

# 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:**

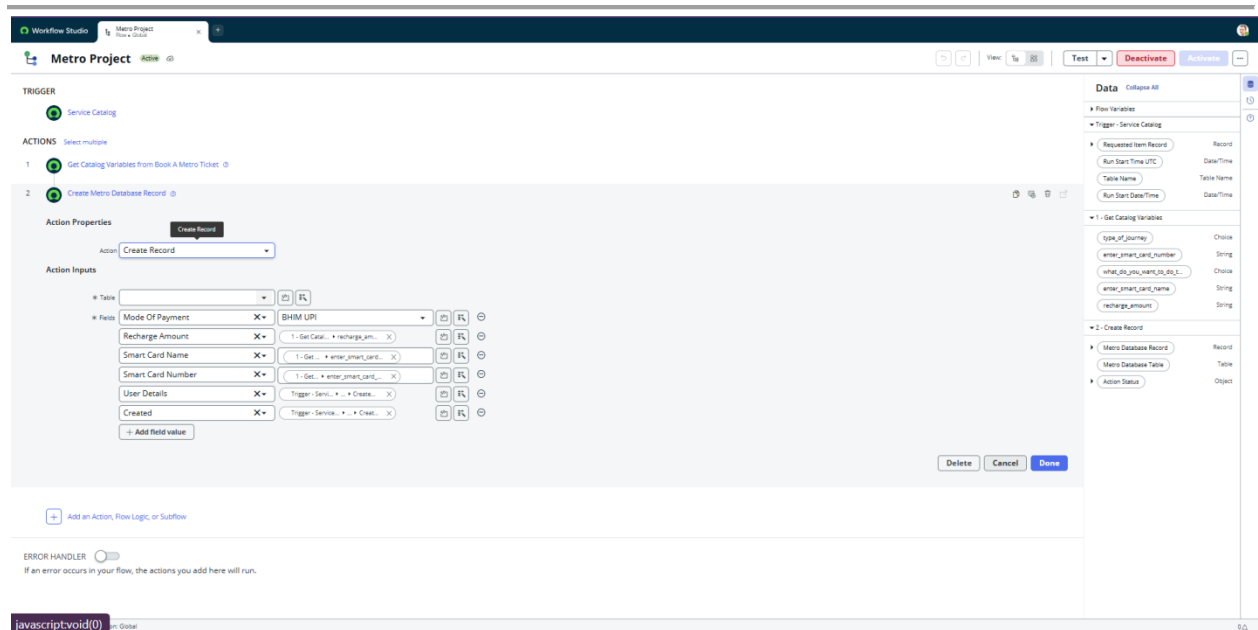
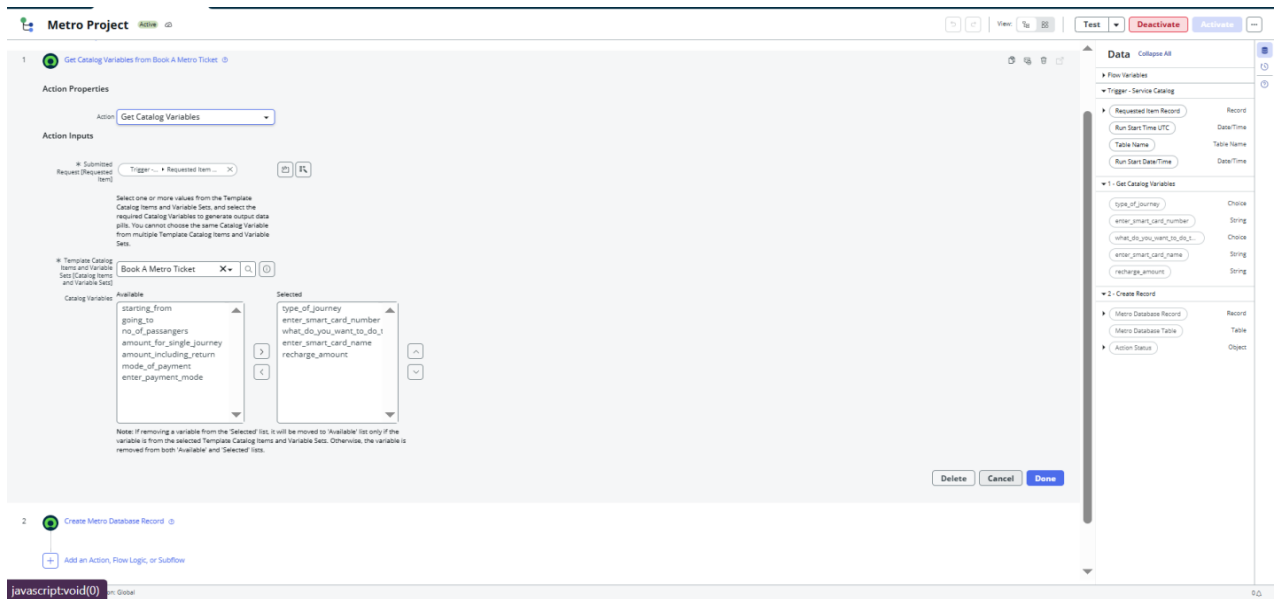
This action stores the metro ticket booking or recharge information into the custom database table for tracking, reporting, and auditing.

## 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



## 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.

