Catalog Item Design

1. Introduction

This document outlines the **design and configuration of the Metro Ticket Booking Service Catalog item** in ServiceNow. It explains how the catalog item is organized, the variables used, user interaction flow, and how it supports automated and standardized metro ticket booking and smart card recharge operations.

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2. Catalog Item Purpose

The Metro Ticket Booking catalog item provides a **single digital entry point** for passengers to:

- Book metro tickets
- Recharge smart cards
- Select journey and payment details

The design eliminates manual ticketing processes and ensures quick, accurate, and automated handling of metro travel requests through ServiceNow.

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3. Catalog Item Configuration Summary

Attribute	Value
Catalog Item Name	Book A Metro Ticket Item
Catalog	Service Catalog
Category	Services
Application Scope	Global
Status	Active
Owner	System Administrator
Fulfillment Automation	Flow Designer-based

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4. User Interaction Flow

1. User accesses the ServiceNow Service Portal
2. Selects **Book A Metro Ticket** from the Service Catalog

3. Enters journey, smart card, and payment details
4. System auto-calculates fare
5. Request is submitted for automated processing

This flow ensures a smooth and intuitive booking experience.

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5. Variable Design and Classification

5.1 Journey & Ticket Information

These variables capture travel-related details:

- **What do you want to do today?** (Multiple Choice)
- **Starting From** (Reference – Metro Station)
- **Going To** (Reference – Metro Station)
- **Type of Journey** (Single / Return)
- **Number of Passengers** (Single Line Text)

5.2 Smart Card & Recharge Information

These variables manage smart card and recharge data:

- **Smart Card Number** (Single Line Text – Mandatory)
- **Smart Card Name** (Single Line Text – Mandatory)
- **Recharge Amount** (Single Line Text – Mandatory)

5.3 Fare Calculation Fields (System Generated)

These fields are auto-populated and read-only:

- **Amount for Single Journey**
- **Amount Including Return**

They reduce user effort and prevent manual calculation errors.

5.4 Payment Information

These variables capture payment preferences:

- **Mode of Payment** (Multiple Choice – UPI / Card / Wallet)
- **Enter Payment Mode** (Conditional field based on selection)

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6. UI Behavior and Validation Rules

- Mandatory fields enforce complete data entry
- UI Policies control field visibility based on user choices
- Client Scripts validate:
  - Station selection
  - Passenger count
  - Recharge amount
- Conditional logic improves form clarity and usability

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7. User Experience Design Principles

- Clean and structured form layout
- Logical grouping of journey, card, and payment sections
- Minimal user input through auto-calculated fields
- Dynamic behavior to avoid form clutter

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8. Backend Integration

The catalog item integrates seamlessly with:

- **Flow Designer** for automation
- **Metro Database / Ticket tables** for record storage
- **Notification services** for ticket and payment confirmation

This ensures end-to-end automation from request submission to ticket delivery.

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9. Conclusion

The Metro Ticket Booking Service Catalog item delivers a **simple, efficient, and standardized user interface** for metro ticket booking and smart card recharge.

By combining structured variables, dynamic UI logic, and backend automation, the catalog item enables:

- Faster ticket processing
- Accurate fare calculation
- Improved user experience
- Reliable integration with automation and reporting workflows