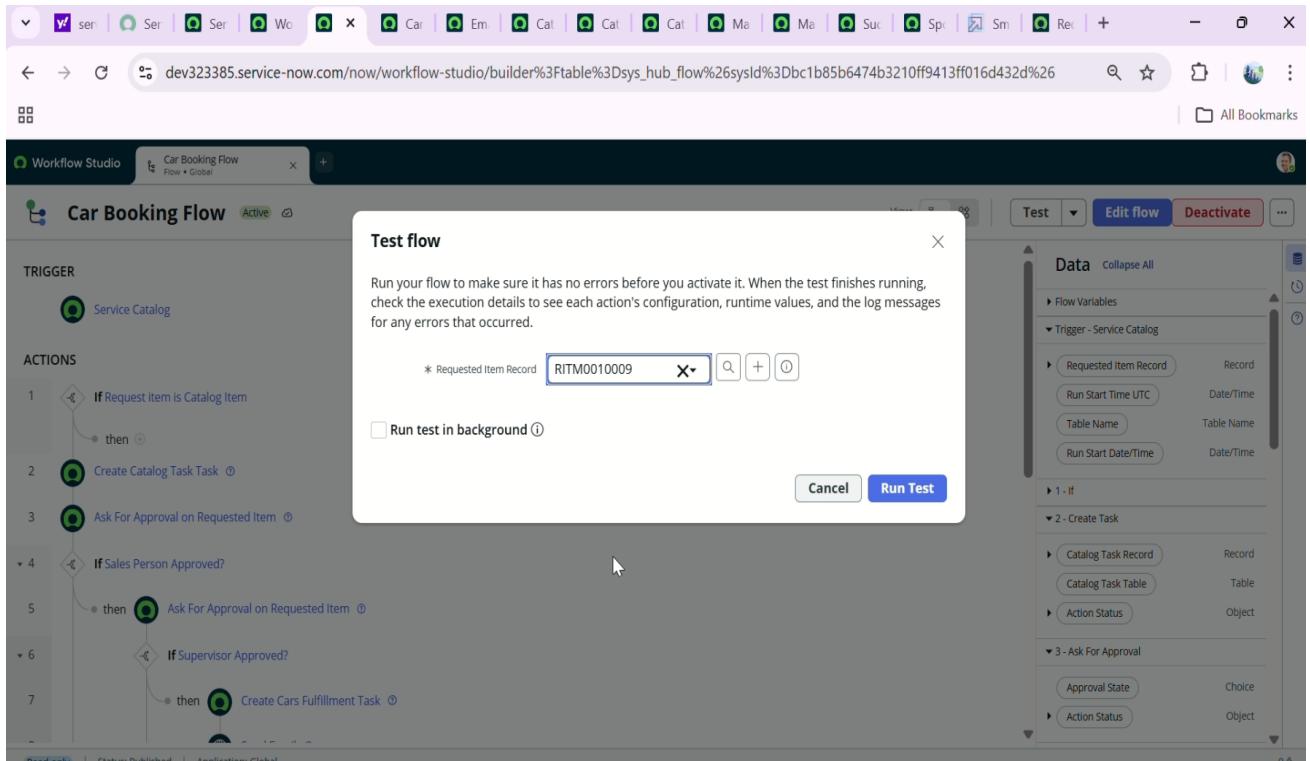
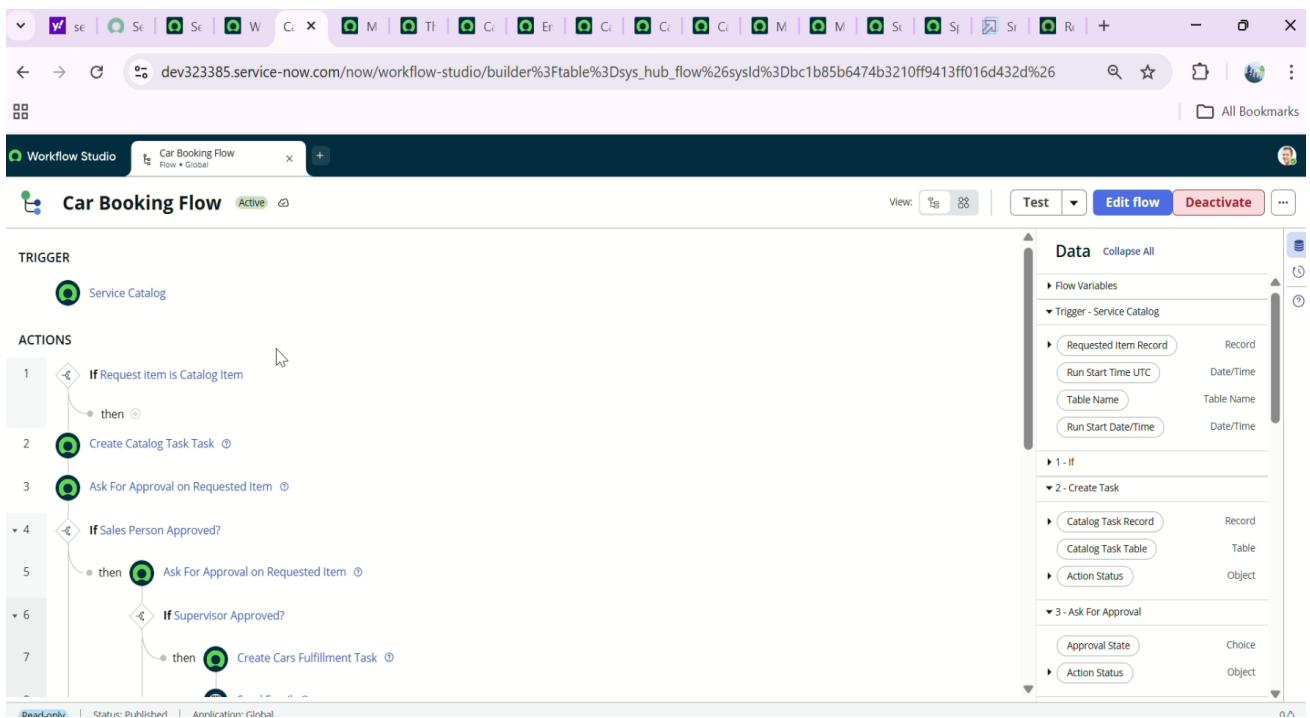
Choose a file or drag it here.  
Copy and paste clipboard files here.

