# Metro Ticket Booking Automation – ServiceNow

## Testing and Validation

## Purpose

The testing and validation phase is carried out to confirm that the **Metro Ticket Booking Automation system** functions correctly and meets the defined requirements. This phase ensures that the Service Catalog item, Flow Designer automation, data persistence, and notification mechanisms work seamlessly together.

Testing focuses on validating the complete workflow, starting from ticket booking submission by the user to successful record creation in the metro database. The goal is to ensure system accuracy, stability, and a smooth user experience without manual intervention.

## Test Environment

- **Platform:** ServiceNow
- **Modules Utilized:**
  - Service Catalog
  - Flow Designer
  - Custom Metro Database Table
- **User Roles Involved:**
  - Passenger (Requester)
  - System Administrator

## Test Scenarios Executed

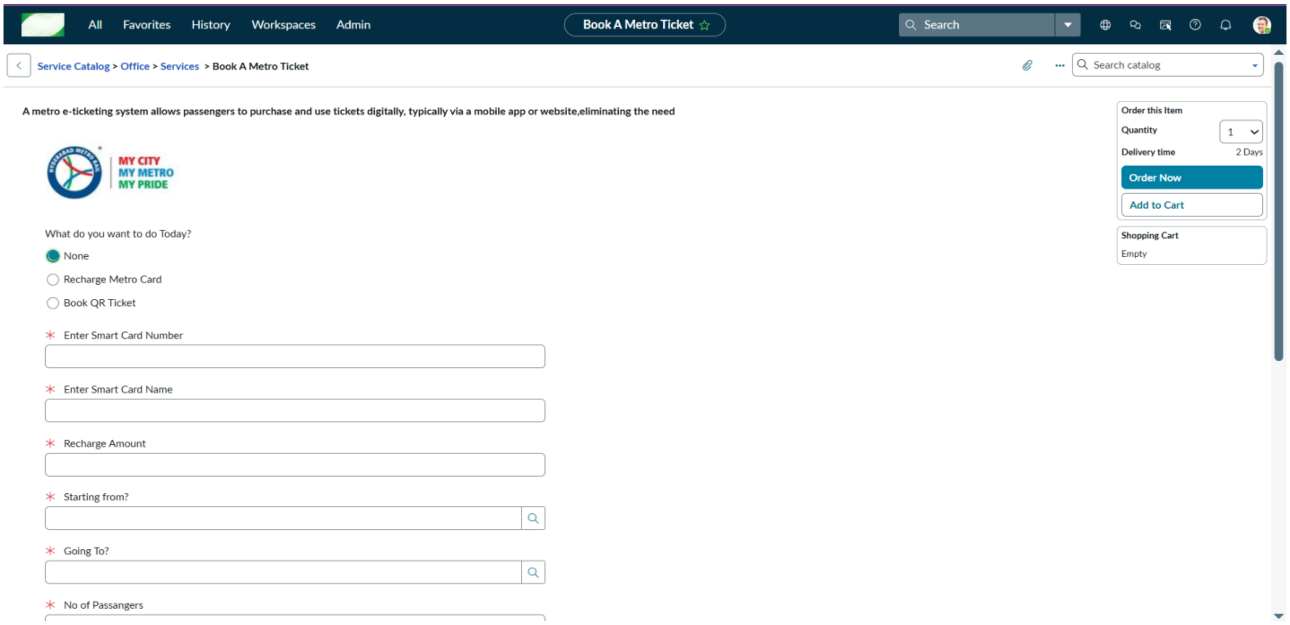
The following scenarios were tested to validate system functionality:

- Submission of metro ticket booking requests
- Capture of smart card and journey-related details
- Automatic triggering of Flow Designer workflows
- Creation and validation of metro ticket records in the database.

## Testing Execution Details

### Scenario 1: Metro Ticket Booking Request Submission

- The user selects **“Book A Metro Ticket Item”** from the Service Catalog.
- Required booking details are entered, including:
  - Smart Card Number
  - Smart Card Holder Name
  - Source Station
  - Destination Station
  - Passenger Count
  - Journey Type
  - Payment Mode
- The request is submitted successfully without validation errors.



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

What do you want to do Today?

● None
○ Recharge Metro Card
○ Book QR Ticket

* Enter Smart Card Number

* Enter Smart Card Name

* Recharge Amount

* Starting from?

* Going To?

