

# Interface Design

## 1. Description

Interface design focuses on creating a user-friendly, intuitive, and visually consistent interface that enables users to interact with the Metro Ticket Generating System efficiently. The primary objective of the interface design is to simplify the ticket booking process for commuters while maintaining consistency with ServiceNow's UI standards.

## 2. Design Objectives

- Provide a simple and clean ticket booking form
- Reduce user input errors through well-defined fields
- Ensure logical flow of information from source selection to ticket confirmation
- Maintain brand consistency and usability across desktop and mobile views

## 3. Service Catalog Design

The “Book A Metro Ticket” catalog item acts as the main user interface for ticket booking.

### Book A Metro Ticket

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

Add attachments

Choose a file or drag it here.  
Copy and paste clipboard files here.

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### Recharge Details

\* Enter Smart Card Number

\* Enter Smart Card Name

\* Recharge Amount

## Book A Metro Ticket

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What do you want to do Today?

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- Book QR Ticket

### QR Ticket Details

\* Starting From?

\* Going To?

\* No of Passengers

\* Type of Journey

- None
- Single Journey
- Return Journey

Amount for Single Journey

Amount Including Return

\* Mode of Payment

- None
- UPI
- Card
- Others

Figure 3.1: Service Catalog item “Book A Metro Ticket” showing user-friendly form layout.

#### **4. Key Design Elements:**

- Structured layout with grouped variables
- Mandatory indicators for required inputs
- Choice lists to minimize manual typing

#### **5. UI Customization Techniques Used**

- Catalog UI Policies for conditional visibility
- Client Scripts for real-time calculations
- Choice lists to prevent invalid inputs

#### **6. Outcome**

The interface design ensures that users can complete ticket booking in minimal steps with high accuracy and comfort, improving overall user satisfaction.