Servicenow Request Summary - REQ0010009

Submitted: 2026-02-18 09:47:45  
Request Number: REQ0010009  
Requested for: Alejandra Prenatt  
Estimated Delivery: 2026-02-18

Item	Delivery Date	Stage	Price (each)	Quantity	Total
XUV700	2026-02-18		₹18,138.455	--	₹18,138.455

Total: ₹18,138.455



Workflow Studio - Car Booking Flow (Flow + Global) - dev323385.service-now.com

**EXECUTION DETAILS** Car Booking Flow

Test Run - Waiting | Cancel flow | Open flow | Open context record

Show Action Details

	Action	Type	State	Start time	Duration
1	If Request item is Catalog Item	Flow Logic	Evaluated - True	2026-02-18 09:48:45	8ms
2	Create Task	Core Action	Completed	2026-02-18 09:48:45	59ms
3	Ask For Approval	Core Action	Waiting	2026-02-18 09:48:45	99ms
4	If Sales Person Approved?	Flow Logic	Not Run		
5	Ask For Approval	Core Action	Not Run		
6	If Supervisor Approved?	Flow Logic	Not Run		
7	Create Task	Core Action	Not Run		
8	Send Email		Not Run		
9	Else	Flow Logic	Not Run		
10	Create Record	Core Action	Not Run		

Expand or collapse Action Details

Workflow Studio - Car Booking Flow (Flow + Global) - dev323385.service-now.com

**EXECUTION DETAILS** Car Booking Flow

In - Waiting | Cancel flow | Open flow | Open context record

Requested Item

Open Record

Requested Item	Number	RITM0010009	Opened	1 minute ago
	Item	XUV700		2026-02-18 09:47:45
	Request	REQ0010009	Opened by	System Administrator
	Requested for	Alejandra Prenatt	Stage	Request Approved
	Due date	1 minute ago	State	Open
		2026-02-18 09:47:45	Quantity	1
	Configuration item		Estimated delivery	
	Watch list		Backordered	
			Order Guide	

Hide Action Details

3 Ask For Approval

**Configuration Details**

VARIABLE NAME	RUNTIME VALUE
Record	RITM0010009
Table	sc_req_item
Approval Reason	RITM0010009
Approval Field	approval
Journal Field	approval_history
Rules	ApprovesRejectsA
Due Date	{"action": "none", "e": "days", "schedule": null}

**Output Data**

VARIABLE NAME	RUNTIME VALUE	CONFIGURATION	TYPE
Action Status			Object
Approval State	state		Choice
Don't Treat as Error	false		True/False

