

## Project Design Phase Solution Architecture

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| Date          | 05 Jan 2026                                  |
| Team ID       |  |
| Project Name  | Metro Ticket Generating System in ServiceNow |
| Maximum Marks | 4 Marks                                      |

### Solution Architecture:

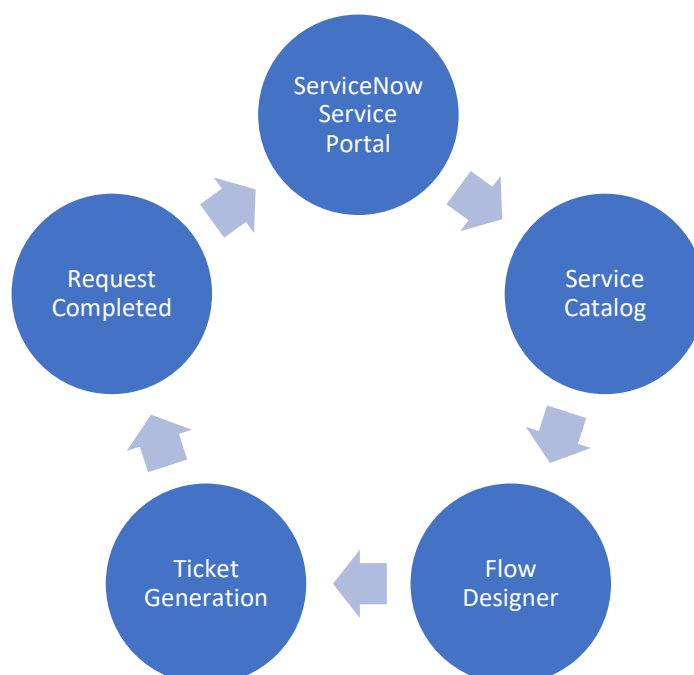
The solution architecture describes how the **Metro Ticket Generating System using ServiceNow** is designed to automate and manage metro ticket booking efficiently. This architecture provides a clear and structured approach for handling passenger ticket requests, automated fare calculation, ticket generation, and request tracking using built-in ServiceNow features.

The system allows passengers to book metro tickets through the **ServiceNow Service Portal**, ensuring a user-friendly and standardized booking process. Passengers can select source and destination stations, journey type, and number of passengers using a Service Catalog item. Once the request is submitted, the ticket details are securely stored in the ServiceNow database and processed automatically.

Fare calculation and request processing are handled through **ServiceNow Flow Designer and server-side scripts**, enabling automation without manual intervention. The system generates a digital ticket record and updates the request status in real time. Notifications can be triggered to inform users about successful ticket booking and request completion.

This solution architecture minimizes manual effort, improves operational efficiency, enhances commuter convenience, and ensures accurate ticket booking with proper data storage and tracking.

### Example - Solution Architecture Diagram:



## **Objectives of the Solution Architecture**

- Automate the metro ticket booking and request processing
- Enable standardized ticket booking using ServiceNow Service Catalog
- Implement automated fare calculation and digital ticket generation
- Reduce manual intervention and processing time
- Provide real-time request tracking and status visibility
- Ensure secure data storage and audit history