* No of Passangers

Order this Item

Quantity 1

Delivery time 2 Days

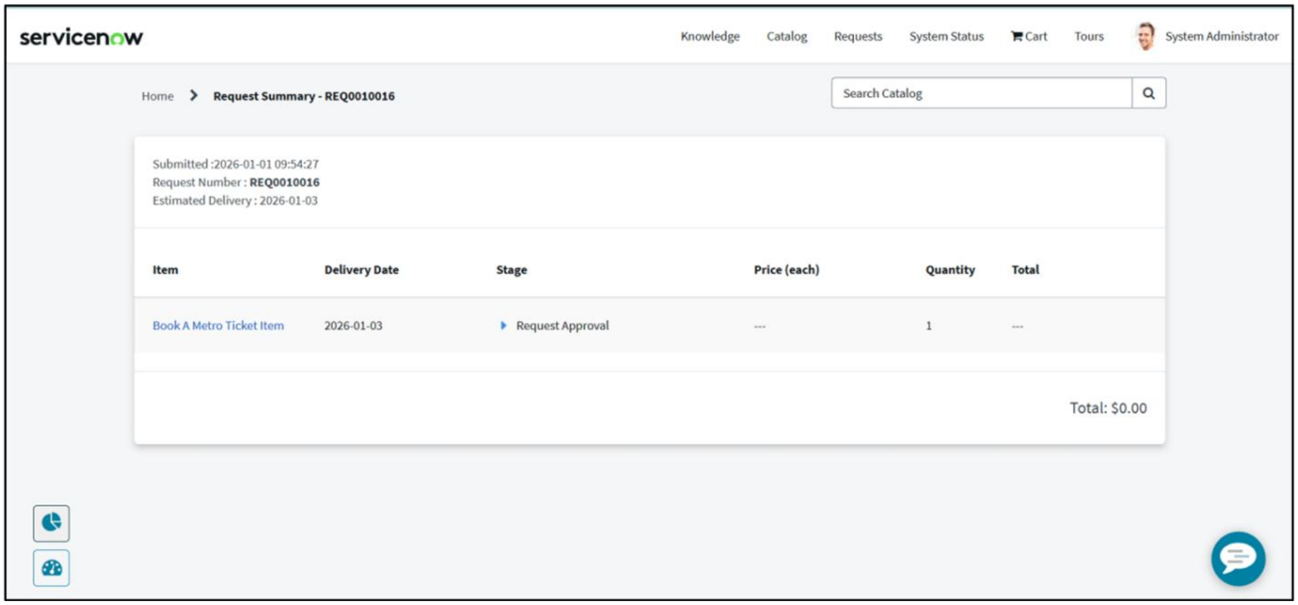
Shopping Cart

Empty

**Figure 1: Book A Metro Ticket catalog item form**

## Scenario 2: Flow Designer Workflow Trigger

- Upon catalog submission, the Flow Designer workflow is triggered automatically using the **Catalog Item Requested** event.
- The flow successfully retrieves all submitted catalog variables for further processing.



Request Summary - REQ0010016

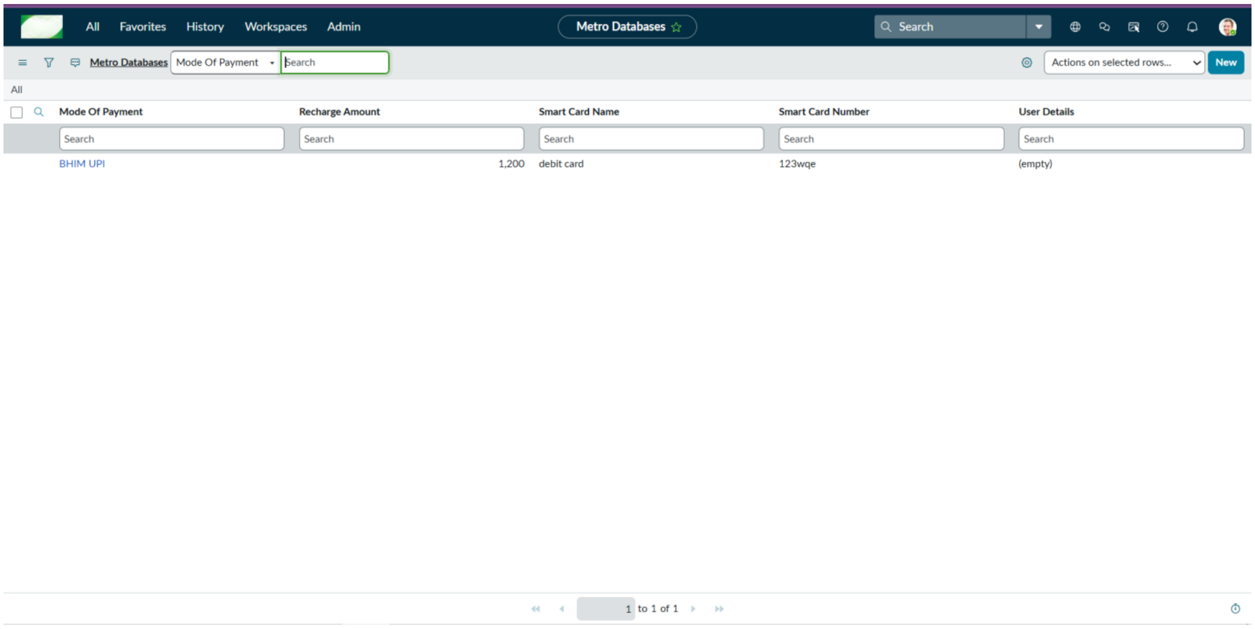
Submitted :2026-01-01 09:54:27
Request Number : **REQ0010016**
Estimated Delivery : 2026-01-03

| Item | Delivery Date | Stage | Price (each) | Quantity | Total |
|---|---|---|---|---|---|
| Book A Metro Ticket Item | 2026-01-03 | ▸ Request Approval | --- | 1 | --- |