No Logs

Requested Item  
RITM0010009

Activities: 1

System Administrator

Impact 3 - Low  
Opened by System Administrator  
Priority 4 - Low  
State Open

Field changes • 2026-02-18 09:47:45

Update Delete

Related Links Flow Context

Catalog Tasks Approvers (2) Group approvals

Approval for = RITM0010009

State	Approver	Comments	Created
Requested	Sales Person		2026-02-18 09:48:45
Requested	Sales Person		2026-02-18 09:47:46

1 to 2 of 2

Post

Approval Requested Item: RITM0010009

Approver Sales Person  
State Requested  
Approval Reason RITM0010009

Approving Requested Item: RITM0010009

Summary of item being approved:

Description	Price	Quantity	Total
The Ultimate SUV Experience.	₹18,138.455	1	₹18,138.455

Comments Comments

Post

Activities: 1

System Administrator

Approver Sales Person  
State Requested

Field changes • 2026-02-18 09:48:45

Update Approve Reject Delete

**EXECUTION DETAILS** **Car Booking Flow**

Test Run - Waiting . Cancel flow Open flow Open context record

Show Action Details

	Action	Type	State	Start time	Duration
2	Create Task	Core Action	Completed	2026-02-18 09:48:45	59ms
3	Ask For Approval	Core Action	Completed	2026-02-18 09:48:45	251ms
4	If Sales Person Approved?	Flow Logic	Evaluated - True	2026-02-18 09:49:14	158ms
5	Ask For Approval	Core Action	Waiting	2026-02-18 09:49:14	158ms
6	If Supervisor Approved?	Flow Logic	Not Run		
7	Create Task	Core Action	Not Run		
8	Send Email		Not Run		
9	Else	Flow Logic	Not Run		
10	Create Record	Core Action	Not Run		
11	Send Email		Not Run		
12	Else	Flow Logic	Not Run		

**Approval** Requested Item: RITM0010009

Approver Supervisor  
State Requested  
Approving Requested Item: RITM0010009  
Approval Reason approved

Summary of Item being approved:

Description	Price	Quantity	Total
The Ultimate SUV Experience.	₹18,138.455	1	₹18,138.455

