

Flow Designer – Metro Ticket Booking Automation

Flow Overview

- **Flow Name:** Metro Ticket Automation
- **Application Scope:** Global
- **Flow Status:** Active / Published

This Flow Designer automation handles the backend processing of metro ticket booking and smart card recharge requests submitted through the ServiceNow Service Catalog.

Trigger Setup

Trigger Type: Service Catalog

Trigger Condition:

The flow is initiated automatically when a user submits the “**Book a Metro Ticket**” catalog item from the Service Portal.

This trigger ensures that the automation begins instantly after ticket booking or recharge details are submitted, without requiring any manual action.

Flow Actions

Action 1: Retrieve Catalog Inputs

Action Name:

Fetch Catalog Variables – Book a Metro Ticket

Purpose:

This step collects all information entered by the user in the catalog form and makes it available for further processing in the flow.

Captured Details Include:

- Smart Card Number
- Smart Card Holder Name
- Recharge or Fare Amount
- Selected Mode of Payment
- Requester Information

Action 2: Insert Record into Metro Database**Action Name:**

Create Metro Database Entry

Action Type:

Create Record

Target Table:

Metro Database (u_metro_database)

Purpose:

This action stores the metro ticket booking or recharge information into the custom database table for tracking, reporting, and auditing.

Field Mapping Summary

Metro Database Field	Source Value
Mode of Payment	Catalog variable (e.g., UPI, Card)
Recharge Amount	Catalog variable – Recharge Amount
Smart Card Name	Catalog variable – Card Holder Name
Smart Card Number	Catalog variable – Smart Card Number
User Details	Trigger data – Requested For
Created Date	Automatically generated by system

Flow Execution Logic

1. A user submits the **Book a Metro Ticket** catalog item
2. The Service Catalog trigger activates the flow
3. User-entered values are captured using the catalog variable retrieval action
4. A new entry is created in the **u_metro_database** table
5. Metro ticket booking or recharge information is stored successfully for future reference

The screenshot displays two separate flows within the ServiceNow Flow Designer:

- Flow 1: Get Catalog Variables from Book A Metro Ticket**
- Flow 2: Create Metro Database Record**

Action Properties:

- Action:** Get Catalog Variables
- Action Inputs:**
 - Submitted Request (Requested item)
 - Template Catalog Items and Variable Sets (Book A Metro Ticket)
 - Catalog Variables:
 - Available: starting_from, going_to, no_of_passengers, amount_for_single_journey, amount_including_return, mode_of_payment, enter_payment_mode
 - Selected: type_of_journey, enter_smart_card_number, what_do_you_want_to_do, enter_smart_card_name, recharge_amount

Data:

- Flow Variables
- Trigger - Service Catalog
- Requested Item Record
- Run Start Time UTC
- Table Name
- Run Start Date/Time
- 1 - Get Catalog Variables
- 2 - Create Record
- Metro Database Record
- Metro Database Table
- Action Status

JavaScript: javascript:void(0)

Flow 2: Create Metro Database Record

Action Properties:

- Action: Create Record
- Action Inputs:
 - Table: BHIM UPI
 - Mode Of Payment: recharge_amount
 - Recharge Amount: 1 - Get Catalog Variables
 - Smart Card Name: 1 - Get Catalog Variables
 - Smart Card Number: 1 - Get Catalog Variables
 - User Details: Trigger - Service Catalog
 - Created: Trigger - Service Catalog

Data:

- Flow Variables
- Trigger - Service Catalog
- Requested Item Record
- Run Start Time UTC
- Table Name
- Run Start Date/Time
- 1 - Get Catalog Variables
- 2 - Create Record
- Metro Database Record
- Metro Database Table
- Action Status

JavaScript: javascript:void(0)

Summary

The Flow Designer automation enables seamless backend processing for metro ticket booking and smart card recharge requests. By automatically capturing user inputs and creating database records, the flow eliminates manual data handling, ensures accuracy, and supports efficient tracking and reporting within the ServiceNow platform.

