

**Project Design Phase**  
**Proposed Solution Template**

Date	15 February 2025
Team ID	
Project Name	Metro Ticket Generating System in ServiceNow
Maximum Marks	2 Marks

**Proposed Solution Template:**

Project team shall fill the following information in the proposed solution template.

S.No	Parameter	Description
1	<b>Problem Statement</b>	Manual metro ticket booking causes long queues, delays, fare calculation errors, and poor visibility into ticketing data.
2	<b>Idea / Solution Description</b>	ServiceNow-based automated metro ticket generating system that allows passengers to book tickets digitally using a Service Catalog with automated fare calculation and request tracking.
3	<b>Novelty / Uniqueness</b>	Digital ticket booking through ServiceNow, automated fare calculation logic, standardized catalog forms, and workflow-based automation for ticket processing.
4	<b>Social Impact / Customer Satisfaction</b>	Faster ticket booking, reduced waiting time at metro stations, improved commuter convenience, and enhanced overall travel experience.
5	<b>Business Model</b>	Digital ticketing solution that reduces operational costs, minimizes manual work, and improves efficiency for metro authorities.
6	<b>Scalability of the Solution</b>	Easily scalable to support multiple metro lines, stations, higher passenger volumes, and future enhancements like QR code validation and analytics.