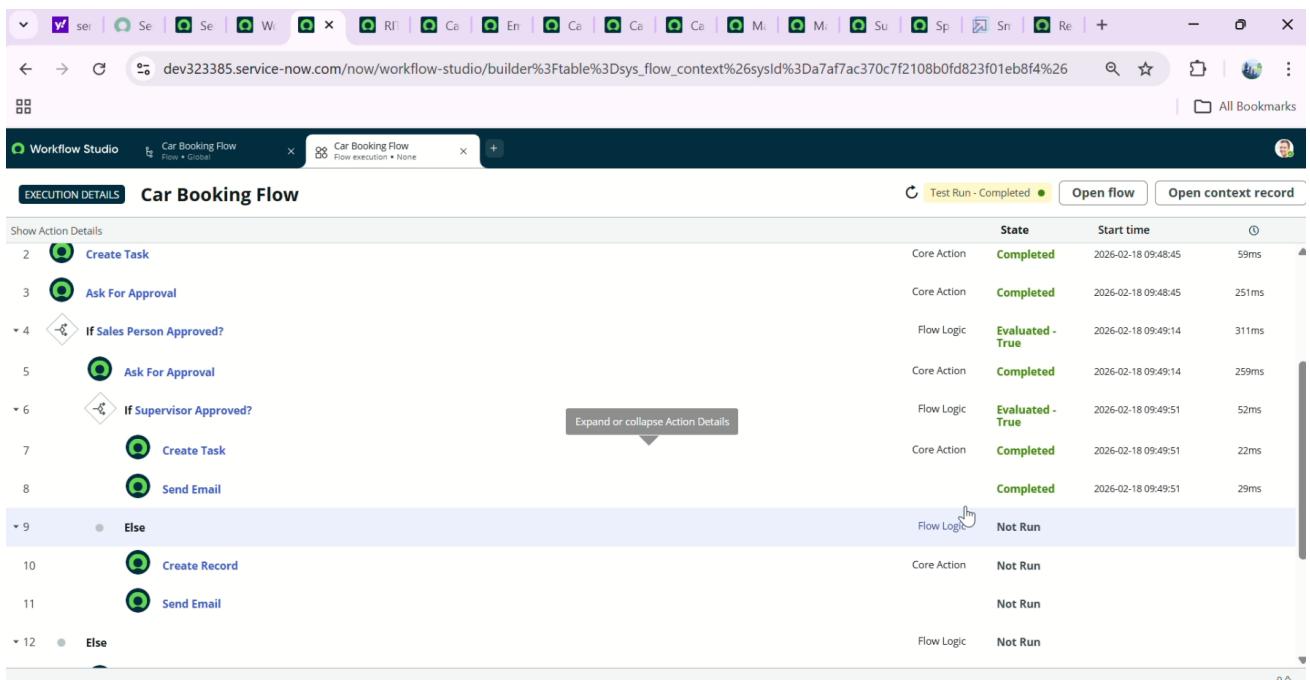
Comments  Post

Activities: 1

System Administrator  
Approver Supervisor  
State Requested

Field changes • 2026-02-18 09:49:14

Update Approve Reject Delete



## Phase 3: Notifications

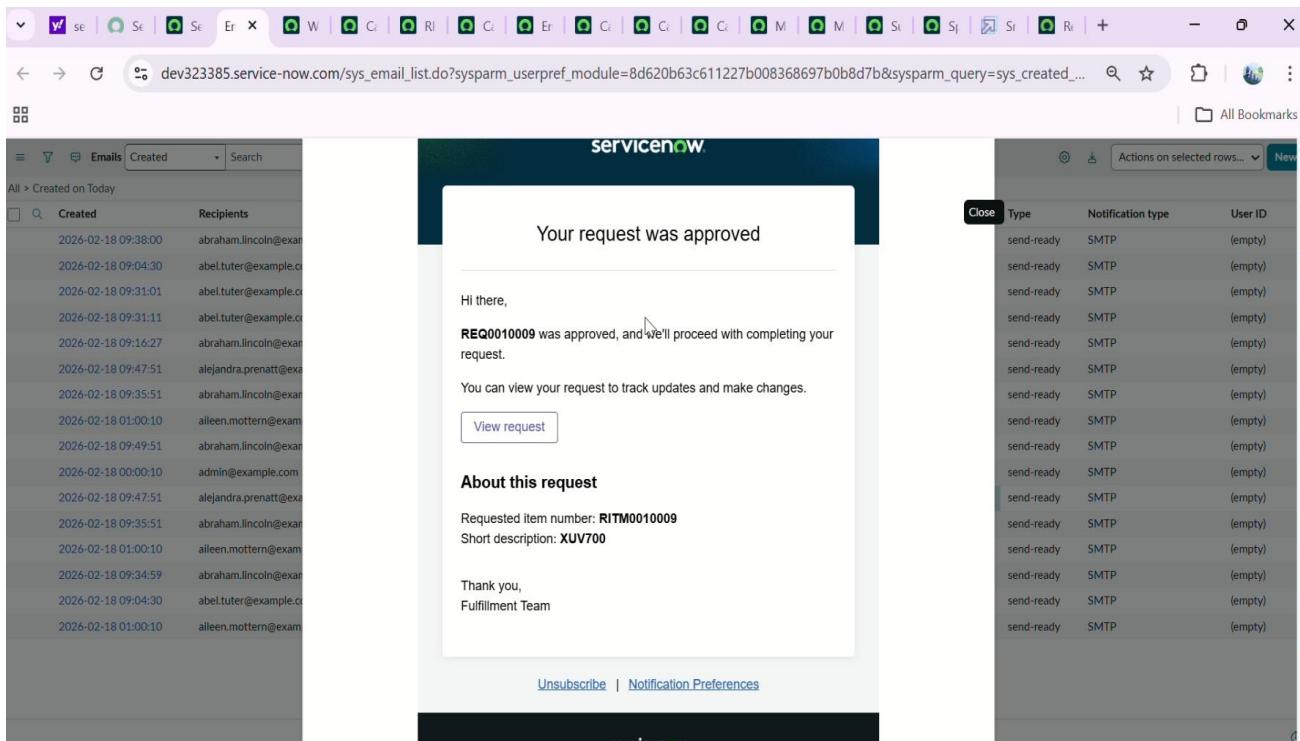
Email notifications were configured to inform:

- Sales team of new booking
- Supervisor of pending approval
- Customer of approval success
- Customer of rejection

Notifications include dynamic fields such as:

- Customer name
- Car model
- Request number
- Approval comments

This improves communication transparency.



## Phase 4: Security Configuration

Security was implemented using Role-Based Access Control.

