

User Acceptance Testing (UAT) Template

Date	02-Jan-2026
Team ID	
Project Name	Metro Ticket Generating System in ServiceNow
Maximum Marks	

Project Overview:

Project Name:

Metro Ticket Generating System using ServiceNow

Project Description:

The Metro Ticket Generating System automates the metro ticket booking process using the ServiceNow platform. The system allows passengers to book metro tickets digitally through the Service Catalog by selecting source and destination stations, journey type, and number of passengers. It automatically calculates fares, generates digital ticket records, and provides real-time request tracking, improving commuter convenience and operational efficiency.

Project Version: 1.0

Testing Scope:

- User submission of metro ticket requests via ServiceNow Service Catalog
- Automated fare calculation based on selected stations and journey type
- Workflow execution using Flow Designer
- Creation of Requested Item (RITM) records
- Real-time status updates and notifications
- Secure storage of ticket booking data

Testing Environment:

URL / Location:

ServiceNow Instance – Service Portal

Credentials (if required):

Valid ServiceNow User Credentials

Test Cases:

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	Submit valid metro ticket request	1. Login as requester 2. Navigate to Service Catalog 3. Select <i>Book Metro Ticket</i> 4. Enter source, destination, journey type, passenger count 5. Submit request	Request submitted successfully, RITM created, workflow initiated	Request submitted successfully, RITM generated, workflow started	Pass
TC-002	Input validation	Submit ticket request with missing mandatory fields	Error message	Validation error displayed and submission blocked	Pass
TC-003	Automated approval workflow	Select source, destination, and journey type	Fare should be calculated automatically	Fare calculated accurately	Pass
TC-004	Workflow execution	Submit ticket request and monitor workflow	Workflow should execute without manual intervention	Workflow executed successfully	Pass

TC-005	Request tracking	View request status in Service Portal	Status should update in real time	Status updated correctly	Pass
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Bug Tracking:

Bug ID	Bug Description	Steps to reproduce	Severity	Status	Additional feedback
BG-001	Notification delay after request submission	1. Submit request 2. Wait for notification	Low	Closed	Notification delay resolved
BG-002	Fare not refreshed immediately on field change	1. Change destination station	Medium	Closed	Fixed in latest update

Sign-off:

Tester Name: Deepika V

Date: 03-01-2026

Signature: Deepika V

Notes:

- Ensure both positive and negative test scenarios are covered.
- Verify automated fare calculation accuracy for different station combinations.
- Confirm workflows execute correctly without manual intervention.
- Bug tracking should include severity, status, and resolution details.
- Obtain sign-off before final deployment.