

FLOW DESIGNER

1. Introduction

This document describes the **Flow Designer** automation implemented for the Metro Ticket Booking and Smart Card Recharge system in ServiceNow. The flow ensures automatic data capture and record creation immediately after a user submits a metro-related request through the Service Catalog.

2. Flow Overview

Attribute	Description
Flow Name	Metro Project
Application Scope	Global
Flow Status	Active
Automation Type	Service Catalog-driven

The flow is designed to eliminate manual intervention by automatically processing metro ticket booking and recharge requests.

3. Trigger Configuration

3.1 Trigger Type

- **Service Catalog Trigger**

3.2 Trigger Condition

- Activated when a user submits the **“Book a Metro Ticket”** Service Catalog item

3.3 Trigger Purpose

- Ensures real-time automation
- Starts backend processing immediately after request submission

- Guarantees consistent handling of all metro transactions

4. Automation Workflow Design

The flow consists of sequential actions that capture user input and store it securely in the custom metro database.

5. Flow Actions Breakdown

5.1 Action 1 - Capture User Inputs

Action Name: Get Catalog Variables from Book a Metro Ticket Item

Action Type: Data Retrieval

Objective:

- Extract all values entered by the user in the Service Catalog form

Captured Inputs:

- Smart Card Number
- Smart Card Name
- Recharge Amount
- Mode of Payment
- User Details (Requested For)

This action acts as the foundation for accurate data mapping in subsequent steps.

5.2 Action 2 - Create Metro Transaction Record

Action Name: Create Metro Database Record

Action Type: Create Record

Target Table:

- Metro Database (u_metro_database)

Objective:

- Store metro ticket booking and recharge information in a centralized data table

6. Field Mapping Strategy

Metro Database Field Data Source

Smart Card Number Catalog Variable - Smart Card Number

Smart Card Name Catalog Variable - Smart Card Holder Name

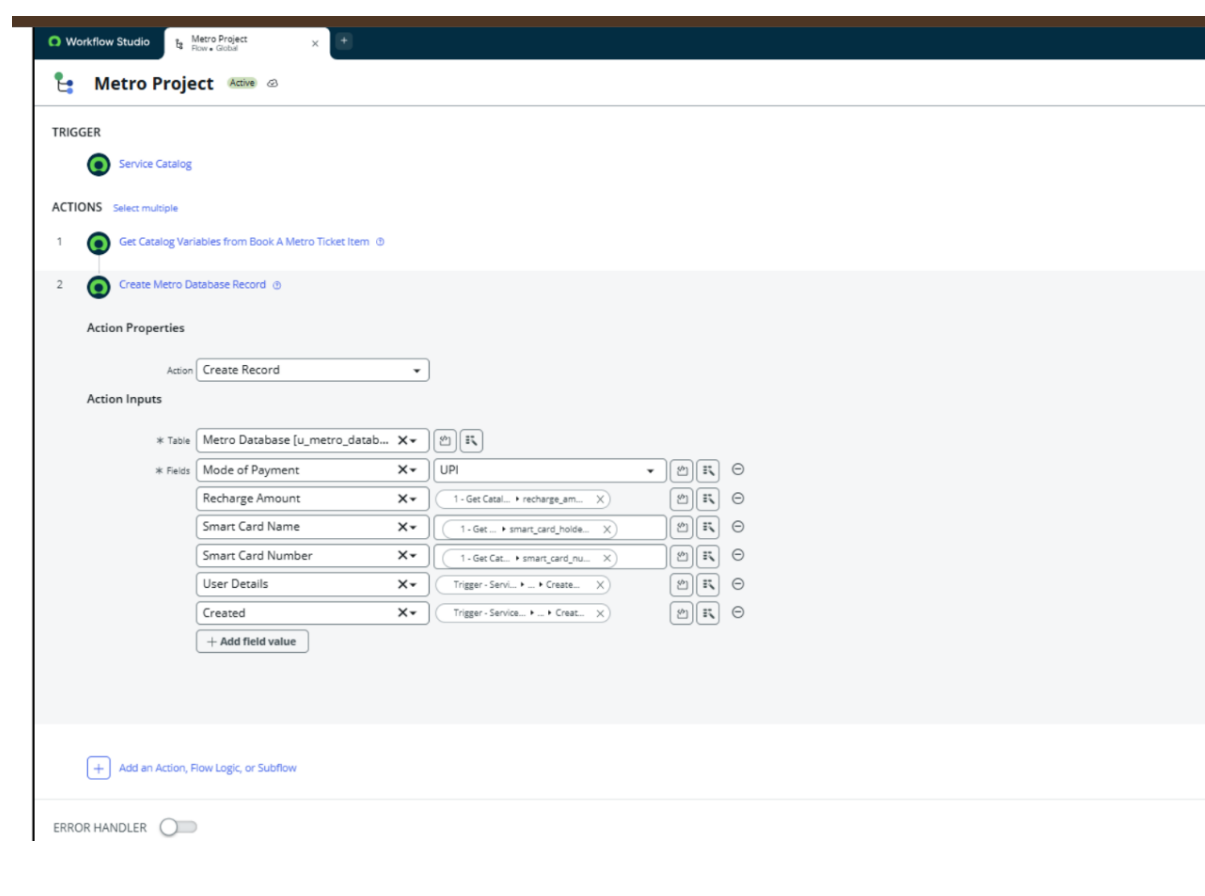
Recharge Amount Catalog Variable - Recharge Amount

Mode of Payment Catalog Variable (UPI / Card / Net Banking)

User Details Trigger → Requested For

Created System-generated timestamp

This structured mapping ensures data accuracy, traceability, and audit compliance.



7. End-to-End Flow Execution Logic

1. User submits the **Book a Metro Ticket** Service Catalog item
2. Service Catalog trigger activates the flow
3. Catalog variables are retrieved from the request
4. Flow Designer maps inputs to the u_metro_database table
5. A new metro transaction record is created automatically
6. Data is stored successfully for reporting and future reference

8. Automation Benefits

- Eliminates manual data entry
- Ensures consistency across all metro transactions
- Supports accurate reporting and auditing
- Improves user experience through faster processing

9. Summary

The Metro Ticket Booking Flow Designer automation provides a **reliable, scalable, and efficient backend workflow**. By integrating Service Catalog inputs with a custom metro database, the flow ensures seamless transaction handling, data integrity, and compliance with ServiceNow automation best practices.