Roles configured:

- Customer
- Sales Person
- Supervisor
- Administrator

Access restrictions:

- Only approvers can approve
- Customers can view only their requests
- Admin can configure workflows
- Task updates restricted to assigned group

This ensures data protection and operational control.

## 5. Process Flow Lifecycle

The booking lifecycle operates as follows:

- Step 1: Customer submits booking
- Step 2: System creates request and requested item
- Step 3: Flow triggers automatically
- Step 4: Catalog task created
- Step 5: Sales approval requested
- Step 6: Supervisor approval requested
- Step 7: Status updated to approved
- Step 8: Notification sent
- Step 9: Process completed

### **Flow Designer Automation:**

The automation backbone of the Mahendra Car Showroom system is implemented using Flow Designer in ServiceNow. This component is responsible for approval routing, decision-making logic, conditional branching, and execution of success or rejection paths.

The flow created for this project is named: "Car Booking Flow"

This flow ensures that every booking request follows a structured, rule-driven approval lifecycle.

### **Purpose of Flow Designer Implementation:-**

The objective of this automation is to:

- Eliminate manual approval routing
- Enforce multi-level approval governance
- Automatically create tracking tasks
- Handle rejection scenarios logically
- Send appropriate notifications
- Maintain structured execution logs

The flow ensures process consistency for every booking request.

### **Trigger Configuration:-**

The flow is triggered automatically when a booking request is created.

Trigger Details:

- Event Type: Service Catalog
- Table: Requested Item [sc\_req\_item]
- Condition: When record is created

## **Flow Actions – Detailed Explanation:-**

The flow contains 12 structured actions designed with conditional routing logic.

### **Action 1: IF – Check Mahendra Catalog**

Type: Flow Logic > If

Condition:

Requested Item → Item → Name IS ONE OF:

- Thar
- Polo
- XUV700

Purpose:

This step filters requests and ensures that only bookings related to Mahendra cars are processed by this flow. It prevents unintended execution for unrelated catalog items.

### **Action 2: Create Catalog Task**

Type: Service Catalog > Create Catalog Task

Configuration:

- Short Description:  
"Car booking for [Item Name]"
- Description:  
"Car booked successfully"
- Assignment Group: Showroom

Purpose:

Creates a structured work item for operational tracking. This allows the showroom team to monitor the progress of each booking.

### **Action 3: Ask for Approval – Sales Person**

Type: Approvals > Ask for Approval

Configuration:

- Table: Requested Item
- Record: Trigger → Requested Item Record
- Approval Field: Approval
- Journal Field: Approval History
- Rule: Anyone approves or rejects

- Users: Sales Person

**Purpose:**

This acts as the first-level approval gate. The booking cannot proceed without Sales approval.

**Action 4: IF – Sales Person Approved?**

Type: Flow Logic > If

Condition:

Ask for Approval → Approval State IS Approved

Purpose:

Routes the flow depending on the decision of the Sales Person.

If approved → Move to Supervisor approval

If rejected → Trigger rejection handling

**Action 5: Ask for Approval – Supervisor**

Type: Approvals > Ask for Approval

Configuration:

- Table: Catalog Task
- Record: Created Catalog Task Record
- Approval Field: Approval
- Rule: Anyone approves or rejects
- Users: Supervisor

Purpose:

This is the second-level governance checkpoint.

This action executes only if the Sales Person approves.

**Action 6: IF – Supervisor Approved?**

Type: Flow Logic > If

Condition:

Supervisor Approval State IS Approved

Purpose:

Determines whether the booking moves to success handling or rejection handling.

**Action 7: Create Record – Success**

Type: Service Catalog > Create Catalog Record

Configuration:

- Table: Catalog [sc\_catalog]
- Fields:
  - Description: "Car ready for pickup"
  - Short Description: "Car booking approved"

Purpose:

Creates a tracking record indicating successful booking approval.

This executes only if both approvals are granted.

#### **Action 8: Send Email – Success**

Type: Notifications > Send Email

Configuration:

- To: Abraham Lincoln (User)
- Subject: "Car Booking Approved - Mahendra Showroom"
- Body: HTML Template

Purpose:

Notifies stakeholders that the booking has been approved.

#### **Action 9: Create Record – Rejection (Sales)**

Type: Service Catalog > Create Catalog Record

Configuration:

- Table: Catalog [sc\_catalog]
- Fields:
  - Description: "Car booking rejected by Sales Person"
  - Short Description: "Car deployment failed"

Purpose:

Tracks rejection at the first level.