Total: $0.00

## Scenario 3: Metro Database Record Creation

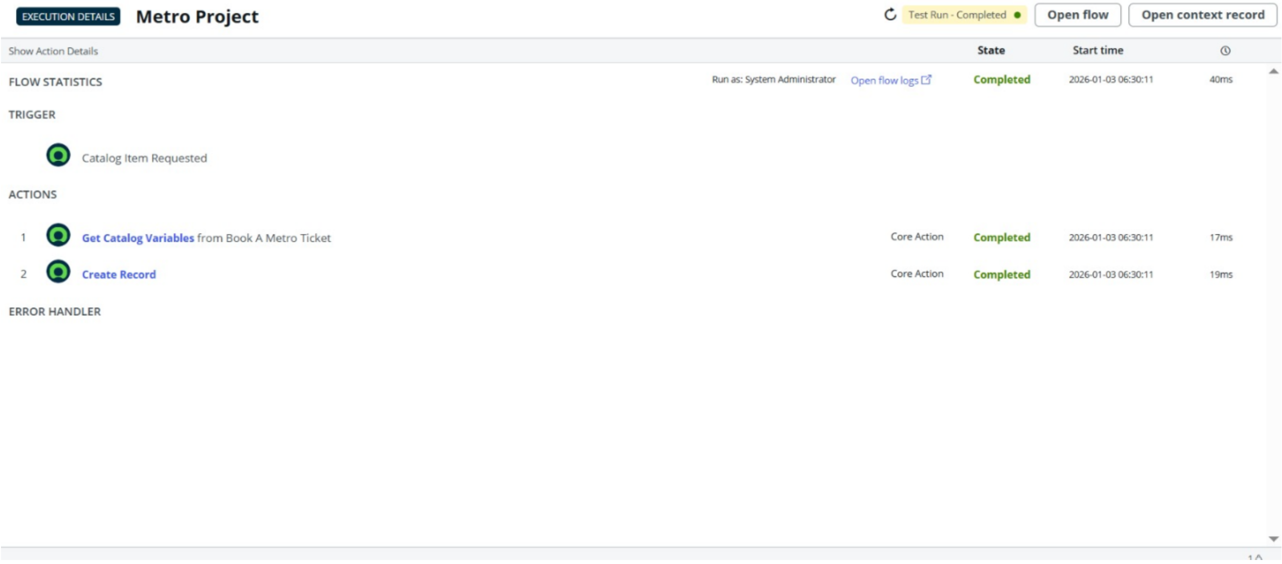
- The automated flow creates a new entry in the **custom metro database table (u_metro_database)**.
- The following fields are populated accurately:
    - Smart Card Number
    - Card Holder Name
    - Recharge or Fare Amount
    - Starting Station
    - Destination Station
    - Number of Passengers
    - Payment Mode
    - User Information
    - Record Creation Date



| Mode Of Payment | Recharge Amount | Smart Card Name | Smart Card Number | User Details |
|---|---|---|---|---|
| BHIM UPI | 1,200 | debit card | 123wqe | (empty) |

### Scenario 4: Flow Execution Verification

- The workflow is tested using the **Test Run** feature in Flow Designer.
- Flow execution completes successfully without any errors.
- All configured actions run as expected, including:
    - Retrieving catalog variables
    - Creating metro database recorders.



**Metro Project**

| | | | State | Start time | ◷ |
|---|---|---|---|---|---|
| FLOW STATISTICS | Run as: System Administrator | Open flow logs | Completed | 2026-01-03 06:30:11 | 40ms |
| TRIGGER | | | | | |
| Catalog Item Requested | | | | | |
| ACTIONS | | | | | |
| 1 Get Catalog Variables from Book A Metro Ticket | | Core Action | Completed | 2026-01-03 06:30:11 | 17ms |
| 2 Create Record | | Core Action | Completed | 2026-01-03 06:30:11 | 19ms |
| ERROR HANDLER | | | | | |

## Summary

The testing results confirm that the Metro Ticket Booking Automation system operates reliably across all tested scenarios. Ticket booking submissions, automated workflows, and database updates function correctly, ensuring a consistent and error-free booking process. The system is validated to be ready for deployment and real-time usage.