

# Catalog Item Design

## Metro Ticket Booking

### Purpose

This document explains the design and setup of the **Metro Ticket Booking** Service Catalog item created in ServiceNow. It describes the overall structure of the catalog item, the variables used to capture journey and payment details, user interaction flow, and how automation supports a smooth and standardized metro ticket booking and recharge process.

### Catalog Item Overview

#### Catalog Item Configuration

- **Catalog Item Name:** Book Metro Ticket
- **Catalog:** Service Catalog
- **Category:** Transport Services
- **Application Scope:** Global
- **Current Status:** Active
- **Owner:** System Administrator
- **Fulfillment Automation Level:** Automated via Flow Designer

The Metro Ticket Booking catalog item allows users to book metro tickets, recharge their smart cards, and provide travel details using a single, easy-to-use form. This approach removes the need for manual booking and enables faster, error-free processing of metro travel requests.

The screenshot shows the ServiceNow Catalog Item configuration interface for 'Book A Metro Ticket'.

**Basic Details:**

- Name: Book A Metro Ticket
- Catalogs: Service Catalog
- Category: Services
- State: -- None --
- Checked out: -- None --
- Owner: System Administrator
- Application: Global
- Active: checked
- Fulfillment automation level: Unspecified

**Description:**

Short description: A metro e-ticketing system allows passengers to purchase and use tickets digitally, typically via a mobile app or website, eliminating the need for physical tickets.

Description: (Rich text editor)

**Variables Table:**

Type	Question	Name	Order	Mandatory
Multiple Choice	What do you want to do Today?	what_do_you_want_to_do_today	100	false
Single Line Text	Enter Smart Card Number	enter_smart_card_number	200	true
Single Line Text	Enter Smart Card Name	enter_smart_card_name	300	true
Single Line Text	Recharge Amount	recharge_amount	350	true
Reference	Starting from?	starting_from	500	true
Reference	Going To?	going_to	600	true
Single Line Text	No of Passangers	no_of_passangers	700	true
Multiple Choice	Type of Journey	type_of_journey	800	true
Single Line Text	Amount for Single Journey	amount_for_single_journey	820	false
Single Line Text	Amount including Return	amount_including_return	840	false
Multiple Choice	Mode of Payment	mode_of_payment	900	true
Single Line Text	Enter Payment Mode	enter_payment_mode	1,000	false

**Figure 1: Service Catalog Item – Metro Ticket Booking**

## Catalog Variables Design

The catalog item is designed with structured variables to capture all required metro travel and payment information.

## **Journey and Ticket Information**

- **Select Service Type** (Choice: Ticket Booking / Recharge)
- **Source Station** (Reference – Metro Station)
- **Destination Station** (Reference – Metro Station)
- **Journey Type** (Single Trip / Round Trip)
- **Passenger Count** (Single Line Text)

## **Smart Card and Recharge Details**

- **Smart Card ID** (Single Line Text – Required)
- **Card Holder Name** (Single Line Text – Required)
- **Recharge Value** (Single Line Text – Required)

## **Fare Details (System Calculated)**

- **Fare for One Way Travel**
- **Fare for Return Travel**

## **Payment Details**

- **Payment Method** (Choice – UPI / Debit or Credit Card / Wallet)
- **Payment Details Field** (Displayed conditionally based on payment selection)

## **User Experience Design**

The catalog form is designed to be simple and user-friendly:

- Neat and well-organized layout

- Fields arranged in a logical travel → card → payment sequence
- Mandatory fields ensure complete and accurate input
- Conditional fields appear only when required (journey type, payment mode)
- Fare values are calculated automatically to avoid manual errors

This design reduces user effort and speeds up ticket booking.

## Summary

The **Metro Ticket Booking** Service Catalog item offers a standardized and efficient solution for booking metro tickets and recharging smart cards. Through carefully designed variables, dynamic field behavior, and automated backend processing, the catalog item integrates seamlessly with **Flow Designer**, **Metro Database records**, and **notification workflows**.

This ensures:

- Faster ticket booking and recharge processing
- Improved user experience
- Accurate fare calculation
- Complete end-to-end automation