#### **Action 10: Send Email – Rejection (Sales)**

Type: Notifications > Send Email

Configuration:

- To: Abraham Lincoln
- Subject: "Car Booking Rejected - Mahendra Showroom"
- Body: HTML Template

Purpose:

Notifies stakeholders about Sales-level rejection.

**Action 11: Create Record – Rejection (Supervisor)**

Type: Service Catalog > Create Catalog Record

Configuration:

- Table: Catalog [sc\_catalog]
- Description: "Car booking rejected by Supervisor"

Purpose:

Tracks rejection at second approval level.

**Action 12: Send Email – Rejection (Supervisor)**

Type: Notifications > Send Email

Configuration:

- To: Abraham Lincoln
- Subject: "Car Booking Rejected - Mahendra Showroom"
- Body: HTML Template

Purpose:

Notifies stakeholders about Supervisor-level rejection.

## Email Notification System:

The email system is implemented using ServiceNow's built-in email engine. Its purpose is to ensure proactive communication with stakeholders and maintain professional correspondence standards.

- **Email Template Implementation**

The system uses custom HTML code inside ServiceNow notification configuration to create visually styled emails.

### Approval Email Template (HTML Code Used)

```
<div style="font-family: Arial; padding: 20px; background: #e8f5e9;  
border-radius: 8px; border: 2px solid #4CAF50;">  
  
<h2 style="color: #2e7d32;">🎉 Car Request Approved!</h2>  
  
<p>Your car booking has been approved.</p>  
  
<div style="background: white; padding: 15px; margin: 15px 0;">  
  
<p><strong>Request Status:</strong> Approved ✓</p>  
  
<p><strong>Car Status:</strong> Ready for Pickup</p>  
  
<p><strong>Next Steps:</strong> Our team will contact you.</p>  
  
</div>  
  
<p><strong>Thank you for choosing Mahendra!</strong></p>  
</div>
```

### Rejection Email Template (HTML Code Used)

```
<div style="font-family: Arial; padding: 20px; background: #ffebee;  
border-radius: 8px; border: 2px solid #f44336;">  
  
<h2 style="color: #c62828;">❌ Car Booking Rejected</h2>  
  
<p>Unfortunately, your car booking has been rejected.</p>  
  
<div style="background: white; padding: 15px; margin: 15px 0;">  
  
<p><strong>Request Status:</strong> Rejected ❌</p>  
  
<p><strong>Rejected By:</strong> [Approver]</p>  
  
</div>  
  
<p>Please contact the showroom for more information.</p>  
</div>
```

### **Email Configuration Details :**

- Recipients: Abraham Lincoln (User), Showroom (Group)
- Format: HTML
- Dynamic Fields:
  - Car Name
  - Approval Status
  - Approver Name
  - Request Number
- Delivery Engine: ServiceNow Email Engine
- Logging: Email logs stored in system for tracking

The use of HTML ensures:

- Professional appearance
- Color-coded status visibility
- Structured information presentation
- Improved user experience

## **6. Testing Strategy**

Comprehensive testing was conducted to validate functionality.

### **Functional Testing**

- Verified catalog item visibility
- Tested booking submission
- Validated approval routing
- Verified rejection handling
- Checked email delivery

### **Integration Testing**

- End-to-end lifecycle testing
- Multi-user testing
- Role validation

### **Security Testing**

- Unauthorized approval attempt
- Role restriction verification
- Table access validation

### **Performance Testing**

- Multiple simultaneous booking submissions
- Approval queue handling
- Workflow execution validation

All major test cases were successfully executed.

## **7. Challenges Faced**

- Understanding approval routing logic
- Configuring conditional flows
- Managing role permissions correctly
- Debugging flow execution errors
- Email configuration troubleshooting

These challenges were resolved through systematic testing and configuration review.

## **8. Known Limitations**

- No real-time inventory management
- No payment integration
- No SMS notifications
- No analytics dashboard

These are considered future scope enhancements.

## **9. Future Enhancements**

- Inventory validation system
- Payment gateway integration
- Dashboard for management reporting
- SLA-based escalation
- Mobile app extension
- CRM integration
- AI-based approval recommendation

These features can further enhance operational efficiency.

## **10. Conclusion**

The Mahendra Car Showroom Automation System successfully demonstrates how enterprise workflows can be automated using ServiceNow.

The system achieves:

- Reduced processing time
- Improved transparency
- Standardized approval workflow
- Enhanced customer experience
- Secure and auditable operations

This project proves that ServiceNow can be effectively used for business process automation beyond IT service management. The implementation is scalable, secure, and ready for enterprise-level deployment.